



# Service Manager Bulletin

TITLE:

**Volvo Complimentary Factory Scheduled Maintenance 'FSM330'  
MY2013, MY2014, MY2015 & MY2016**

<b>GROUP:</b> 00	<b>NO:</b> 321	<b>ISSUING DEPARTMENT:</b> Warranty	<b>CAR MARKET:</b> United States
<b>REFERENCE BULLETINS:</b> EGB 00-325 & SMB 22-001			<b>ISSUE DATE:</b> 2015-06-15
			<b>STATUS DATE:</b> 2016-04-11
<b>Service Personnel:</b> Read and initial	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>
			<b>Page 1 of 4</b>

**“Right first time in Time”**

**Updated Information: This SMB supersedes the version dated 06/17/15.**

*MY2016 SPA vehicle labor operation numbers have been added to the charts at the end of the bulletin.*

**Note:** *These operation numbers are only applicable when submitting a claim for a SPA vehicle, currently only the 2016 XC90.*

To further enhance the customer’s Volvo ownership experience, Volvo Car USA, LLC announces the MY 2013 – MY2016 Volvo Complimentary Factory Scheduled Maintenance Program USA.

**IMPORTANT NOTE: Model year 2013 and later vehicles, the service intervals are every 10,000 miles and ALL 2013 and later vehicles must use synthetic oil only.**

### **Oil Specifications**

*It is important to note that the new drain interval will require the use of a synthetic motor oil meeting the ACEA A5/B5, rating with a viscosity rating of 5W-30 found on the oil container labeling.*

*Engine oil must meet the minimum ACEA (European Automobile Manufacturers Association) A5/B5, 5W-30 and API (American Petroleum Institute) SN.*

**Note:** *Not all synthetic oil meets the ACEA A5/B5 requirements.*

**Please refer to SMB 22-001 for complete Required Synthetic Engine Oil Information.**

The ‘FSM330’ Program covers the following:

- Factory scheduled maintenance up to the first 3 years or 36,000 miles (WHICH EVER COMES FIRST), as recommended in the Volvo Warranty and Maintenance Records Information booklet.
- Covers all 2013 - 2016 model year Volvo Vehicles leased or sold as new to a retail or fleet customer and registered in the U.S. by an authorized Volvo dealer. The FSM330 program covers the first three services at 10,000 mile service intervals.



The warranty processing system will be used to reimburse retailers for claims submitted under the Complimentary Factory Scheduled Maintenance 330 program ('FSM330').

## **CUSTOMER RESPONSIBILITY**

All 2013 - 2016 model year Volvo vehicles leased or sold as new to a retail or fleet customer and registered in the U.S. by an authorized Volvo dealer will qualify for this program. The vehicle mileage at time of service for each 10,000 mile interval should not exceed +/- 1,500 miles of the stated service interval (e.g., the 10,000 mile service should be completed prior to the vehicle exceeding 11,500 miles).

**Customers exceeding 11,500 miles or are under 8,500 should be explained that the vehicle mileage is outside the program terms & conditions. However, in the interest of customer satisfaction the service manager should offer the service, but insert the following statement on the Repair Order. "Vehicle is outside the terms and conditions of the Volvo Complimentary Factory Schedule Maintenance Program; Volvo is providing this service as a good faith gesture." The customer must initial this line. The FSM may then be submitted through the normal warranty channel.**

**Customers should be informed that exceeding the mileage limitations for service may adversely affect vehicle component service life and warranty coverage for any future related failed components.**

**Volvo recommends that you bring your vehicle in for service at least once a year even if the vehicle mileage between services is less than 8,500. Low mileage cars will be eligible for FSM if they are serviced within 2 months of their anniversary date.**

The maintenance schedule intervals are based on normal driving conditions and operation. Should an owner request more frequent/additional maintenance services, the cost of these additional services is the responsibility of the owner.

## **RETAILER RESPONSIBILITY**

**It is the servicing retailer's responsibility to confirm vehicle eligibility for coverage and mileage limitations before any service is performed.**

The retailer must confirm the maintenance history on the vehicle to avoid duplication. This can be done by checking the Warranty Vehicle Inquiry screen, the vehicle claim history, vehicle service records, or the WARRANTY AND MAINTENANCE RECORDS INFORMATION booklet in the vehicle. After each service, the servicing retailer must complete and stamp the appropriate service interval section in the owner's WARRANTY AND MAINTENANCE RECORDS INFORMATION booklet.

***The Warranty Vehicle Inquiry screen will identify vehicles eligible for this program with the following designation:***

***Message(s): Eligible for: Complimentary FSM330 (first 3 services).***

Failure to properly verify a vehicle for each required service under the program by determining if the service interval is open will result in claim denial.

**Note: Maintenance services under the FSM330 program meet Volvo's recommended maintenance service requirements. Therefore, there should be no additional charges to the customer.**



### CLAIM REIMBURSEMENT

Volvo Car USA, LLC will process claims for the 'FSM330' program through the Warranty Processing system. The **LONG FORM** application will be utilized for all of the schedule maintenance claims for this program. The chart, on page 4, lists all parts and labor operations for this complimentary schedule maintenance program.

Reimbursement will utilize the following criteria:

- The retailer's warranty labor rate, which is in effect on the date of the repair order, will be used to calculate labor reimbursement.

