



Service Manager Bulletin

TITLE:

Retail Car Delivery Process MY 2016 XC90

GROUP: 17	NO: 2016	ISSUING DEPARTMENT: Service Operations	CAR MARKET: United States and Canada	
REFERENCE BULLETINS: TJ 29233, TJ 20278, Warranty Policy and Procedure Manual			ISSUE DATE: 2015-04-20	STATUS DATE: 2016-09-27
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 12

“Right first time in Time”

Effective with claims dated July 16, 2016, the PDS labor time allowance was increased to 1.8.

Cleaning Wiper Blades – Do not clean wiper blades with a **solvent** and do not remove the **graphite** protection. Only gently clean wiper blades to remove any grit that may have built up while sitting in inventory.

Note: Minimum technician level required to perform a PDS is a Volvo Certified Level.

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)

New car delivery is a crucial step in the Retail Car Delivery Process. At this point the buying experience turns into a long-term relationship. It is the retailer’s responsibility to ensure that the car and the experience are as enjoyable and informative as possible.

Stock Maintenance is a key element in the overall process. It is important to keep your vehicle inventory maintained and fresh.

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 - PDS Mechanical and PDS Detail***
4. Delivery Agenda process with customer
5. Celebrate delivery of vehicle with customer and sales professional

* Do NOT wax, polish and/or apply any surface treatments to new vehicles.



We encourage you to ensure that these PDS processes are fully understood and implemented. These processes are geared towards assuring high-quality retail delivery and completely satisfied customers.

Item 1 – Truck Delivery U.S. – All vehicles must be thoroughly inspected at time of delivery by truck to your facility. Guidance documents with instructions as to the submission and handling of claims can be found at: www.ucmglobal.com/volvo.

For claims with incident date 1st April 2015 or after:

For questions regarding claims procedures and payments, please contact:

Unicar Claims Management

E-mail: volvovehicle@unicarclaims.com

Tel: + 44 (0)844 209 0850

Fax: + 44 (0)870 123 6121

For claims with incident date before 1st April 2015:

volvovehiclelegacy@ucmglobal.com

A facsimile of the Vehicle Inspection Walk Around sheet is attached at the end of this bulletin.

Item 1A – Transport Delivery Canada – All vehicles must be thoroughly inspected at time of delivery to your facility.

Canadian inland damage claims

Contact phone: 1-902-465-2671

Contact fax: 1 (902) 465-4259

Email: rfralick@volvocars.com

Dealer actions

TIME LIMITS

- Rail claims – 4 months from date of delivery to dealer.
- Truck claims – 2 months from date of delivery.

INSPECTION – DAYTIME DELIVERIES

For daytime deliveries (when dealers are open for business), a dealer representative must inspect vehicles for transport damage immediately upon receipt (and before the driver departs). Damages must be coded on the trucker's delivery receipt when he signs it. All three codes must be noted for each damaged area (codes are listed later in this section or by calling 888-373-0330 option 2):

Code damage area

Code vehicle damage code (type of damage)

Code severity of damage



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INSPECTION – NIGHT DROPS

For night drops, the dealer must inspect the vehicle on the first open business day and advise the carrier within 48 hours from the date and time of delivery – no exceptions. You must provide:

- VIN
- Load number (from Hansen’s delivery receipt)
- Description of damage.
- All three codes for each of the damages found.

For Hansen’s – Complete Hansen’s Afterhours form and fax to (416) 293-1604 or email it to ltubiera@LHF.com

Note: Refer to the Warranty Administration Manual for complete details

Item 2 – Stock Maintenance – This checklist describes activities that must be performed every 30 days in order to keep the car in the freshest possible condition. **PDS - Final/Detail should be done *just prior* to delivery to the final customer.**

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 to make certain the vehicle is being inspected correctly. The technician will be responsible for the entire vehicle, the detail person responsible for the appearance of the vehicle and the salesperson is responsible for the customer experience. PDS should not be looked at as a fill-in job in the shop but as the first impression our customer has when he or she purchases a Volvo.

Also note that the PDS Checklist must be signed by the Technician, Detail Person and the Salesperson responsible for that vehicle. This will ensure that the work performed and the cleanliness of the vehicle meet the needs and expectations of the Volvo owner. As one of the last people in the Retail Store to hand off the new Volvo to its owner, the Salesperson must ensure the integrity of the product and make certain all is in working order. The PDS Checklist must be attached to the R.O. and retained in the vehicle file.

