



Service Manager Bulletin

TITLE:

Retail Car Delivery Process MY 2017 S60, V60 and XC60 (P3)

GROUP: 17	NO: 2017A	ISSUING DEPARTMENT: Service Operations		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: SMB 17-017, TJ 29233, TJ 20278, Warranty Admin. Manual				ISSUE DATE: 2016-04-27	STATUS DATE: 2016-10-07
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 12

“Right first time in Time”

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 Mechanic 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)

Some vehicles with light-colored interiors include leather care wipes (31393559). These wipes should be presented to the customer with the Owner’s Information Materials (glove box materials).

Floor Mat Installation: Never use more than one floor mat at a time on the driver’s floor.

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 – 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 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:

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: 1-905-695-9651

Contact fax: 1-905-695-9627

Email: Brenda.gillett@volvocars.com

Dealer actions

TIME LIMITS

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



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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

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. Attached please find the Pre-Delivery Service Checklist, the Stock Maintenance Checklist and Claim Reimbursement information.

Please review these procedures with your Technician Staff, Detail Personnel and the Sales Department.

Everyone **MUST** take ownership of this process and be accountable for the final product to be delivered to our Volvo owners.

The Volvo Technician (or whomever in your store is responsible for performing a PDS), your Detail Person(s) and your sales personnel **must** perform this function “as it is described” on the checklist.



Upon receipt of the cars at the Retailer – the vehicle will move directly to the shop for retail delivery, or be placed in storage until the vehicle is sold. The PDS is a “*one step*” process at the Retailer level. All current storage practices/policies still apply.

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**

* 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 section 3, pages 23 and 24. This includes punch time verification and retention of the PDS checklist.

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.



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RETAILER ALLOWANCE for reference information

<u>Model</u>	<u>Model Year</u>	<u>Labor</u>
S60	2017	1.5
S60i	2017	1.5
S60CC	2017	1.5
V60	2017	1.5
V60CC	2017	1.5
XC60	2017	1.5

The checklists should be left in the car from arrival at the retailer to completion of PDS.
Checklists should then be filed in the vehicle file at the retailer for future reference.

Service Notes

SPRING EXTENDERS (IF EQUIPPED) MUST BE REMOVED ON ALL:

S80 Sports Chassis

Pre-Delivery Service Software Status:

Ensure that the vehicle has the latest Software status, Download PDS software upgrade. Refer to **TJ 20278** and **SMB17-017** for the appropriate software product number, instructions and policy.

Note: If the PDS Software is NOT downloaded, Volvo reserves the right to debit the PDS payment.

Delivery Agenda - S60/S80/V60/XC60/XC70



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 for MY15.5+ vehicles (before the customer arrives)
- SiriusXM Satellite Radio (activate subscription, set channels)

Set expectations

- Welcome customer
- Discuss amount of time needed for thorough delivery, approximately 90 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
- Create VOC subscriber agreement on VRC² for MY15.5+ vehicles
- Register customer in VOC Dealer Portal for MY15.5+ vehicles
- Point out leather care wipes sample (for light interior cars)
- 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 ___

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
- Buttons in center control panel, including climate controls
- Collision avoidance features such as City Safety and Lane Departure Warning
- Start/Stop (if equipped)
- Download Know Your Volvo app to customer's smart phone

Volvo On Call (VOC) Activation Process (MY2015.5+)

- 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 (if equipped)

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
- Connect an iPod or mp3 player
- Use the Internet button (if equipped)
- Demonstrate apps, such as Pandora and TuneIn
- Use the digital owner's manual (if equipped)

Service department introductions

- Meet the service manager or service advisor
- Name of customer contact in service: _____
- Review Factory Scheduled Maintenance schedule
- Schedule 1st appointment

REVISION DATE: 4/25/16
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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

EXAMPLE



<p>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).</p>	-	-	Ok Not Ok	-	-	-
Inspector initials/ number :						
<p>1)Use the following codes if repair is required for RAPGARD: H=hood, T=trunk, R=roof, M=mirror, D=door, B=bumper Comments:</p>						

EXAMPLE

Vehicle Inspection Procedure

