

Service Manager Bulletin

TITLE:

VIDA QR Scanner Mobile App

GROUP: 00	NO: 453	ISSUING DEPARTMENT:	CAR MARKET: United States and Canada	
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“Right first time in Time”

Volvo has developed another great feature for VIDA. QR scanning is a fast and efficient way to read information about a component or obtain an internet link. We have developed the VIDA QR Scanner as an easy-to-use mobile app that provides the ability to quickly check for open Recalls and to record part number(s) and serial number(s) of components that are replaced according to QBs (Quality Bulletins). Recording certain part numbers and serial numbers is required to maintain an up-to-date database of how vehicles are configured. The VIDA QR scanner app makes it convenient to do this without manually entering the part and serial numbers into another system.

An example of how this is shown on the part or component, is below.



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The VIDA QR scanner can also be used as a quick and convenient way to check for open QBs on trade ins, vehicles in storage or in the service drive. Simply scan the VIN using the device camera or enter the VIN manually. The VIN can be scanned from the vehicle, from a computer screen or from a repair order printout. Please review the short tutorial video on how it is used.

<https://www.volvotechinfo.com/index.cfm?event=viewFile&fileName=QR3.mp4&hash=7C2211B28CC7A17298E9672A2FEF7AF4>

The VIDA QR Scanner is currently available for iOS and Android platform phones and tablets.

The VIDA QR Scanner app is available from the App Store (iOS version) and Google Play (Android version) by following the QR codes below. This app is not publicly searchable and is only available for Volvo users with these QR codes and a current VIDA login.

iOS Version:



Android Version:



NOTE: The scanner app is limited to certain claim types.

Use the following TIE template if there is a need to report an issue when using VIDA QR Scanner:

Concern area = VIDA 2015

Sub Concern Area = Diagnostics

Describe in detail the issue and, if possible, include a picture that shows the issue described in the TIE report. Also name the brand of smartphone used.

1 QR SCANNER

QR Scanner is a mobile app that provides the ability to quickly check for open Recalls and to scan part number(s) and serial number(s) of components that are replaced according to QBs (Quality Bulletins). This shall be done to keep track of how the vehicle is configured. The VIDA QR scanner app makes it convenient to do this without manual entering the part and serial numbers into other systems, resulting in less paperwork.

The app uses the same language as your device. **The following languages are supported:**

Chinese (simplified)	Japanese
Chinese (traditional)	Korean
Dutch	Polish
UK English	Portuguese
US English	Russian
Finnish	Spanish
French	Swedish
German	Thai
Italian	Turkish

If your device language is none of the VIDA languages above, the default language, UK English, will be used instead.

1. Install the app on your device with the link you have received.

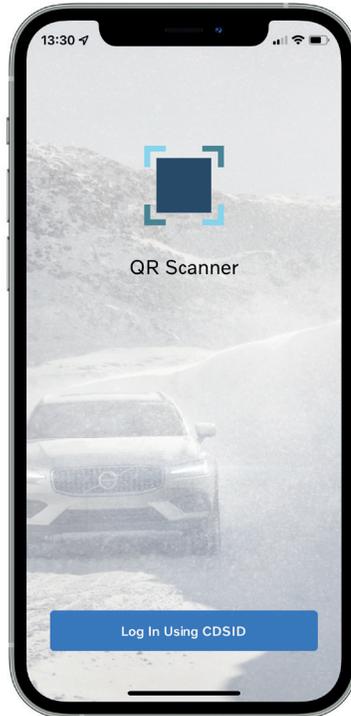


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2. **Log in** to the app with your Volvo Cars CDSID, this also requires you to have an active VIDA subscription.



