



# Service Manager Bulletin

TITLE:

**Retail Car Delivery Process MY 2020**

|  |                    |  |                       |  |                                   |
|--|--------------------|--|-----------------------|--|-----------------------------------|
| <b>GROUP:</b><br>17  | <b>NO:</b><br>2020 | <b>ISSUING DEPARTMENT:</b><br>Service Operations |                       | <b>CAR MARKET:</b><br>United States and Canada |                                   |
| <b>REFERENCE BULLETINS:</b><br>CPI 23-2018, SMB 17-020, 17-021, TJ 29233, 31543, 33201 |                    |  |                       | <b>ISSUE DATE:</b><br>2019-04-30               | <b>STATUS DATE:</b><br>2019-04-30 |
| <b>Service Personnel:</b><br>Read and initial  |                    | <b>SERVICE MANAGER</b>                           | <b>SERVICE WRITER</b> | <b>WARRANTY ADMINISTRATOR</b>                  | <b>Page 1 of 6</b>                |
|  |                    |  |                       |  |                                   |

## “Right first time in Time”

To ensure the highest-quality experience to our customers, new vehicles must be delivered to the customer with the latest PDS software (see page 4). The installation of the software must be within five days of the physical delivery to the customer. PDS payment is subject to debit where it is found that software was not installed accordingly. **The Pre-Delivery Service (PDS) and Vehicle in Stock Maintenance is to be performed as per VIDA.**

**It is necessary to follow all Volvo stock maintenance and Pre-Delivery Service (PDS) procedures as outlined in VIDA. This includes keeping vehicles in transport mode and performing the PDS as close to customer delivery as possible (within 5 days). It is imperative that the vehicle has a healthy, fully charged battery at the time of customer delivery.**

**Vehicle batteries and tires are especially sensitive to aging.**

**Failure to follow prescribed routines may result in claims denial.**

Additionally, starting MY19, transport mode offers new features including state of charge in the driver display, tracking of past maintenance and the time until next maintenance is required. Leaving transport mode deletes this data and no longer provides this useful data.

**Upon vehicle receipt at your facility, you should be checking the battery state of charge and starting your maintenance plan per the schedule in VIDA.**

Ensuring a problem-free delivery and following the PDS process is everyone’s responsibility.

It is important that the entire Service and Sales staff be aware of changes since the November 2017 software update which brings the ability to authorize or deny data collection on services that require it. More information can be found in TJ 33201 or by looking at the VCUSA support website:

**Privacy Settings.** Any settings enabled for testing must be disabled prior to releasing the car.



This bulletin contains information on the following steps which make up the Retail Car Delivery Process.

- Vehicle inspection procedure (Truck Delivery)
- Vehicle in stock maintenance
- Pre-Delivery Service (PDS)
- Vehicle Delivery (Customer Delivery)

The following outlines the Retail Car Delivery Process (RCDP). The basic structure of the RCDP is:

1. Truck Delivery Vehicle Inspection
2. Stock Maintenance - proper care and maintenance of vehicles in retailer inventory
3. **PDS - PDS Mechanical and PDS Detail\*** (see SMB 17-020)
4. Delivery of Vehicle to customer
5. Celebrate delivery of vehicle with customer and staff

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We encourage you to ensure that these PDS processes are fully understood and implemented. These processes are geared towards assuring high-quality retail delivery and completely satisfied customers.

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**Item 1 – Truck Delivery U.S.** – All vehicles must be thoroughly inspected at time of delivery by truck to your facility. Guidance documents with instructions as to the submission and handling of claims can be found at: [www.ucmglobal.com/volvo](http://www.ucmglobal.com/volvo).

