

**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 2/18/25	Status Date 2/18/25
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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 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.

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WHAT SHOULD YOUR CUSTOMERS DO NOW?

We encourage customers to contact their authorized Volvo Retailer and have this recall 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.**

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 authorized Volvo Retailer and request an appointment to have this recall repair completed, free of charge.

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)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
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.**