



Service Manager Bulletin

TITLE:

Vehicles with Full Body Covers

GROUP: 17	NO: 001	ISSUING DEPARTMENT:		CAR MARKET: United States and 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”

Vehicles with Full Body Covers.

Volvo Car USA and Volvo Car Canada LTD will soon begin delivering vehicles with full body covers. The first vehicles with full body covers will be the S60i and will be followed by the MY 2018 S90. The first S60i models with full body covers will be arriving during the second quarter of 2017.

The following information is intended as a **supplement** to the existing Retail Car Delivery Process Service Manager bulletins.

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

It is recommended that the full body cover remain on the vehicles for as long as the vehicle is maintained in dealer inventory.

This bulletin will provide you with instructions relating to process of handling vehicles with a full body cover. As well as a Q & A and a link to a video.

Full Cover Removal Video Link: http://volvolearning.info/performance_network/howto/car_cover_removal_mar2017.html

Note: Cover should never be lifted off the body from the bottom up because this may cause damage to the paint. The cover should always be cut and dropped down off the body as shown in the video.

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If you have concerns relating to the full body covers you should communicate those concern in a TIE report.

Vehicle Report:

Yes, please submit a Vehicle Report. Use concern area “Vehicle Report” and sub concern area “Support not needed”, use function group 8600.

Note: The removal instructions are in VIDA. A Full Cover removal tool will be provided with all full body covered vehicles until further notice. The tool can be found in the center console of the vehicle.



Retailer Instruction for Vehicle Inspection Of Covered Cars

At arrival:

Inspect the vehicle by walking around the car.

Inspect the vehicle by walking around the car. If any damages noticed on the vehicle cover, take photo of the damaged area, then take it off and inspect the car thoroughly, take photo of the damage and make a note on Delivery Receipt and document the damages on a VCR* and have it signed by both parties.

If damages are underneath the cover and the cover is NOT broken, those damages must be reported to Volvo warranty team.

Following parts which are not covered or undressed at arrival, must be inspected at arrival and documented on a VCR and signed by both the receiver and the party handing over the car:

- Driver Door
- Tires and rims: scratches and chips on the rim sidewall, puncture, flat tire with external evidence (bolts, screws, nails), cut in sidewall, deep cut or damage to tire tread surface
- Wind screen: Broken/cracked which is not caused by material defect
- Under carriage: damages such as scratches and dents with traces of external influence
- Driver seat and interior fittings on drive side: Dirt, oil, grease or similar debris

If no damages are noticed on the cover, the car can stay dressed and transport damages as defined below may still be claimed once the vehicle cover is removed.

Time limit for this is 1 year.

- Small dents on the exterior paint surface and components

Send the signed Vehicle Condition Report (VCR), delivery receipt and pictures to UniCar Claims Management;
volvovehicle@ucmglobal.com.

* **VCR = Vehicle Condition Report**



Retailer Claims Process for Full Cover Vehicles

NOTE: Unicar Claims Management must be immediately notified in event of major disclosable damage where the costs are estimated to exceed \$1,000 prior to repair beginning. If estimated costs are less than \$1,000 You may begin necessary repairs to the disclosable damage immediately. E-mail: volvovehicle@ucmglobal.com.

Upon delivery of vehicles, follow the “Retailer Instruction For Vehicle Inspection of Covered Cars”

E-mail claim documentation to Unicar Claims Management. The following documents shall be included:

- VCR (Vehicle Condition Report)
- Delivery Receipt
- Repair estimate
- Photos of damaged cover and actual damage to vehicle

Send your notification to: volvovehicle@ucmglobal.com

Unicar Claims Management checks the documentation and revert with approval/decline or request for complementary information.

Payment of claims. After receiving the approval from Unicar Claims Management the dealer must issue an invoice/bill to:

Please always remember to include the VIN, Retailer Bank Account Number, Retailer Swift Code and below address on the invoice

**Unicar Claims Management
Old Bank House,
49 High Street,
Earls Colne,
Colchester,
Essex CO6 2PB
United Kingdom**

NOTE: Payments are made electronically. Retailer must state their bank account number and their swift code (international banking transaction code) on their invoice.

All invoices should be sent to: volvovehicle@ucmglobal.com. Payment will be effected within 30 days after receipt of dealer invoice.

Major disclosable damage = Damage likely to exceed \$1,000.

In event of major transport damage the dealer must notify Unicar Claims Management department immediately via e-mail to: volvovehicle@ucmglobal.com

A decision will be made regarding if there should be a survey or not. If a survey is needed Unicar Claims Management will involve a surveyor as well as invite the carrier to participate in a joint survey.

**DAMAGED PARTS THAT CANNOT BE REPAIRED SHALL BE KEPT AVAILABLE
FOR 3 MONTHS FOR INTERESTED PARTIES TO SURVEY**



Full body cover questions and answers

Q. Can the cover be lifted up and off the body?

A. No, this could cause damage to the paint.

Q. Can the vehicle be road tested with the cover on?

A. No, the cover must be removed for test drives.

Q. Can the cover be reused?

A. No, the cover cannot be reused.

Q. How do I dispose of the cover?

A. The cover can be disposed of in the trash.

Q. Can I get a replacement cover?

A. At this time replacement covers are not available.

Q. How do I communicate problems with the cover?

A. Your service department should submit a TIE report.

Q. When should the cover be removed?

A. The cover should remain on the vehicle the entire time it is in your inventory.