**Refer to SMB 17-021 for all transport related Policy and Procedures.**

**Item 2 – Stock Maintenance** – This checklist describes activities that must be performed every 30 days in order to keep the car in the freshest possible condition. **PDS - Final/Detail should be done *just prior* to delivery to the final customer.**

In VIDA - Profile the vehicle:

Information

Service Programs

0 Administration

05 Transport, vehicle storage and driving regulation

Stock maintenance checklist

Print out checklist

**Item 3 – PDS, Pre-Delivery Service** – A process to ultimately deliver a better quality product to the end user.

We suggest that the “technician” take ownership of the PDS to make certain the vehicle is being inspected correctly. The technician will be responsible for the entire vehicle, the detail person responsible for the appearance of the vehicle and the salesperson is responsible for the customer experience. PDS should not be looked at as a fill-in job in the shop but as the first impression our customer has when he or she purchases a Volvo.

Also note that the PDS Checklist must be signed by the Technician, Detail Person and the Salesperson responsible for that vehicle. This will ensure that the work performed and the cleanliness of the vehicle meet the needs and expectations of the Volvo owner. As one of the last people in the Retail Store to hand off the new Volvo to its owner, the Salesperson must ensure the integrity of the product and make certain all is in working order. The PDS Checklist must be attached to the R.O. and retained in the vehicle file.



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**The PDS Checklist must be signed by the Technician, Detail Person and Salesperson responsible for that vehicle.**

**Item 4 – Customer Delivery** – Delivery preparation is the first opportunity to create customer satisfaction and customer loyalty. The objective is to deliver a new Volvo that is 100% perfect.

**Reset service reminder light. It is important the customer gets a full cycle of 10,000 miles/ 16,000 km or 1 year from the delivery date before the reminder light illuminates.**

### **Delivery Phases:**

- ✓ **Vehicle Preparation**
- ✓ **Stage the Car**
- ✓ **Demonstration of Features**
- ✓ **Documentation/Owner’s Information Materials\***
- ✓ **Tour Facility**
- ✓ **Leather Care Wipes (for light interior cars)**

\* Owner’s Manual, Warranty Manual, On Call Guide, Leather Care Wipes, SiriusXM Guide and other Owner’s Information.

The sales consultant is responsible for making the delivery of a new Volvo a well planned, memorable event. Time and special attention must be given to the new owner, effectively communicating the Retailer’s commitment to the customer’s complete satisfaction.

### **PRE-DELIVERY SERVICE (PDS) REIMBURSEMENT SUBMISSION PROCEDURES**

PDS will be paid at the time of wholesale to the wholesaling retailer. Payment will appear on the Weekly Transaction Statement under the PDS section. Claims will be identified by the prefix “C” and the last six digits of the VIN.

The PDS will continue to be subject to all administrative repair order requirements as outlined in the Warranty Policy and Procedures Manual. This includes punch time verification.

Retailers that receive a vehicle from another retailer and are not the wholesaling retailer should verify with the wholesaling retailer if the PDS has been performed. Reimbursement would have to be worked out between the retailers directly. Claims will only be paid to the retailer identified by Volvo as the wholesaling retailer, regardless of which retailer performs the PDS.

