

**Volvo Car USA LLC****Quality Bulletin**

Bulletin Title Recall R10298: EX90 Headlamp Software, MY 2025 EX90		Group 35	NO R10298
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 2/7/25	Status Date 2/7/25
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**A. RECALL R10298 DESCRIPTION**

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 begin to receive this update via Over-The-Air (OTA) starting February 11th, 2025, and may have already received the latest software. Please check the current software version in [Settings>System>Software update](#). If the vehicle has **1.2.6 or later**, then this action has been satisfied and should not be performed. Vehicles will be manually marked if performed via Over-The-Air within 2 weeks.

## Quality Bulletin R10298

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### **WHAT SHOULD YOUR CUSTOMERS DO NOW?**

An Over-The-Air download will be deployed on February 11, 2025. We encourage customers to accept the over-the-air download in the vehicle. If a customer chooses not to accept the OTA download, then they should contact their Volvo retailer to have the repair completed as soon as possible, free of charge.

### **B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO SALE.**

Vehicle eligibility must be confirmed in TIE:

- **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.**

All vehicles must be checked for any incomplete recalls, service actions or service campaigns. All open Recall, Service Campaign or Service Action repairs must be completed prior to customer delivery. **If you have any questions concerning this recall, send them to [recall@volvocars.com](mailto:recall@volvocars.com).**

### **C. PORT VEHICLES**

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

### **D. PARTS / PARTS RETURN**

No parts are required to be returned for this recall.

### **E. 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 if they choose not to accept the Over-The-Air download that will be deployed on February 11, 2025.

### **F. VEHICLES IN RETAILER INVENTORY**

#### **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 vehicle. Correct all vehicles in your new vehicle inventory before delivery.

**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**

VCUSA is ordering the stop-delivery of affected vehicles in VCUSA, auction and dealer 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?**

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

**G. RETAILER RESPONSIBILITY**

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle at new car delivery and or at any service appointment.

**H. TECHNICIAN COMPETENCY REQUIREMENT**

The technician competency requirement for this campaign repair is Quality/G0.

**I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

Recall R10298 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10298  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99942-2  
**Failed Part:** 32425147 (Total Upgrade)

<b><u>Operation Number</u></b>	<b><u>Repair Description</u></b>	<b><u>Qty</u></b>	<b><u>Labor Time</u></b>
99942-2	Software update acc. To QB	1	0.5

**\*Labor times provided are current at the time of release and are subject to change:  
Claims will be paid at the time in effect on the repair date.**

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