

Volvo Car USA LLC**Quality Bulletin**

Bulletin Title Delivery Action D10309: Washer Fluid, Model Year 2025 EX90		Group 84	NO D10309
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 3/12/25	Status Date 3/12/25
Revisions		Page Page 1 of 2	

- A. DELIVERY ACTION D10309 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 D10309 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Delivery Action D10309: Washer Fluid on certain Model Year 2025 EX90 vehicles.

Volvo Cars investigations have identified that the washer fluid system on certain Model Year 2025 EX90 vehicles might not have been assembled correctly. As a result, leakage may occur.

The corrective action is to check for washer fluid leaks after the washer fluid has been filled at PDS (please refer to the PDF attached to this package for OK and NOT OK examples):

A total of 353 U.S. and 42 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 REMEDIED PRIOR TO DELIVERY.

Vehicle eligibility must be confirmed:

- Vehicle eligibility can be confirmed in "TIE" using the "Vehicle Info" tab and entering in the VIN. Please use the "Claim Type" button to see if D10309 is available and use the performed column to see if the vehicle is eligible.

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 D10309

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

No parts are required for this Delivery Action. If a warranty claim is needed, please refer to the reimbursement procedures and retailer allowance section in this bulletin.

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 D10309 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 Quality G0.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Delivery Action D10309 claims should be submitted using the LONG FORM application only.

Claim Type: D10309
Cause Code: 02
CSC Code: XW
Main OP: 99921-2
Failed Part: 9139567 (No Parts Involved). Please claim as F PN and not for parts reimbursement)

<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

***If a warranty job is required for repair, please use the PREDEL claim type. D10309 is to be claimed for inspection.**

***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.**