

Bulletin Title Service Action S10303: EX90 Key Fob, Model Year 2025 EX90		Group 36	NO S10303
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 2/10/25	Status Date 2/20/25
Revisions		Page Page 1 of 3	

- A. SERVICE ACTION S10303 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION**
- D. OWNER NOTIFICATION**
- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. TECHNICIAN COMPETENCY REQUIREMENT**
- H. CLAIM INSTRUCTIONS**

A. SERVICE ACTION S10303 DESCRIPTION

Volvo Cars USA LLC and Volvo Car Canada LTD on behalf of the Volvo Car Corporation has decided to launch Service Action S10303 on certain model year 2025 EX90 vehicles.

Volvo Car Investigations have identified that there is a pairing issue with the key fob.

As a result, there is a possibility that the customer's key fob is not paired to the vehicle.

The corrective action is to download SP Software.

Please note: The corrective action will be different depending on if a vehicle has received PDS or not which is outlined below and in the QB instructions.

RETAILED VEHICLES (Vehicles that have had PDS performed)

- 1. Download SP via Manual Order (PN 32387927)**
- 2. Pair the key fob.**

NON-RETAILED VEHICLES (Vehicles that have not had PDS performed)

- 1. Perform PDS**
- 2. Download SP via Manual Order (PN 32387927)**
- 3. Change the vehicle to *normal mode and unrestricted speed***
- 4. Pair the key fob**

S10303 affects 151 vehicles in the U.S and 5 in Canada.

Quality Bulletin S10303

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION. 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 the “Claim Type” button to see if S10303 is available and use the performed column to see if the vehicle is eligible.**

All vehicles must be checked for any incomplete recalls, service campaigns or service upgrades. All open Recalls, Service Campaigns or Service Actions repairs must be completed.

C. PARTS INFORMATION

Please refer to the Parts Bulletin if available.

D. OWNER NOTIFICATION

Owner notifications will be sent out by early March.

E. VEHICLES IN RETAILER INVENTORY

Vehicles in retailer inventor must be repaired prior to sale.

F. RETAILER RESPONSIBILITY

Retailers must perform this service action at next point of contact on eligible vehicles regardless of miles or vehicle age. All work performed under this service action is free of charge to the owner. All eligible vehicles must have this service action completed prior to customer delivery.

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this repair is GO.

H. CLAIM INSTRUCTIONS

Labor reimbursement is effective at the time of release and may change in the future.

Claim Type: S10303
Cause Code: 02
CSC Code: XW
Main OP: 99924-2 or 97584-2
Failed Part: 9139567 (No Parts Involved)
SP PN to be downloaded is 32387927 (Free of charge). PN to be claimed as a Failing Part, and do not submit for parts reimbursement is 9139567 (No Parts Involved).

RETAILED VEHICLES (Vehicles that have had PDS performed)

<u>Labor Operation</u>	<u>Description</u>	<u>Labor Time</u>
99924-2	General Reimbursement acc. TO QB	0.4

- 1. Download SP via Manual Order (PN 32387927)**
- 2. Pair the key fob.**

NON-RETAILED VEHICLES (Vehicles that have not had PDS performed)

<u>Labor Operation</u>	<u>Description</u>	<u>Labor Time</u>
97584-2	Software Download Acc. to QB-S10303	0.2

- 1. Perform PDS**
- 2. Download SP via Manual Order (PN 32387927)**
- 3. Change the vehicle to *normal mode* and *unrestricted speed***
- 4. Pair the key fob**

***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.**