

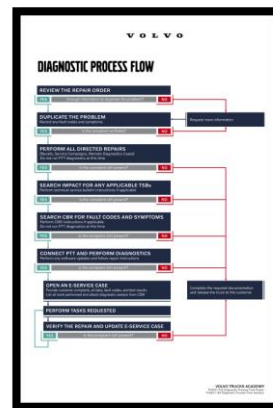
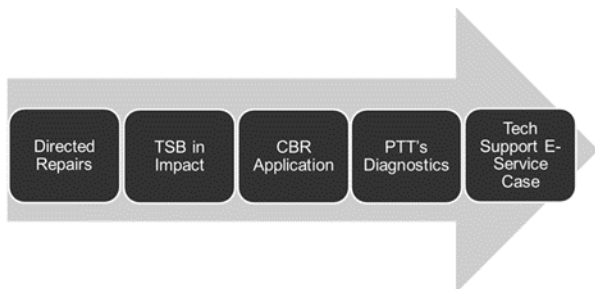
VOLVO TRUCKS DEALER BULLETIN



To: General Managers, Service Managers, Service Technicians, Warranty Managers
From: Volvo Trucks – Service
Date: May 13, 2022
Subject: The Diagnostic Process
Bulletin: SNV22-003

On February 24th, during an Academy Live Event, we introduced enhancements to our Service Literature and our renewed focus on our Diagnostic Process Flow. To improve our service literature and reduce the time involved in finding Non Standard Service Information (quality documents), we have launched an initiative to reduce the number of locations where our service information is stored. Our first step in this process was to convert all of our Field Service Bulletins (FSBs) into Technical Service Bulletins (TSBs) from the year 2000 forward vehicles. These documents are now VIN specific and housed in Impact under the *service* tab, with their own information type *Technical Service Bulletins*.

While refining our service literature it became evident that we also needed to overhaul our Diagnostic Process. With a renewed focus we have revised our Diagnostic Process to aid the technician of today. We have released a new Diagnostic Process Flow to guide technicians through identifying and resolving the issue. The new process includes when and where to find diagnostic information and in what order to perform them.



As discussed in the academy live we are sending out posters of the Diagnostic Process. You should be receiving these posters in the next few days. You can also order additional posters (p/n PV835-1182) or handout (p/n PV835-1183) size charts to put up at your dealership from Emedia.

Lastly, this material will be incorporated in all academy classes going forward and will be included on the all Master Tech's recertification test. For more information on service literature improvement and the diagnostic flow process please watch the recording of the academy live event on Trucks Dealer Portal>Events>Academy Live.