### **RETAILER ALLOWANCE for reference information**

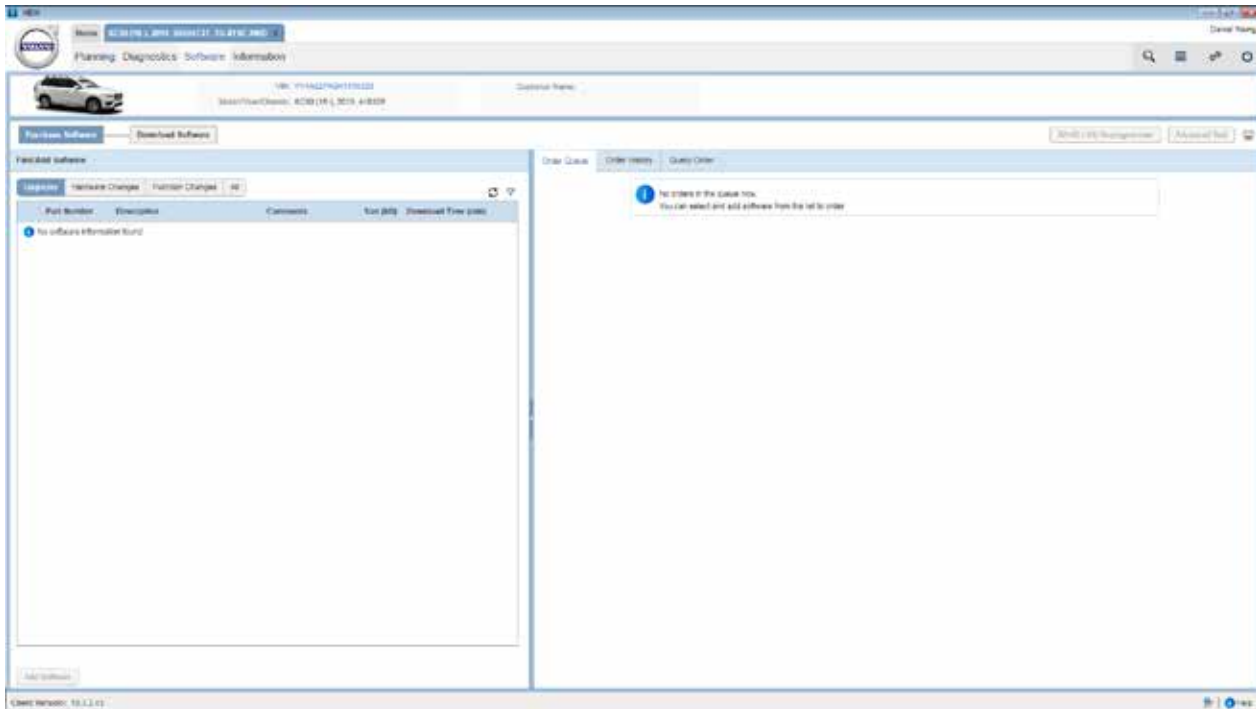
| <u>Model</u> | <u>Model Year</u> | <u>Labor</u> | <u>Labor OP</u> |
|--------------|-------------------|--------------|-----------------|
| ALL          | 2020              | 1.8          | 01717-6         |

Note: Minimum technician level required to perform a PDS is a Volvo Certified Level.



