

Service Manager Bulletin

TITLE:

**Retail Car Delivery Process (RCDP)
MY 2023**

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|---|--------------------|--|--|-----------------------------------|
| GROUP: 17 | NO: 2023 | ISSUING DEPARTMENT: Service Operations | CAR MARKET: United States and Canada | |
| REVISIONS: Pages 1 & 2: Updates to Item 3, Pre-Delivery Information | | | ISSUE DATE: 2022-02-23 | STATUS DATE: 2022-09-09 |
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“Right first time in Time”

Until further notice use the provided PDS Check lists (separate attachment).

This bulletin contains information on the following steps which make up the Retail Car Delivery Process.

- Vehicle inspection procedure (Truck Delivery)
- Vehicle in stock maintenance
- Pre-Delivery Service (PDS)
- Vehicle Delivery (Customer Delivery)

The following outlines the Retail Car Delivery Process (RCDP). The basic structure of the RCDP is:

1. Truck Delivery Vehicle Inspection
2. Stock Maintenance - proper care and maintenance of vehicles in retailer inventory
3. **PDS - Mechanical, to be done upon arrival to the Retailer. Software, may be done upon arrival to the Retailer, but it is the Retailer’s responsibility to ensure the vehicle has the latest software +/- 10 days of retail delivery.**
4. Delivery of Vehicle to customer

Item 1 – Truck Delivery U.S. – All vehicles must be thoroughly inspected (see page 7) at time of delivery by truck to your facility. Guidance documents with instructions as to the submission and handling of claims and for all transport related Policy and Procedures are found in the Volvo Vehicle Transport Damage Manual on the Volvo Retailer Portal and Service Manager Bulletin 17-002.

Item 2 – Stock Maintenance – This checklist (found in VIDA) describes activities that must be performed every 30 days in order to keep the car in the freshest possible condition. In addition: If the vehicle is removed from transport mode, the 12 volt battery maintenance must be performed every 14 days. **NOTE:** Electric Vehicles HV battery while in stock inventory should have a SOC between 20% and 40%.

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In VIDA - Profile the vehicle:

Information

Service Programs

0 Administration

05 Transport, vehicle storage and driving regulation

Stock maintenance checklist

Print out checklist

Item 3 – PDS, Pre-Delivery Service – A process to ultimately deliver a better quality product to the end user.

We suggest that the “technician” take ownership of the PDS. PDS should not be looked at as a fill-in job in the shop but as the first impression our customer has when they purchase a Volvo.

The PDS Checklist must be signed by the Technician.

PRE-DELIVERY SERVICE REIMBURSEMENT PROCEDURES

PDS will be paid automatically at the time of wholesale to the wholesaling retailer. Payment will appear on the Weekly Transaction Statement under the PDS section. Claims will be identified by the prefix “C” and the last six digits of the VIN. Claim submission for PDS claims is not required.

The PDS will continue to be subject to all administrative repair order requirements as outlined in the Warranty Policy and Procedure Manual. This includes punch time verification.

Retailers that receive a vehicle from another retailer and are not the wholesaling retailer should verify with the wholesaling retailer if the PDS has been performed. **Reimbursement would have to be worked out between the retailers directly.** Claims will only be paid to the retailer identified by Volvo as the wholesaling retailer, regardless of which retailer performs the PDS.

RETAILER ALLOWANCE for reference information

| <u>PDS (Automatic Payment) Model</u> | <u>Model Year</u> | <u>Labor</u> | <u>Labor OP</u> |
|--------------------------------------|-------------------|--------------|-----------------|
| ALL | 2023 | 1.5 | 01717-6 |

PDS payment is subject to debit where it is found that software was not installed accordingly.

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Item 4 – Customer Delivery – Delivery preparation is the first opportunity to create customer satisfaction and customer loyalty. The objective is to deliver a new Volvo that is 100% perfect.

There are currently 2 Delivery Agendas available on the Retailer Portal.

1. Delivery Agenda for ICE, PHEV and MHEV*
2. Delivery Agenda for Pure Electric**

*For best search results enter **PHEV/ICE Delivery Agenda** into the search window on the Retailer Portal.