The PDS Checklist must be signed by the Technician, Detail Person and Salesperson responsible for that vehicle.

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.

Reset service reminder light. It is important the customer gets a full cycle of 10,000 miles/ 16,000 km or 1 year from the delivery date before the reminder light illuminates.



Delivery Phases:

- ✓ Vehicle Preparation
- ✓ Stage the Car
- ✓ Demonstration of Features
- ✓ Documentation/Owner's Information Materials*
- ✓ Tour Facility
- ✓ Leather Care Wipes (for light interior cars)

* Owner's Manual, Warranty Manual, On Call Guide, Leather Care Wipes, SiriusXM Guide and other Owner's Information.

The sales consultant is responsible for making the delivery of a new Volvo a well planned, memorable event. Time and special attention must be given to the new owner, effectively communicating the Retailer's commitment to the customer's complete satisfaction.

PRE-DELIVERY SERVICE (PDS) REIMBURSEMENT PROCEDURES

PDS will be paid 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.

The PDS will continue to be subject to all administrative repair order requirements as outlined in the Warranty Policy and Procedures 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>Model</u>	<u>Model Year</u>	<u>Labor</u>	<u>Labor OP</u>
XC90	2016	1.8	01717-6

NOTE: Claims submitted since July 2016 have automatically been paying at the increased time allowance of 1.8.



PRE-DELIVERY SERVICE (PDS)

MY 2016 XC90

Y	V																		
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Retailer Code

Date Complete

Stock No.

RO Number

Odometer

ALWAYS CHECK VRC² FOR THE LATEST UPDATES

IMPORTANT: PDS CHECK SHEET MUST BE COMPLETED AND ATTACHED TO THE R.O.

PDS VEHICLE SET-UP Checklist

WARNING: Vehicle must be rinsed and loose pieces of rapgard removed prior to performing vehicle set-up.

1) VEHICLE SET-UP

- Change from transport mode to normal mode using VIDA
- Activate "Sensus Connect with Volvo On Call" using **TJ 29233**
- Check and record battery voltage (PRINT OUT CODE AND ATTACH)
- Ensure that all Recall or Service Campaign (Quality Bulletins) activities have been performed
- Update vehicle to the latest Software Status as per **TJ 20278**
- Check all fluids and fill washer fluid reservoir. Checking oil in a Drive-E engine requires the use of VIDA.

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NOTE: Technician: Volvo Certified Level Required for sections 1), 2) & 3).

2) PRODUCT

- Read out fault codes and take away root cause/reset according to instruction
- If applicable, download latest maps through USB
- All accessories/enclosed details (in e.g. glove compartment, cargo compartment) installed and functioning correctly
- Hang information tags on rear view mirror
- The leather care cloth is to be stored in the glove compartment
- The protective gloves are to be stored in the spare wheel compartment

3) FUNCTIONAL CHECKS

- Set time clock
- Clean wipers and ensure smooth operation
- Check central locking and alarm and Keyless function
- Open and close all doors, check for cracking, noisy doorstops, smooth operation of hinges and handle
- Check all seatbelts for correct operation
- Check back door child safety lock operation

Mechanical and Test Drive Responsible:

Name: _____ Date: _____

Mileage In: _____ Mileage Out: _____



PRE-DELIVERY SERVICE (PDS)

MY 2016 XC90

Retailer Code

Date Complete

Stock No.

RO Number

Odometer

ALWAYS CHECK VRC² FOR THE LATEST UPDATES

IMPORTANT: PDS CHECK SHEET MUST BE COMPLETED AND ATTACHED TO THE R.O.

PDS VEHICLE SET-UP Checklist

WARNING: Vehicle must be rinsed and loose pieces of raggard removed prior to performing vehicle set-up.

4) ON-LIFT OPERATIONS

CHECK FOR SPRING EXTENDERS / REMOVE AS REQUIRED

All models:

- Remove brake rotor covers, if applicable (Note - Be careful not to damage/bend the backing plates)
- Set tire pressure to correct PSI (including spare tire)
- Check condition of undercarriage and lower part of bumpers and sills (damages, loose components, corrosion)
- Check for presence of fluid leaks
- Install front License Plate Holder (if required) in screw markings on front bumper (use the bracket matching holes, varies type to type)
- Install 20 wheel caps on wheel bolts, if needed

5) TEST DRIVE (Vehicle MUST be driven a minimum of 5 miles/8 km over a variety of road and surface conditions)

WARNING: Wear clean clothing/use a silent seat cover on drivers seat.