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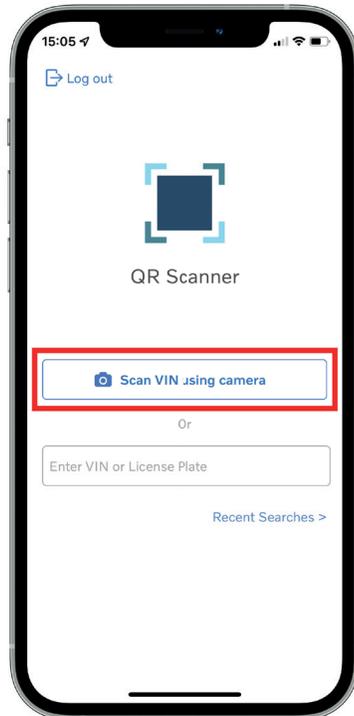
QR SCANNER MOBILE APP

3. Scan the VIN using the device camera or enter the VIN manually. The VIN can be scanned from the vehicle, from a computer screen or from a printout.



Note

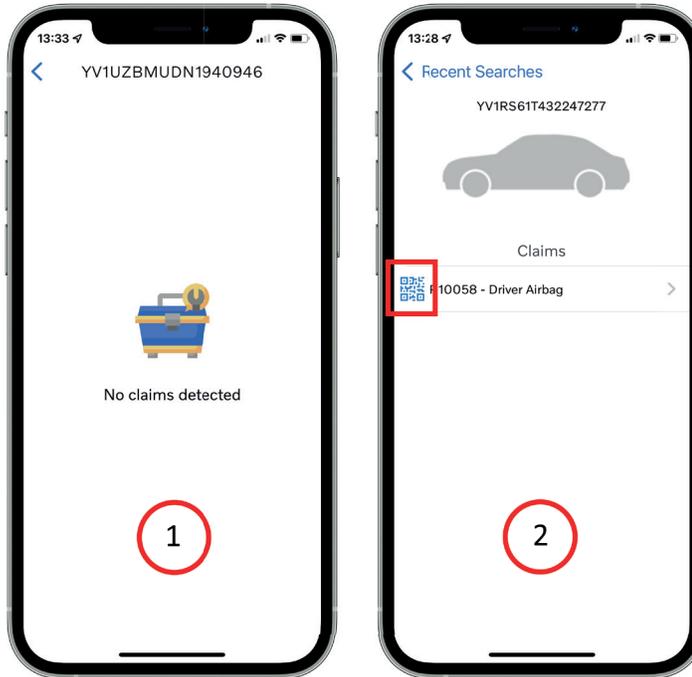
In some markets you can enter the license plate information to receive the VIN.



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4. After the VIN has been scanned you can see any open Claims associated with the vehicle. The image below shows the different scenarios for the Claims.
 1. No Claims detected.
 2. Detected Claims. The QR scanner icon next to the detected claim indicates that there are components that need scanning. Click on the Claim you want to add components for.



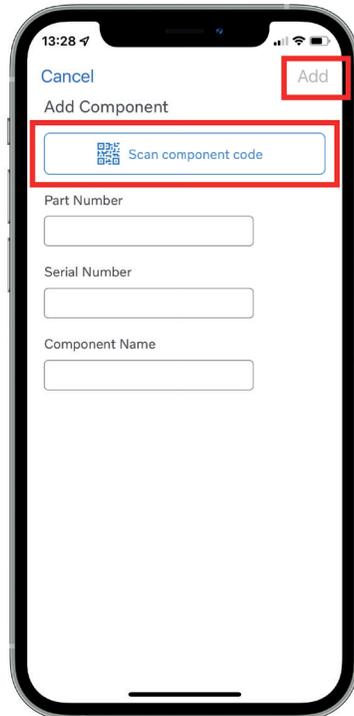
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5. To add a new component, click **Scan component code**. Scan the QR code for the new component that was installed during replacement.

If the scanning was not successful due to, for example, damaged QR code, you can enter the information manually. When you are done, name the component and then click **Add**.