For best search results enter **BEV Delivery Agenda New Version into the search window on the Retailer Portal.

SUMMARY:

It is necessary to follow all Volvo stock maintenance procedures as outlined in VIDA. This includes keeping vehicles in transport mode and performing the PDS as close to customer delivery as possible (within 10 days of delivery prior or post). It is imperative that the vehicle has a healthy, fully charged HV battery at the time of customer delivery. Vehicle batteries and tires are especially sensitive to aging. Additionally, transport mode offers features including state of charge in the driver display, tracking of past maintenance and the time until next maintenance is required. Leaving transport mode deletes this data and no longer provides this useful data. Upon vehicle receipt at your facility, you should be checking the battery state of charge and starting your maintenance plan per the schedule in VIDA. Ensuring a problem-free delivery and following the PDS process is everyone's responsibility.

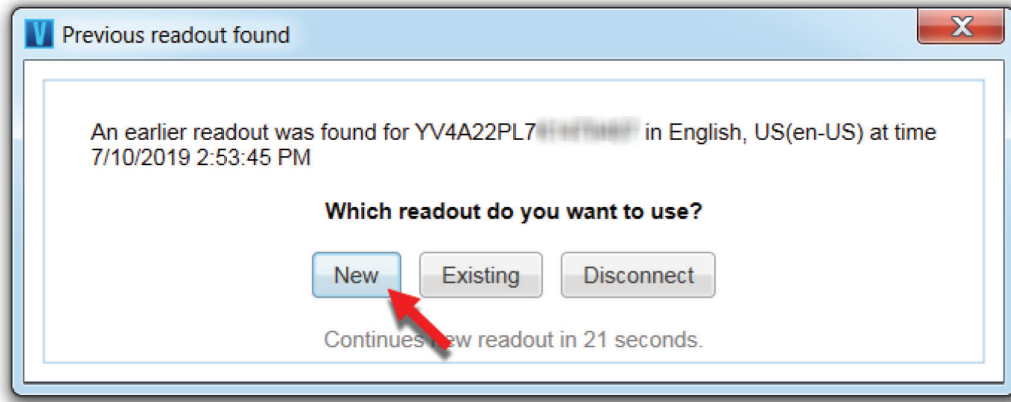
Failure to follow prescribed routines may result in claims denial.

Privacy Settings. Please reference Technical Journal 33201 or the Volvo Car Support website. It is important the Service and Sales staff be aware of changes made to the vehicle during the PDS process. The vehicle provides the customer with the ability to elect whether or not to share vehicle data with Volvo servers. These settings are set to OFF by default. Any settings enabled for testing purposes must be disabled prior to releasing the vehicle to the customer.

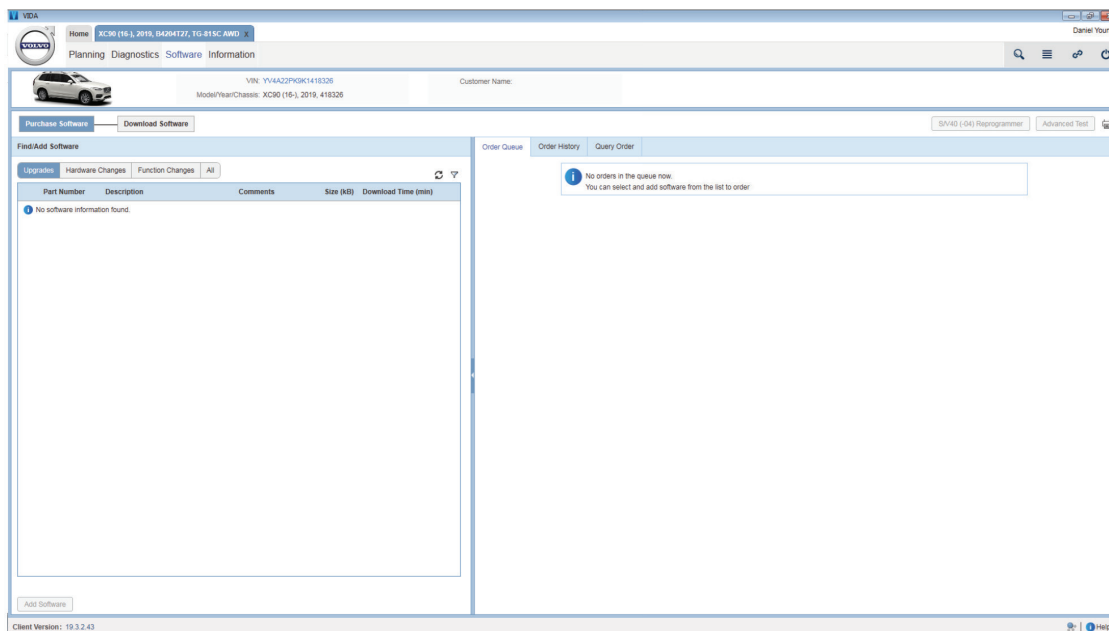
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PDS SOFTWARE UPDATE PROCESS

