



# Service Manager Bulletin

TITLE:  
**Windshield Cleaning**

<b>GROUP:</b> 00	<b>NO:</b> 444	<b>ISSUING DEPARTMENT:</b> Customer Service	<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b> CPI 02-2020			<b>ISSUE DATE:</b> 2020-01-07	<b>STATUS DATE:</b> 2020-01-07
<b>Service Personnel:</b> Read and initial	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 1</b>

## “Right first time in Time”

On December 31, 2019 a change to the windshield cleaning service interval was announced. **Effective with repairs dated on or after January 1, 2020** the windshield cleaning operation\* (17481) is only claimable at the 20,000 mile/32,000km service interval. It should no longer be performed or claimed at any other service interval.

\*Cleaning inside windshield in front of camera for cars with collision warning

FSM and/or VPM claims will only be credited for operation number 17481 at the 20,000 mile/32,000km interval when operation number 17481 is claimed.

Claims submitted at any other mileage interval claiming op 17481 will be returned for corrections.

SMB 00-321(US Only): *Volvo Complimentary Factory Scheduled Maintenance ‘FSM330’ MY2013 and later* and SMB 00-340 (Canada Only): *The Volvo Prepaid Maintenance Program (VPM) MY 2014* - will be updated to reflect this service interval change.

VIDA will be updated in the coming release.