

Bulletin Title Delivery Action D10288: HLCM Reload before SW update, MY 2025 EX90		Group 32	NO D10288
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 10/23/24	Status Date 10/23/24
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A. DELIVERY ACTION D10288 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Delivery Action D10288: HLCM Reload before SW update on certain model year 2025 EX90 vehicles.

Volvo Cars investigations have identified that the High Low Converter Module (HLCM) software might cause damage to the HLCM during other software updates to the car.

The corrective action is to perform a HLCM reload before the Pre-delivery Software (PDS).

A total of 213 U.S and 30 Canadian vehicles are eligible for this delivery action.

URGENT: HLCM RELOAD MUST BE PERFORMED PRIOR TO PDS SOFTWARE!

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS DELIVERY ACTION. VEHICLES IN RETAILER INVENTORY MUST BE UPGRADED PRIOR TO PDS.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Delivery Action D10288 HLCM Reload” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action D10288 has not been completed. Eligibility can also be confirmed in TIE.

Quality Bulletin D10288

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed. If you have any questions concerning this recall, send them to recall@volvocars.com.

C. PORT VEHICLES

NOT all vehicles arriving from the ports will have been completed. It is the retailer's responsibility to check vehicle eligibility prior to delivery.

D. PARTS / PARTS RETURN

Please refer to the Parts Bulletin once available.

E. OWNER NOTIFICATION

No owner notification. This action does not apply to retailed vehicles.

F. VEHICLES IN RETAILER INVENTORY

All vehicles marked for Delivery Action D10288 must be remedied prior to delivery.

G. RETAILER RESPONSIBILITY

All vehicles qualifying for this Delivery Action must be repaired prior to a customer taking possession of the vehicle at new car delivery.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Certified (G1).

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall D10288 claims should be submitted using the LONG FORM application only.

Claim Type: D10288
Cause Code: 02
CSC Code: XW
Main OP: 99923
Failed Part Number: 32397976 (HLCM Reload)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99923	General Reimbursement acc. To QB	1	0.3

***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.**