

Volvo Car USA LLC

Quality Bulletin

Bulletin Title Delivery Action D10297: EX90 PDI, Model Year 2025 EX90		Group 100	NO D10297
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 1/8/25	Status Date 1/8/25
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A. DELIVERY ACTION D10297 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Delivery Action D10297: EX90 PDI on certain Model Year 2025 EX90 vehicles.

Volvo Cars investigations have identified that certain model year 2025 EX90 vehicles have been produced with potential assembly issues.

The corrective action in conjunction with PDS, inspect the following items (please refer to the PDF attached to this package for OK and NOT OK examples):

- **Driver & Passenger front door outer window seals (OWS) are seated correctly.**
- **Frunk (front hood) release is functioning properly.**
- **Suspension fault DTC #SUM-C10F113 is present in VIDA.**
- **After washer fluid has been filled at PDS, check for leakage from the washer fluid reservoir & Hoses.**

A total of 684 U.S. and 116 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.

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Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Delivery Action D10297 EX90 PDI” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action D10297 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.

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 D10297 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 D10297 claims should be submitted using the LONG FORM application only.

Claim Type:	D10297
Cause Code:	02
CSC Code:	XW
Main OP:	99922-2
Failed Part:	9139567 (No Parts Involved)

<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

***If a warranty job is required for repair, please use the PREDEL claim type. D10297 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.**