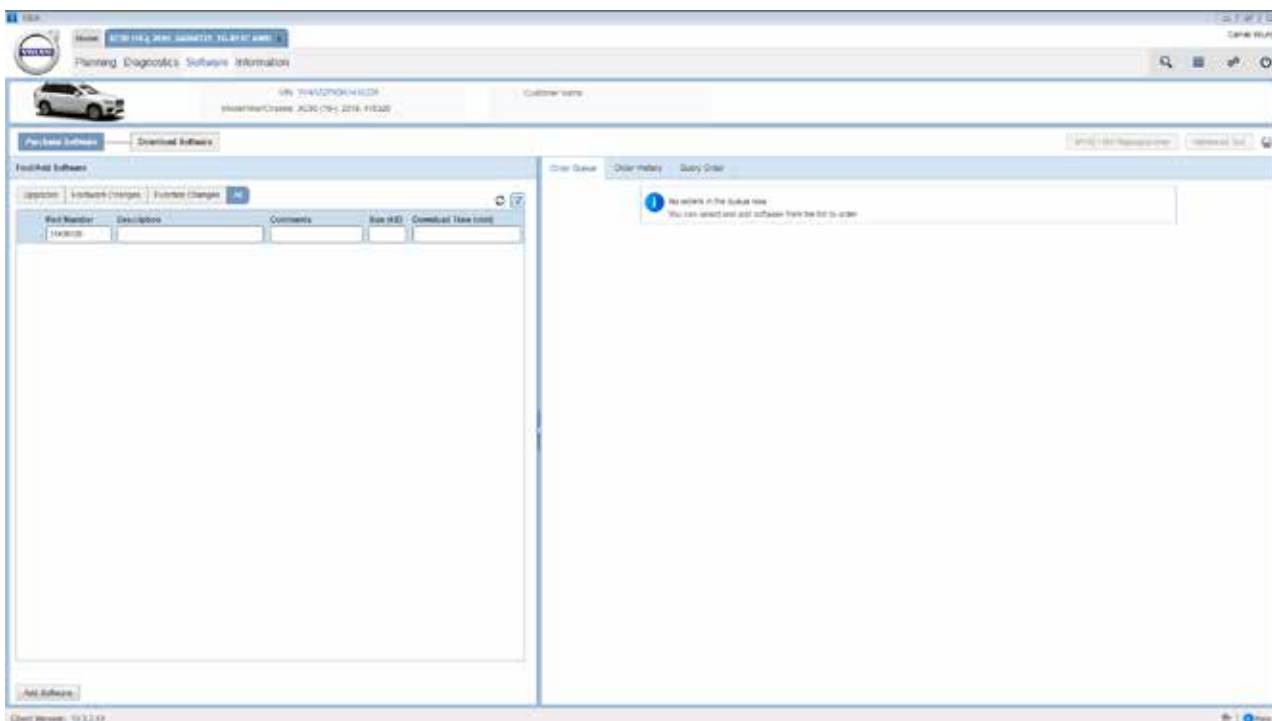
## PDS SOFTWARE UPDATE PROCESS

1. If “No software information found” is displayed in the Vida software tab.



2. Select the ALL tab.

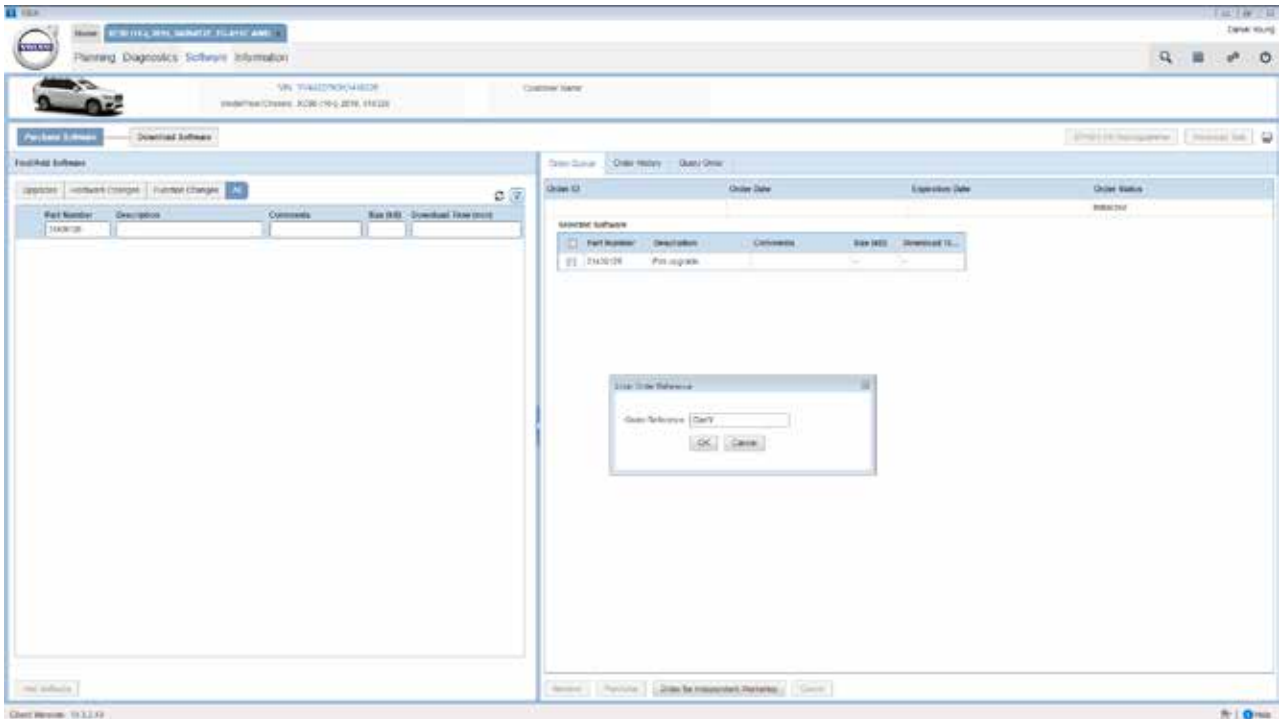
- Manually enter the PDS upgrade part number (refer to TJ 27536)
- Press enter on the keyboard
- Select Add Software