- Check steering wheel - properly aligned and centered
- Check steering for pulling or drifting
- Check for unusual noises or vibrations
- Check Brake Performance
- Check Engine and Transmission Performance
- Check climate system functions and operate and open all vents

6) AFTER TEST DRIVE

- Check for DTC's using VIDA.
- Check DIM for messages
- Reset Service Reminder Lamp (SRL)

Mechanical and Test Drive Responsible:

Name: _____ Date: _____

Mileage In: _____ Mileage Out: _____



PRE-DELIVERY SERVICE (PDS)

Y	V																			
Stock No.		RO Number										Odometer								

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Retailer Code

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Date Complete

ALWAYS CHECK VRC² FOR THE LATEST UPDATES

IMPORTANT: PDS CHECK SHEET MUST BE COMPLETED AND ATTACHED TO THE R.O.

PDS Detailer Checklist

- WARNING:** Do **NOT** wax, polish or apply any surface treatments to exterior or interior of new vehicles
- WARNING:** Do **NOT** use accessories (Radio, etc.) while performing detail, as this can discharge the battery
- WARNING:** It's absolutely necessary to perform detailing under sufficient lighting conditions

Exterior - Prior to Delivery

- Remove all raggard and exterior trim protection (sill protection, other) or Transport Cover
- Manually wash vehicle exterior including door jams and under the trunk
- Clean the wiper blades ~~with Washer solvent to remove graphite protectant~~
- Ensure outer surface of front windshield is smooth and free of fall-out/adhesive residue/grease marks
- Clean alloy wheels/tires and remove any stickers or markings
- Gently dry the vehicle exterior with a clean chamois and carefully inspect for paint damages
- Inspect carefully for adhesive residue from protection materials and remove (lines from raggard edges)
NOTE: Use a clean, soft woven cloth soaked with Volvo degreaser.
- Wipe down engine compartment and remove excess water from grille and hood area

Interior - Prior to Delivery

- Thoroughly clean all windows, moon roof, rear view mirrors and vanity mirrors
- Vacuum carpet and luggage compartment
- Check upholstery, all interior surfaces and compartments (including sun visors and headliner) for marks or fingerprints. Clean as required.
- Remove protective floor covering and install floor mats/click in tabs.

Final Quality Inspection

- Re-inspect complete vehicle for surface scratches, swirl marks, paint chips, finger prints. Preferably in the delivery area where vehicle is to be delivered. Correct as required.

COMMENTS:

I certify that all operations have been completed and this vehicle has been prepared in accordance with Volvo procedures and Quality Standards.

Detailer Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Detailing activities are completed - Car is now handed over to sales Department for New Car Delivery.

All-New XC90 Delivery Agenda



Customer Name: _____

Date: _____

Time: _____

Vehicle: _____

Pre-Delivery

- Before customer arrives, confirm the pre-delivery service has been completed
- Confirm with Service Dept. that the telematics units was activated in VIDA (before the customer arrives)
- Inspect vehicle condition
- SiriusXM Satellite Radio (activate subscription, set channels)
- Put Service Advisor business card in hang tag
- Assemble keys and put in key box

Set expectations

- Welcome customer
- Discuss amount of time needed for thorough delivery, approximately 60 minutes

Review documents and settle payment balance

- Check the trade-in vehicle (verify mileage, condition and agreed-upon equipment, and remove personal items)
- Check paperwork and obtain any additional signatures required
- Provide copies of paperwork
- Confirm customer's primary email address, home address, phone number, and valid insurance policy
- Create VOC subscriber agreement on VRC²
- Register customer in VOC Dealer Portal
- Point out leather care wipes sample (for light interior cars)

- Point out Sensus screen protector in glove box
- Assemble and review Quick Guide and Owner's Manual

The delivery

- Reveal and check out new vehicle
- Introduction to/Congratulations from other retail facility personnel
- Photo session (optional): Yes ___ No ___
- Present gifts (optional): Yes ___ No ___
- Schedule 2nd delivery appointment within two weeks of original delivery