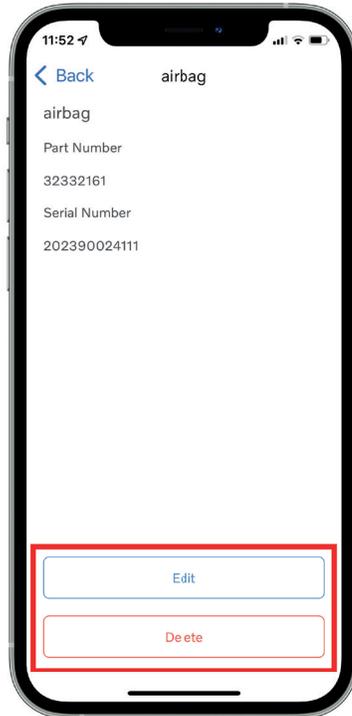
If indicated by the Quality Bulletins, you can add more components with the same procedure.



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6. If necessary, you can edit or remove components by clicking **Edit** or **Delete**. Do the changes in the edit mode and press **Update**.



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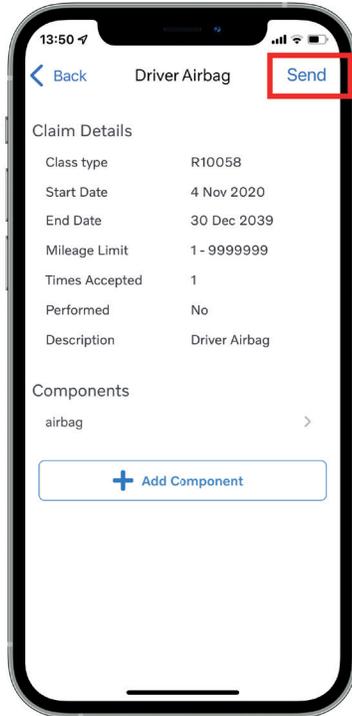
QR SCANNER MOBILE APP

- When you are done, send the component information to Volvo Cars by clicking **Send**.



Note

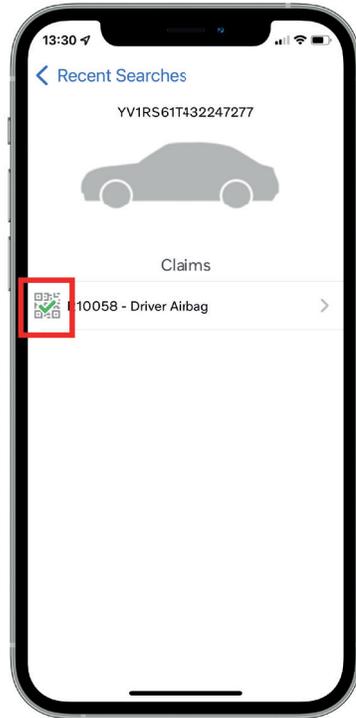
If you have made changes after you have sent the information, this step again will, need to be performed again.



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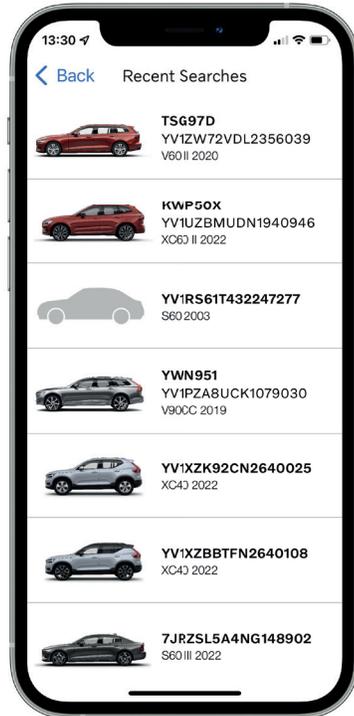
- When all components / parts of a Claim are scanned a ticked check box appears next to the Claim.



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9. Click **Recent Searches** to get a list of recently searched vehicles in the app. Click on the one you want to check again or modify.



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10. To Log out from the app: Go back to the first page by clicking **Back** and then **Log out**.

