



Volvo Car USA LLC

Announcement Title

Recall R10298: EX90 headlamp SW

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

2/7/25

Version No.

2

Last Revision Date

2/18/25

Audience (Retailer Job Role)

All U.S. and Canadian Volvo Retailers

Page

Page 1 of 3

Dear Volvo Retailer Partner

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10298: EX90 Headlamp Software on all model year 2025 EX90 vehicles.

Volvo Car Investigations has determined that the Low Power Controller (LPC) could send a request to perform a reference run to the headlamps, causing the headlamp shutters to temporarily close over the low/high beams.

As a result, loss of headlight illumination will reduce nighttime visibility and increase the risk of a crash.

To remedy concerned vehicles, Volvo Cars will perform a software upgrade on all affected EX90 vehicles.

Volvo Cars centrally has not received any reports alleging injuries, fatalities, or crashes related to this condition.

A total of 2,061 U.S. and 193 Canadian vehicles are affected by this recall.

IMPORTANT NOTE: Retailed vehicles affected by R10298 will not receive an Over-the-Air update at this time. All vehicles affected by R10298 should be upgraded manually using VIDA to ensure **1.2.6 or later is installed**. Customer notifications for R10298 will be mailed early-April instructing them to contact their authorized Volvo retailer to have this recall repair completed.

NEW VEHICLES IN RETAILER INVENTORY

It is a violation of Federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$26,615.00 per violation. Correct all vehicles in your new vehicle inventory before delivery.



Volvo Car USA LLC

Announcement Title

Recall R10298: EX90 headlamp SW

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

2/7/25

Version No.

2

Last Revision Date

2/18/25

Audience (Retailer Job Role)

All U.S. and Canadian Volvo Retailers

Page

Page 2 of 3

COURTESY VEHICLES IN RETAILER INVENTORY

Volvo requests that retailers remove all courtesy vehicles from service that are affected by a Safety Recall unless the remedy has been performed.

USED VEHICLES IN RETAILER INVENTORY

Volvo Car USA is ordering the stop-delivery of affected vehicles in auction and retailer inventory until the recalled item can be repaired.

Stopping the delivery of affected used vehicles until the recall is complete is consistent with Volvo's commitment to safety. Additionally, while Federal law does not prohibit the sale of used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the retailer.

What does this mean for customers?

We encourage customers to contact their authorized Volvo retailer and have this recall repair completed as soon as possible, free of charge.

Vehicle eligibility must be confirmed:

- **Vehicle eligibility can be confirmed in TIE using the "Vehicle Info" tab and entering the VIN. Please use "Claim Type" button to see if R10298 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10298 eligible vehicles not yet delivered to customers must be corrected prior to delivery.**

All vehicles must be checked for any incomplete recalls, service campaigns or service upgrades. All open recalls, service campaigns or Service Action repairs must be completed. If you have any questions concerning this recall or your retailer's affected vehicles, please send an e-mail with your retailer code to recall@volvocars.com.

Owner Notification

An owner notification will be sent out in early-April that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed.



Announcement Title

Recall R10298: EX90 headlamp SW

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

2/7/25

Version No.

2

Last Revision Date

2/18/25

Audience (Retailer Job Role)

All U.S. and Canadian Volvo Retailers

Page

Page 3 of 3

Port Vehicles

It is the retailer's responsibility to check vehicle eligibility prior to delivery.

Parts / Parts Return

Please refer to the parts Bulletin once available.

Claim Submission

Claim submission instructions will be made available in the R10298 Quality Bulletin once available.

Retailer Responsibilities

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

Your Cooperation in completing this important recall is greatly appreciated.

Sincerely

VCUSA Product, Safety, and Compliance