Review and explain the most important features

Features/Settings/Controls to cover:

- Remote key operation
- Light operation
- Seat and mirror memory & key FOB
- Windshield wiper operation, including rain sensor
- Climate controls
- Buttons in center control panel, including glove box button
- Collision avoidance features such as City Safety and Lane Departure Warning
- Start/Stop
- Download **Know Your Volvo app** to customer's smart phone and/or tablet
- Present the key box to your customer and demonstrate how the key works

Volvo On Call (VOC) Activation Process

- Complete VOC Welcome Call in car with customer
- Download and set up **VOC app** on customer's smart phone
- Associate the customer's smart phone with car
- Connect to internet using car modem in Sensus
- Enter Volvo ID in Sensus

Explain Sensus important features

Demonstrate how to:

- Turn on, mute, and turn off the system
- Access and navigate menus
- Access additional settings and sub-menus
- Sync and select Bluetooth phones (you should sync their phones for them)
- Use the radio
- Customize bottom tile in Sensus display
- Access and use available apps
- Use the digital owner's manual

Service department introductions

- Meet the service manager or service advisor
- Review the complimentary software update pamphlet with customer
- Review Factory Scheduled Maintenance schedule
- Schedule 1st service appointment to include Sensus Software update

EXAMPLE ONLY

Model : XC90 (16-)

Year : 2016

VIN : YV4A22PL3G1000702



05 : Stock Maintenance Checklist

[Stock Maintenance Checklist - All Models. Interval 30 - 180 days](#)
[Stock Maintenance Checklist - All Models. Interval 210 - 360 days](#)

Stock Maintenance Checklist - All Models. Interval 30 - 180 days

Model/ Chassis #												Location:
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Production Date			/			Re- lease Date:			/			
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Perform inspection in the order detailed below. Check in non-empty boxes upon completion of inspection (Ok / Not Ok)						
Legend: "Ok / Not Ok" = to be executed at interval / "-" = Not to be executed at interval						
Maintenance date from "Factory Complete":						
Interval days:	30	60	90	120	150	180
1. Check Rapgard™/Brake protection condition and repair if necessary ¹	-	-	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok
2. Check exterior cleanliness, wash if necessary. check for damages, repair if necessary.	-	-	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok
3. Check tyre pressure (set to 330±20 kPa, 48±3 PSI).	-	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok
4. Check Battery, open-circuit voltage with a Voltage meter. If the voltage is below 12.5 V, charge the battery. Fill out the battery card. Indicate Voltage (Take measurements on OBD II using an OBD II box 9513015 and multimeter 9510060 or clip-on-ammeter 9513037)	-	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok



5. Check interior components for heat related failures and cleanliness	-	-	Ok Not Ok	-	Ok Not Ok	-
6. Check interior protections are in place. Correct if required	-	-	Ok Not Ok	-	Ok Not Ok	-
7. Remove and replace Rapgard™. If Rapgard™ is not replaced, protect the vehicle by applying wax approved by Volvo, p/n 9510269. Ensure that the vehicle is washed when needed	-	-	-	-	-	-
8. Change engine oil and replace oil filter. (Note: reset the service reminder indicator)	-	-	-	-	-	-
9. Disc brake rustcleaning. Drive vehicle at low speed, 0.3km/0.2miles with brake application 5X .(5 sec. per application)	-	-	Ok Not Ok	-	Ok Not Ok	-
10. Undercarriage, engine inspection (Check for rust and corrosion)	-	-	-	-	-	Ok Not Ok
11. C70: Open and close the roof.	-	-	Ok Not Ok	-	-	Ok Not Ok
12. After 180 days, remove tape from inner front sill moulding - driver side.	-	-	-	-	-	Ok Not Ok



13. Remove the plastic cover on sun visor if the vehicle will be stored more than 90 days from Factory Complete. Only valid for V40, S60, S80, V60, V70, XC70, XC90 and markets USA (31), Canada (39) and Japan (50).	-	-	Ok Not Ok	-	-	-
Inspector initials/ number :						
1)Use the following codes if repair is required for RAPGARD: H=hood, T=trunk, R=roof, M=mirror, D=door, B=bumper Comments:						
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EXAMPLE

Vehicle Inspection Procedure