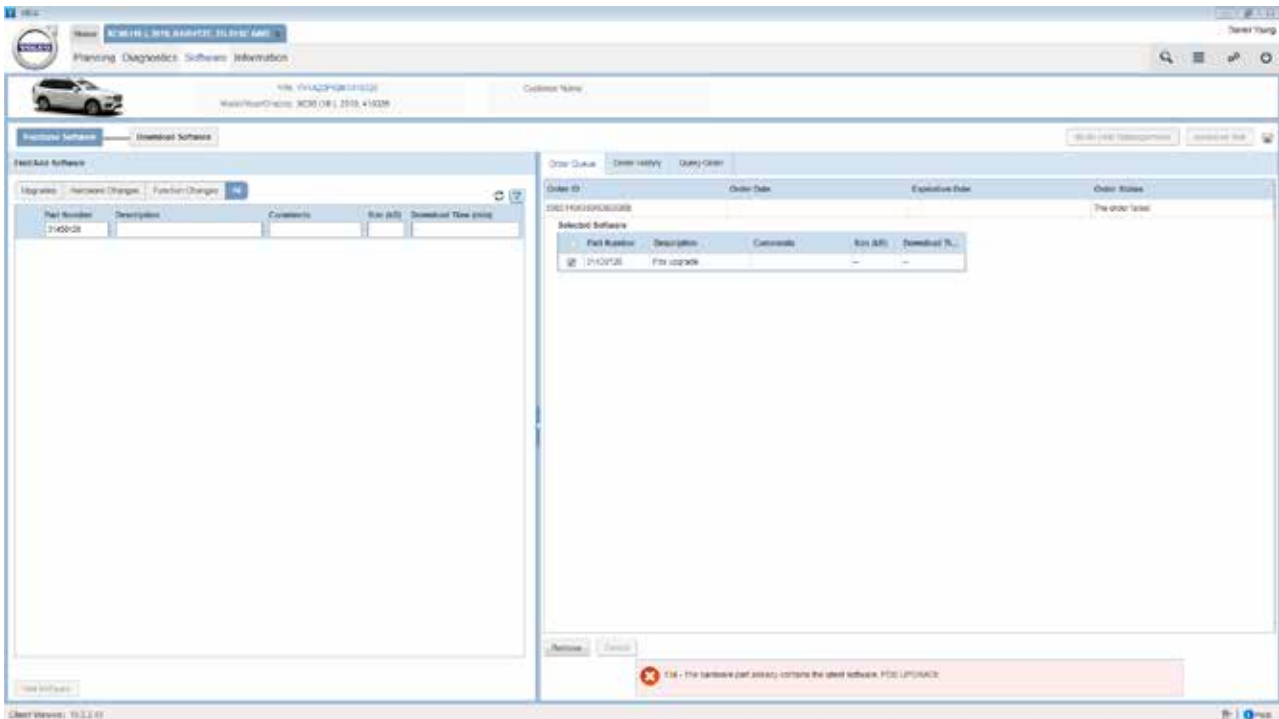


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## 3. Purchase PDS software.



## 4. An error message will be displayed stating “134 – The hardware part already contains the latest software. PDS UPGRADE”



## 5. Remove the software and finish any remaining work on the vehicle.

## Vehicle Inspection Procedure

