



# Service Manager Bulletin

TITLE:

**Volvo Technical Helpdesk (THD) information**

GROUP:  
00

NO:  
353

ISSUING DEPARTMENT:  
Warranty

CAR MARKET:  
United States and Canada

REFERENCE BULLETINS:

ISSUE DATE:  
2016-06-17

STATUS DATE:  
2016-06-17

Service Personnel:  
Read and initial

SERVICE  
MANAGER

SERVICE  
WRITER

WARRANTY  
ADMINISTRATOR

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## “Right first time in Time”

The Volvo Technical Helpdesk (THD) is a central contact point available to authorized Volvo dealer technicians to assist with difficult to repair situations.

When you contact the Volvo THD, you will be working with one of our ten (10) dedicated subject matter experts who will provide you with friendly, premium level support.

If for some reason our technical experts cannot solve an issue directly, it will be escalated appropriately for further in-depth assistance to your local Field Technical Specialist (FTS).

In order to ensure our specialists can respond to your cases in a timely manner, it is important that all Service Managers and authorized technicians contacting the THD review and follow the following protocols and prerequisites carefully.

### SERVICE MANAGERS:

- Periodically check the profiles of your technicians located within TIE to ensure your technicians have a current email address, phone number and that “Mail Notification” is set to “ON”
- Remove profiles of technicians that are no longer work at your dealer in a timely manner.
- Assign the correct technician to the job
- It is strongly recommended that you designate a primary and secondary technician to be the point of contact for the THD. Many contacts to the THD have been made by untrained technicians who have logged on as another technician in the shop.



## TRAINING MODULE:

Together with the Volvo Performance Academy, we launched mandatory training module #1712 “Writing effective reports”. This course is intended to instruct Volvo retailer technicians on how to write effective service reports in the TIE system. Upon completion of this course, the learner will be able to:

- Understand the Early Warning Reporting (EWR) requirements of the TREAD Act
- Navigate the TIE system with regard to writing reports
- Write and send reports, access saved and submitted reports, and modify submitted reports in the TIE system
- Understand and properly use best practices for writing reports with regard to grammar, usage, and phrases

Please work together with the technicians at your retailer to ensure completion of this important training module..

## HOURS OF OPERATION:

- In order to better line up with the hours of Volvo workshops, the THD will offer expanded operating hours!
- We will now have an early shift that will begin to provide coverage at 8am ET. In addition, we have expanded our closing hours from 5:30pm ET until 7:00 PM ET.
- The NEW hours of operation are as follows:
  - Monday through Friday from 8am ET to 7pm ET

## CONTACT PROTOCOL:

Before contacting the THD, please ensure that you have followed all of the fault tracing steps for the CSC codes and have referenced all available service literature (Technical Journals, QB's, etc...). Internal Escalations: Once you have exhausted all available resources, we strongly recommend that you review the situation with your shop foreman and/or service manager PRIOR to contacting the THD. We do not advise making direct contact with your Field Technical Specialist (FTS) unless specified by the Technical Helpdesk.

## PHONE CONTACTS – URGENT CASES ONLY:

The THD phone system is now operational, however, this means of contact is reserved only for URGENT cases. Urgent cases include: PDS delivery problems, waiting customers and DO NOT include authorization for repairs, status updates or prior approval.

You **MUST** first create a complete “Vehicle Report, Support Needed” TIE Case. Our agents are instructed to only offer technical assistance via phone if a case has been entered and generated in TIE, our agents may be on another case when you call but will return the call in the order in which it was received.

The helpdesk number is 1-800-500-5570, please follow all prompts as they change often. Our agents can offer technical assistance in English and Spanish.



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### EMAIL CONTACTS:

To reach the Tech Helpdesk via email you must first submit “Vehicle Report, Support Needed” TIE Case :

1. Create a complete “Vehicle Report” in TIE as you normally would
2. In the “Subject line of the email” please use the following text: “URGENT Dealer TIE Case #XXXX” (whereas XXXX is the TIE case number)
3. In the body of the email please copy, paste, and complete the following information:

Dealer Name:

Dealer Code:

Technician Name:

Service Manager/Shop Forman name:

TIE Case ID Number:

Direct phone number where you can be reached:

Brief description of why this case is URGENT:

4. Submit the completed email to [VCNATHL@VOLVOCARS.COM](mailto:VCNATHL@VOLVOCARS.COM)

### TIE NEWS

Please remember to check TIE news often for updates from the THD!

Regards,  
Adam Kopstein  
Mgr. Technical Helpdesk