

# V O L V O

## Volvo Car USA LLC

## Quality Bulletin

|   |                          |             |             |
|---|--------------------------|-------------|-------------|
| Bulletin Title  |                          | Group       | NO          |
| Courtesy Upgrade C10346 Vehicle Computational Unit (VCU2),<br>Model Year 2025 EX90 vehicles |                          | 36          | C10346      |
| Issuer (Dept.)  | Car Market               | Issue Date  | Status Date |
| Product, Safety and Compliance  | United States and Canada | 2/19/26     | 2/26/26     |
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### **A. COURTESY UPGRADE C10346 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of the Volvo Car Corporation, has decided to launch a Courtesy Upgrade on model year 2025 EX90 vehicles.

Courtesy Upgrade C10346 includes updating the Vehicle Computational Unit (VCU2) to prepare for future EX90 functional growth with an improved core computer.

The corrective action is to replace the VCU2 by following the below steps:

**NOTE – It is very important that the procedures outlined below are followed in order and THE SAME LAPTOP/COMPUTER HAS TO BE USED FOR THE ENTIRE PROCESS**

1. Prior to starting check ODO and Service time/distance. Note this.
2. Connect the car to VIDA, perform a readout and check network topology and make sure ECUs are responding.
3. **NOTE, VERY IMPORTANT STEP: Order and Download Read Data VCU (SP 32425184), old VCU is still connected in this step**
4. Release cooling system pressure.
5. Disconnect both 12V batteries according to VIDA and replace VCU according to instruction.
6. Connect the 12 V batteries and connect charger to both.
7. Connect car, enter VIN manually in pop-up window and do a new readout.
8. Order and Download VCU retrofit (SP 32464025).
9. Check network topology and make sure ECUs are responding.
10. Order and Download Total Upgrade (SP 32425147). (This part will take around 1h)
11. Order and Download HPB sync Retrofit (SP 32425186).
12. Fill and bleed coolant system according to VIDA method.
13. Run isolation test.

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14. If the vehicle is without air suspension - Perform calibration and Headlamp adjustment.
15. Check ODO, Service time/distance. Car might need to be driven a few meters to show Service time/distance. Confirm the information matches from step 1.
16. If there are remaining camera calibration issues after the replacement is done, please contact technical helpdesk.

Make sure the vehicle is returned in best order; e.g., any other outstanding QB on the vehicle should be performed as well.

### B. VEHICLES INVOLVED

**NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THIS COURTESY UPGRADE.**

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 C10346 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 actions. **All** open recalls, services campaigns or service action repairs **must** be completed prior to customer delivery. If you have any questions concerning this Courtesy upgrade, please send them to [recall@volvocars.com](mailto:recall@volvocars.com).

### C. PARTS INFORMATION / PARTS RETURN

Please refer to the parts bulletin for parts information.

### D. VEHICLES IN RETAILER INVENTORY

Vehicles in retailer inventory must be completed prior to sale. Please confirm vehicle eligibility first.

### E. RETAILER RESPONSIBILITY

Retailers are to perform this courtesy upgrade on eligible vehicles regardless of mileage/kilometers or vehicle age. The work covered under Courtesy Upgrade C10346 is free of charge to the owner.

### F. INSTRUCTION TO CUSTOMER

Install any available OTA software updates prior to the workshop visit as this can simplify the upgrade process.

Bring physical key when car is taken to workshop for upgrade.

Average consumption data will show incorrect after the upgrade, it will correct after the next charging cycle.

### G. TECHNICIAN COMPETENCY REQUIREMENT

The technician's competency requirement for this campaign repair will be G1.

### H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Courtesy Upgrade C10346 claims should be submitted using the LONG FORM application only.

**Claim Type:** C10346  
**CSC Code:** XW  
**Cause Code:** 02  
**Main OP:** 97593-2  
**Failed Part:** 36013403 (VCU Exch.)

#### VCU Replacement – To be used on all cars

| Operation Number | Repair Description                                   | Qty | Labor Time |
|------------------|--|-----|------------|
| 97593-2          | Vehicle Computational Unit VCU<br>replace acc. To QB | 1   | 2.3        |

#### \*\*Calibration – Only for cars without Air Suspension

| Operation Number | Repair Description               | Qty | Labor Time |
|------------------|----------------------------------|-----|------------|
| 97594-3          | Calibration with VIDA acc. To QB | 1   | 0.1        |

#### \*\*Total Upgrade – Only for cars below SW 1.4.12

| Operation Number | Repair Description              | Qty | Labor Time |
|------------------|---------------------------------|-----|------------|
| 99943-3          | Software downloading acc. To QB | 1   | 0.2        |