

<h1 style="text-align: center;">VOLVO</h1>				<b>TITLE:</b> Fuel Tank and/or Fuel Pump Prior Approval Process		<b>GROUP:</b> 23	<b>NO:</b> 038
				<h2 style="margin: 0;">Service Manager Bulletin</h2>			
<b>REFERENCE BULLETINS:</b> TJ 20532		<b>CAR MARKET:</b> United States, Canada					
		<b>DATE:</b> YEAR    MONTH    DAY 2012    02    09					
<b>Service Personnel: read and initial.</b>	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 1</b>			

Volvo Cars of North America is continuing its prior approval process for any claims submitted for the replacement of a fuel pump and/or fuel tank on XC60 (10-) and XC70 (08-). See TJ 20532 for information and a fault tracing guide for ALL vehicles listed in the TJ header.

Claims for repairs on XC70 (08-) and XC60 (10-) including a fuel tank and/or fuel pump require a Prior Approval Department authorization code.

Beginning February 13th, 2012, Volvo Cars of North America will discontinue the use of the old process of calling an agent on the phone and reviewing the data, instead, use the new Prior Approval application found on VRC<sup>2</sup>.

An authorization code for a fuel pump and/or fuel tank will only be available via the Prior Approval Dept. The technician should use the Prior Approval application on VRC<sup>2</sup>. To find this application, log into VRC<sup>2</sup>, choose the Service tab, choose Technical on the left side of the screen, and then choose Prior Approvals. TJ 20532 will explain the prior approval process required for submission of any claim for the replacement of a pump and/or tank.

Technicians who think they need to replace a fuel pump and/or fuel tank to make a repair on an XC70 (08-) or XC60 (10-) should use the Prior Approval application before installing the fuel pump and/or fuel tank and have the information detailed in the Diagnostic sheet ready to be transferred to the Prior Approval application.

This is not a parts restriction process. Parts availability questions should be directed to the Parts Retailer Services Department.

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**"Fixed Right — First Time"**  
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