### Service Manager Bulletin

- Parts reimbursement will be at the suggested list price (except for any expendable item) which is in effect on the date of repair (no handling credit will apply).
- Only genuine Volvo parts sold by VCNA may be used. Only lubricants meeting Volvo specifications may be used (see Owners Manual for proper grades and applications).
- The Service Transaction Statement will detail, in a separate section, claim payment and pending information identified by the 'FSM' Program. This section will be titled 'FSM Maintenance Program' and provides the following information: R.O. number, the Volvo assigned claim number, and repair date, credit amount and status.

### ITEMS NOT COVERED

- Wear items outlined in the Warranty and Maintenance Records Information manual.
- Damage to the vehicle resulting from normal wear and tear or abuse.
- Vehicles severely damaged and/or declared to be a total loss by an insurer.
- Service intervals missed by the owner/driver of record. Volvo retailers will perform the service that is appropriate for the mileage or age of the vehicle.
- Additional customer requested services or Volvo retailer suggested services not specified in the Volvo Warranty and Maintenance Records Information booklet.

### SUBMISSION PROCEDURES

All standard submission requirements apply to claims filed under the 'FSM330' program. Claims must be submitted within 60 days of a repair. Vehicles may not exceed the previously stated mileage ceiling for each service. Only one (1) claim for each service interval will be allowed per vehicle. As with all claims submitted through the processing system, Volvo will assign a claim number for each scheduled service claim. Retailers must use the claim type (FSM330).

**Note: Claim type 'FSM330' MUST be used for all LONG FORM claims submitted under this program.**

Claims with administrative errors will be returned for correction in the same manner as a warranty claim would be returned to your retail facility.

Claims for which either the vehicle is not eligible or the vehicle has already had a claim paid for that interval will be returned / rejected.

# Service Manager Bulletin 00-321



The submission and processing procedures outlined in this Service Manager Bulletin apply only to the 'FSM330' program. Claim submission procedures for previously issued maintenance programs are still in effect unless otherwise notified.

Should you have any questions concerning the **CLAIM PREPARATION & SUBMISSION** for this 'FSM330' program, you should contact the Warranty Assistance Desk. (Reference EGB 00-325).

## FSM330 PARTS and MAINTENANCE SERVICE TIME INFORMATION MODEL YEARS 2013, 2014, 2015 & 2016 LONG FORM CLAIM SUBMISSION

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1		OIL FILTER
	31372212	1	Refer	OIL FILTER
	977751	1	to	WASHER
	8889952	6 or 7	VIDA	Synthetic OIL (non-castrol)
	8889951	6 or 7		Castrol Synthetic Oil*
	8888889	1		\$2 EXPENDABLES
	1189943	1 or 2		WINDSHIELD WASHER FLUID

\*Only Castrol Oil program retailers can claim this part.

LONG FORM SUBMISSION	
CLAIM TYPE	FSM330
SYMPTOM CODE	1C
CAUSE CODE	98
<b>OPERATION # Non SPA vehicles</b>	<b>17603</b>
<b>OPERATION #'s SPA Vehicles Only</b>	<b>17301 17481</b>

Refer to VSTG for labor reimbursement

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1		OIL FILTER
	31372212	1	Refer	OIL FILTER
	977751	1	to	WASHER
	8889952	6 or 7	VIDA	Synthetic OIL (non-castrol)
	8889951	6 or 7		Castrol Synthetic Oil*
	8888889	1		\$2 EXPENDABLES
	1189943	1 or 2		WINDSHIELD WASHER FLUID
	30745344	1		<b>ENGINE AIR FILTER (ACL)*</b>

**ENGINE CODES 90/93 ONLY\***  
\*Only Castrol Oil program retailers can claim this part.

LONG FORM SUBMISSION	
CLAIM TYPE	FSM330
SYMPTOM CODE	1C
CAUSE CODE	98
<b>OPERATION # Non SPA vehicles</b>	<b>17612</b>
<b>OPERATION #'s SPA Vehicles Only</b>	<b>17301 17435* 17481</b>

Refer to VSTG for labor reimbursement

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1		OIL FILTER
	31372212	1		OIL FILTER
	977751	1		WASHER
	8889952	6 or 7		Synthetic OIL (non-castrol)
	8889951	6 or 7	Refer	Castrol Synthetic Oil*
	8888889	1	to	\$2 EXPENDABLES
	1189943	1 or 2	VIDA	WINDSHIELD WASHER FLUID
	30630752	1		Cabin Air Filter
	30630754	1		Cabin Air Filter
	30780376	1		Cabin Air Filter
	30780377	1		Cabin Air Filter
	31449209	1		Cabin Air Filter
	31390880	1		Cabin Air Filter
	31407747	1		Cabin Air Filter
	31407748	1		Cabin Air Filter

\*Only Castrol Oil program retailers can claim this part.

LONG FORM SUBMISSION	
CLAIM TYPE	FSM330
SYMPTOM CODE	1C
CAUSE CODE	98
<b>OPERATION # Non SPA vehicles</b>	<b>17607</b>
<b>OPERATION #'s SPA Vehicles Only</b>	<b>17301 17302 17432 17481</b>

Refer to VSTG for labor reimbursement