1. Note: You must perform a new vehicle readout.

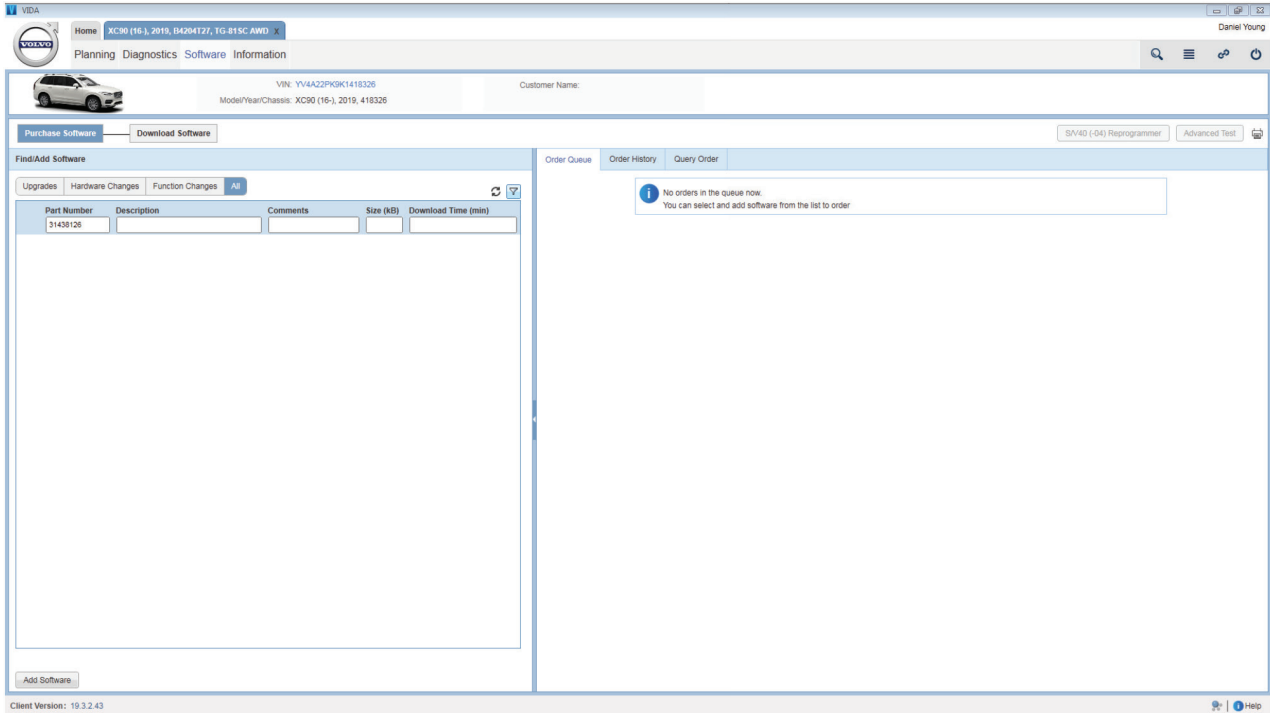


2. If “No software information found” is displayed in the Vida software tab.

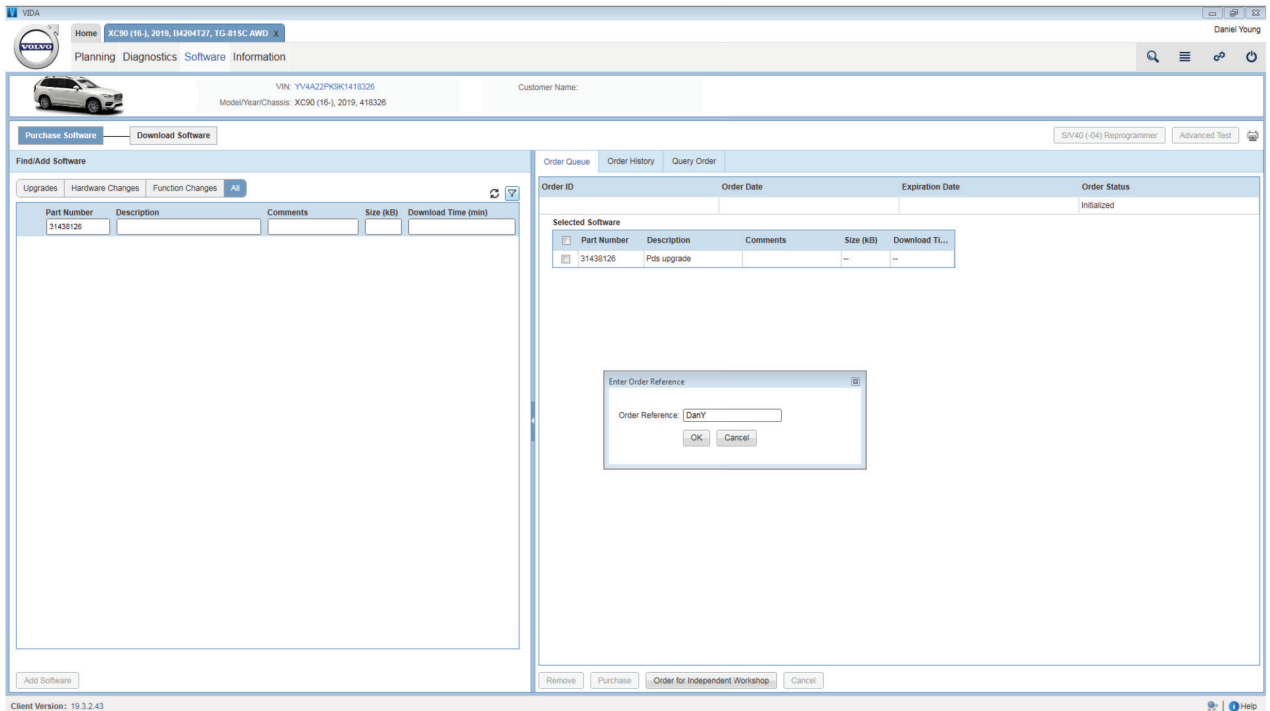


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3. Select the ALL tab.
 - a. Manually enter the PDS upgrade part number (refer to TJ 27536)
 - b. Press enter on the keyboard
 - c. Select Add Software



4. Purchase PDS software.



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- An error message will be displayed stating “134 – The hardware part already contains the latest software. PDS UPGRADE”

The screenshot displays the Service Manager software interface. At the top, the navigation bar includes 'Home', 'XC90 (16-), 2019, B4264177, TG-R15C AWD', and 'Daniel Young'. Below this, the vehicle information section shows 'VIN: YV4A22PK9K1418326' and 'Model/Year/Chassis: XC90 (16-), 2019, 418326'. The main interface is divided into two panes. The left pane, titled 'Find/Add Software', contains a table with columns for 'Part Number', 'Description', 'Comments', 'Size (kB)', and 'Download Time (min)'. The right pane, titled 'Order Queue', shows an order with ID '5985140068960803368' and status 'The order failed'. Below the order information, there is a 'Selected Software' table with one entry: Part Number '31438126', Description 'Pds upgrade', and Size '--'. At the bottom of the interface, a red error message box displays the text: '134 - The hardware part already contains the latest software. PDS UPGRADE'. The client version is noted as '19.3.2.43' in the bottom left corner.

- Remove the software and finish any remaining work on the vehicle.

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Vehicle Inspection Procedure

