



Service Manager Bulletin

TITLE:

**Care by Volvo Maintenance Service Wear & Tear
Seasonal Wheel Swap Coverage**

GROUP: 00	NO: 439	ISSUING DEPARTMENT: Warranty		CAR MARKET: Canada	
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Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 5

“Right first time in Time”

CARE BY VOLVO COVERAGE

CUSTOMER OFFER

Care by Volvo Coverage provides scheduled maintenance service, wear item coverage and seasonal winter wheel kit changes to help ensure the customers trouble free operation of their new Volvo vehicle.

This offer is only applicable to vehicles delivered under the terms and conditions of Care by Volvo in Canada.

The Care by Volvo Coverage is a Canada specific program and is valid only when repairs are performed at an authorized Canadian Volvo retailer subject to all applicable exclusions or limitations.

Note: It is the servicing retailer’s responsibility to confirm vehicle eligibility for coverage and mileage limitations before any service and/or repair is performed.

Care by Volvo Coverage:

- **Maintenance Service Coverage**
 - 2 years (24 months) from the vehicles original in service date or up to 48,000 kms; (whichever occurs first).
 - Limited only to those scheduled maintenance services as outlined in the Warranty and Maintenance Records Information manual and/or VIDA.
 - The vehicle mileage at time of service should not exceed +/- 2,400 kilometers of the stated interval. Low mileage cars must be serviced once annually.



- **Wear and Tear Coverage**

- 2 years (24 months) from the vehicles in service date or up to 48,000 kms; (whichever occurs first).
- Covered items are: brake pads, brake rotors and wiper blades*.

**Brakes are covered for wear only. Wiper blades are limited to 1 set per year.*

- **Seasonal Tire Coverage**

- 2 years (24 months) or up to 48,000 kms; (whichever occurs first).

The warranty processing system will be used to reimburse retailers for claims submitted under Care by Volvo Coverage.

CUSTOMER RESPONSIBILITY

All eligible Care by Volvo vehicles retail delivered and registered in Canada by an authorized Volvo dealer will qualify for this program.

- CBVCAMA coverage expires 2 years (24 months) from the vehicles original in service date or at 48,000 kms (whichever comes first).**
- CBVCAWH coverage expires 2 years (24 months) from the vehicles original in service date or 48,000 kms (whichever comes first).**
- CBVCAWT coverage expires 2 years (24 months) from the vehicles original in service date or 48,000 kms (whichever comes first).**

****Care by Volvo coverage is not transferred automatically to subsequent owners. Coverage is only applicable to the original subscriber.**

RETAILER RESPONSIBILITY

It is the servicing retailer's responsibility to confirm vehicle eligibility for coverage and mileage limitations before any service and /or repair is performed.

The Warranty Vehicle Inquiry screen will identify vehicles eligible for this program with the following designation:

Message(s):

- Eligible for: Care by Volvo: Maintenance claims, 2 year/48
- Eligible for: Care by Volvo: Wheel swap claims, 2 year/48
- Eligible for: Care by Volvo: Wear and tear claims, 2 year/48

Failure to properly verify coverage under the program will result in claim denial.



CLAIM REIMBURSEMENT & SUBMISSION PROCEDURES

Volvo Car Canada, LLC will process claims for Care by Volvo Coverage through the Warranty Processing system. The LONG FORM application will be utilized for all claims. The applicable claim types and operations are provided below.

Claim type 01:

Must be used when replacing wear items (brake pads, brake rotors or wiper blades) during the adjustment period (months 1-12).

Claim Submission:

Long Form Claim

Claim types: 01

Cause Code: 98

Symptom Code: applicable to the customer's complaint

Only the following operation numbers can be submitted.

Wiper Blades – front (2): 36304-2

Wiper Blade – rear (1): 36351-2

Brake Pads – front (2): 51104-0

Brake Pads – rear (2): 51204-0

Brake Rotors- front (2): 51116-0

Brake Rotors- rear (2): 51216-0

Brake Pads & Rotors – front (2): 51117-0

Brake Pads & Rotors – rear (2): 51217-0

Labor Time: refer to the VST for labor reimbursement.

Part Numbers: refer to VIDA for applicable part numbers.

Claim Type CBVCAWT:

Is used when submitting for **wear items after the adjustment period** (brake pads, brake rotors or wiper blades) up to 24 months or 48,000 kms (months 13-24).

Claim Submission:

Long Form Claim

Claim types: CBVCAWT

Cause Code: 98

Symptom Code: 1C



Only the following operation numbers can be submitted.

Wiper Blades – front (2): 36304-2

Wiper Blade – rear (1): 36351-2

Brake Pads – front (2): 51104-0

Brake Pads – rear (2): 51204-0

Brake Rotors- front (2): 51116-0

Brake Rotors- rear (2): 51216-0

Brake Pads & Rotors – front (2):51117-0

Brake Pads & Rotors – rear (2):51217-0

Labor Time: refer to the VST for labor reimbursement.

Part Numbers: refer to VIDA for applicable part numbers.

Claim Type CBVCAMA:

Is used for scheduled maintenance services, as outlined in the Warranty and Maintenance Records Information manual and/or VIDA. (months 1-24 or up to 48,000 kms, whichever occurs first).

Claim Submission:

Long Form Claim

Claim types: CBVCAMA

Cause Code: 98

Symptom Code: 1C

Only the following operation numbers can be submitted when applicable.

Volvo Original Maintenance: 17301-2 (1)

Wear and Tear Inspection: 17302-3 (1)

Cleaning Inside of the Windshield (in front of camera): 17481-3

Air cleaner passenger compartment replace: 17432-3

Labor Time: refer to the VST for labor reimbursement.

Part Numbers: refer to VIDA for applicable part numbers.

Claim Type CBVCAWH:

Is used when submitting claims for seasonal wheel swaps up to 24 months or 48,000 kms (months 1-24)

Claim Submission:

Long Form Claim

Claim types: CBVCAWH

Cause Code: 98

Symptom Code: 1C



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Only the following operation number can be submitted.

Wheels 4 pcs remove and install – (1) 77064-2

Labor Time: refer to the VST for labor reimbursement.

Labor Reimbursement:

The retailer's warranty labor rate, which is in effect on the date of the repair order, will be used to calculate labor reimbursement.

Parts Reimbursement:

Will be at normal warranty rates (except for any expendable items) which are in effect on the date of the repair (no handling credit will apply).

Please Note: Appearance/Road hazard claims must be made through the LGM process.

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