

Service Manager Bulletin

TITLE:

Tow Damage Claims

GROUP: 00	NO: 040	ISSUING DEPARTMENT: Customer Care	CAR MARKET: United States	
REVISIONS:			ISSUE DATE: 2022-03-14	STATUS DATE: 2022-03-14
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“Right first time in Time”

For vehicles towed by Urgent.ly through the Volvo Roadside program and there’s alleged vehicle damage caused by the service provider, please take photos that clearly depict the damage and e-mail the Roadside inbox along with:

- VIN
- Customer’s name
- Any additional information relevant to the damage: dealer intake form as part of the write up process, on-site videos, customer feedback, repair estimates etc.

The Volvo Roadside Team will open a case with Urgent.ly who will investigate the claim by contacting the customer, service provider and the dealer to gather/confirm information and provide a decision based on the available evidence.

roadside@volvocars.com