

Volvo Car USA LLC**Quality Bulletin**

Bulletin Title Delivery Action D10310: Early Software Action, Model Year 2025 EX90		Group 36	NO D10310
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 3/19/25	Status Date 3/19/25
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A. DELIVERY ACTION D10310 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Delivery Action D10310: Early Software Action on certain Model Year 2025 EX90 vehicles.

Volvo Cars investigations have identified that certain EX90's with early software need a pre-PDS software.

The corrective action is to:

- 1. Ensure that all ECU's are in Default (Extended for HPA (High Performance CPU A)).**
- 2. Download pre-PDS SW (32425177) prior to normal PDS SW.**
- 3. Continue with PDS as normal (PDS SW will be available after pre-PDS SW).**

A total of 7 U.S. and 11 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 D10310 is available and use the performed column to see if the vehicle is eligible.

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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 Quality Bulletin, 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

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 D10310 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 D10310 claims should be submitted using the LONG FORM application only.

Claim Type: D10310
Cause Code: 02
CSC Code: XW
Main OP: 99922-2
Failed Part: 32425177 (pre-PDS Software)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99922-2	General Reimbursement acc. to QB	1	0.2

***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.**