

# Service Manager Bulletin

TITLE:

**ICUP/Google Built-In Diagnostic Operations**

<b>GROUP:</b> 39	<b>NO:</b> 017	<b>ISSUING DEPARTMENT:</b> Quality	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2022-05-06	<b>STATUS DATE:</b> 2022-05-09
<b>Page 1 of 2</b>				

## “Right first time in Time”

While addressing customer concerns on ICUP/Google Built-In vehicles, covered by Volvo’s New Vehicle Warranty, technicians may need additional time for diagnostics on unresolved, unclassified, or complicated concerns related to new systems/technologies. Volvo Car USA has released labor operations to use for these cases. These operations will aid the Warranty Administrator when claiming reimbursement for diagnostic labor without relying solely on General Operations and will enhance the tracking ability for these concerns.

While the use of General Operations has been recommended in these cases, Volvo Cars USA has determined the need for these additional operations based on the low utilization of existing programs aimed at covering required technician diagnostic times for complicated vehicle issues.

The following ICUP labor operations may be used to supplement diagnostics related to:

- 08109 Failed Software Recovery 0.5 Hour (Max qty 4\*)
- 08119 Connectivity Diagnostics 0.5 Hour (Max qty 4\*)
- 08129 Electrical Diagnostics 0.5 Hour (Max qty 4\*)
- 08139 Engine/Transmission Diagnostics 0.5 Hour (Max qty 4\*)
- 08149 High Voltage Diagnostics 0.5 Hour (Max qty 4\*)
- 08159 Mid-Voltage Diagnostics 0.5 Hour (Max qty 4\*)

*\*Labor operation quantity is the variable when claiming these operation numbers, not the time.*

The above operations can be claimed as follows:

- As a sub operation on a regular warranty claim related to the categories listed.
- Standard CSC Diagnostic labor operations should be used, when applicable, in conjunction with any other operations available for the correction to be implemented.
- Only **one** ICUP labor operation is allowed per claim at a max quantity of 4. Any additional general operation time requested/required must be reviewed with your Aftersales Market Manager per the current General Operation Policy requirements and your self-authorization limit.

## Service Manager Bulletin 39-017

These operation numbers **do not require RTS or Aftersales Market Manager (AMM) approval**. No RTS case number is required when submitting these ops for payment. However, technician working on jobs requiring these operations must meet Level G1D Certification or higher.

***Labor is required to be supported by punch time, tech notes, and technician training level. All punch time for the entire claim is subject to audit requirements.***

**Please Note:** *Additional ICUP/Google related Technical Journals may exist for certain customer concerns and should be followed prior to utilization of the above operations. If there is no improvement in following a published, applicable TJ, open a Vehicle Report and additional diagnosis should fall under the utilization of the operations listed in this bulletin.*