



Bulletin Title Delivery Action D10295: Tailgate Stickers, MY 2025 EX30		Group 89	NO D10295
Issuer (Dept.) Product, Safety and Compliance	Car Market Canada	Issue Date 1/17/25	Status Date 1/17/25
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A. DELIVERY ACTION D10295 DESCRIPTION

Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Delivery Action D10295: Tailgate Sticker on certain Model Year 2025 EX30 vehicles.

Volvo Cars investigations have identified that certain model year 2025 EX30's must replace the rear hatch tailgate stickers.

The corrective action is to remove and clean the areas with tailgate stickers, then replace them with new stickers.

A total of 10 Canadian vehicles are affected by 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 REMEDIATED PRIOR TO DELIVERY.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Delivery Action D10295 Tailgate Stickers” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action D10295 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.

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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

New stickers will need to be applied to the tailgate. No parts are required for return.

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 D10295 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 D10295 claims should be submitted using the LONG FORM application only.

Claim Type: D10295
Cause Code: 02
CSC Code: XW
Main OP: 99921-2
Failed Part: 80038887 (Sealing)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99921-2	General Reimbursement acc. to QB	1	0.1

***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.**