



| | | | |
|--|--|------------------------|-------------------------|
| Bulletin Title Delivery Action D10294: EX90 Software Update 1.1.21, Model Year 2025 EX90 | | Group 30 | NO D10294 |
| Issuer (Dept.) Product, Safety and Compliance | Car Market United States and Canada | Issue Date 11/15/24 | Status Date 11/15/24 |
| Revisions | | Page Page 1 of 2 | |

- A. DELIVERY ACTION D10294 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PORT VEHICLES if applicable**
- D. PARTS INFORMATION/PARTS RETURN if applicable**
- E. OWNER NOTIFICATION**
- F. VEHICLES IN RETAILER INVENTORY**
- G. RETAILER RESPONSIBILITY**
- H. TECHNICIAN COMPETENCY REQUIREMENT**
- I. CAMPAIGN REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

A. DELIVERY ACTION D10294 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Delivery Action D10294: EX90 Software Update on certain Model Year 2025 EX90 vehicles.

Volvo Cars investigations have identified that certain EX90 vehicles that have previously performed PDS **must** download improved software (**1.1.21 or later**) prior to customer delivery.

The corrective action is to perform a Total Software Upgrade.

A total of 495 U.S and 17 Canadian vehicles are eligible for this delivery action.

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 D10294 EX90 SW Update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action D10294 has not been completed. Eligibility can also be confirmed in TIE.

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.

Quality Bulletin D10294

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 D10294 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

Delivery Action D10294 claims should be submitted using the LONG FORM application only.

Claim Type: D10294
Cause Code: 02
CSC Code: XW
Main OP: 99942
Failed Part: 32425147 (Total Upgrade EX90)

| <u>Operation Number</u> | <u>Repair Description</u> | <u>Qty</u> | <u>Labor Time</u> |
|-------------------------|--------------------------------|------------|-------------------|
| 99942 | Software Downloading 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.**