



# Quality Bulletin

TITLE:

**Extended Warranty P89405: Volvo Emblem on Radiator Grille Iron Mark Logo – Model Year 2010 - 2014 S80, S60, V70, XC70, XC60, XC90, S40, V50, C30, C70**

<b>GROUP:</b> 84	<b>CAT/NO:</b> P89405.5.0	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b> TJ 25957, PB P89405				<b>ISSUE DATE:</b> 2015-01-05	<b>STATUS DATE:</b> 2016-07-29
<b>Service Personnel:</b> Read and initial		<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 3</b>

**“Right first time in Time”**

**Bulletin Changes:** Volvo has voluntarily decided to add certain model year 2014 vehicles to this extended warranty coverage. Please check Vehicle Inquiry for vehicle eligibility prior to performing this repair.

- A. EXTENDED WARRANTY DESCRIPTION
- B. VEHICLES INVOLVED
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- D. OWNER NOTIFICATION
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- H. RETAILER ALLOWANCE AND CLAIM SUBMISSION

**A. VOLVO EMBLEM EXTENDED WARRANTY DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada LTD (Volvo) on behalf of Volvo Car Corporation, has voluntarily decided to extend warranty coverage on certain model year 2010 – 2014 S80, S60, V70, XC70, XC60, XC90, S40, V50, C30, C70 models. Volvo has determined that there is the potential for the VOLVO emblem on the radiator grille Iron Mark logo to peel off.

The corrective action is to replace the VOLVO emblem on the radiator grille Iron Mark logo, if the vehicle displays the condition listed in this bulletin.



For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage for the Volvo emblem on the radiator grille Iron Mark logo for 8 years unlimited mileage from the original vehicle in service date. Coverage is limited to the symptoms described in this bulletin for the Volvo emblem on the radiator grille Iron Mark logo only.

The 8 year extended warranty only applies to vehicles which have exceeded the 4 year or 50,000 miles / 80,000 kilometers New Vehicle Warranty by time or mileage.

The limitations and conditions for this extended warranty are identical to the Volvo New Vehicle Warranty. Please refer to the Warranty and Maintenance Records Information booklet for details.

## **B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS EXTENDED WARRANTY.**

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message “VOLVO EMBLEM on GRILLE IRON MARK LOGO-EXT WTY P89405” will appear for eligible vehicles. Only vehicles with this message are eligible for this extended warranty.

## **C. PARTS INFORMATION / PARTS RETURN**

Please refer to the Technical Journal and Parts Bulletin for parts information.

### **PARTS RETURN**

Volvo emblems replaced under this extended warranty program will not be required to be returned.

## **D. OWNER NOTIFICATION**

Owners of added model year 2014 vehicles will be notified in the near future of the extended warranty coverage.

## **E. RETAILER RESPONSIBILITY**

Only replacements based on the diagnosis and which is a result of a Volvo Emblem on the radiator grille Iron Mark logo issue described in this bulletin, will be covered by this extended warranty and performed at no charge.

## **F. REIMBURSEMENT PROCEDURES FOR CUSTOMERS WHO PREVIOUSLY PAID FOR THIS REPAIR**

U.S. Customers send the **repair order** with a **copy of the customer letter** to:

Volvo Car USA LLC  
Grille Emblem Extended Warranty  
1 Volvo Drive  
P.O. Box 914  
Rockleigh, NJ 07647



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Canadian customers send the **repair order** with a **copy of the customer letter** to:

Volvo Car of Canada LTD  
Customer Relations Department / Grille Emblem  
9130 Leslie St.  
Suite 101  
Richmond Hill, Ontario  
Canada L4B 0B9

- To avoid delays do not send this information to any other location.
- The repair order must show that the customer previously paid for a Volvo emblem replacement on the Radiator Grille Iron Mark logo, prior to the date of the customer notification letter, with the symptoms described in this bulletin, and include the amount paid, the date of payment, and the customer's name and address. If the repair order does not include the vehicle's VIN number, the customer should provide some other documentation reflecting that number, or simply write that VIN number onto the repair order.

U.S. customers can call 1-800-458-1552 to check on the status of their claim.

Canadian customers can check claim status by calling 1-800-663-8255.

**Please allow 8 weeks for reimbursement.**

## G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Quality Tech.

## H. RETAILER ALLOWANCE AND CLAIM SUBMISSION (LONG FORM APPLICATION)

Volvo emblem on Iron Mark logo replacement extended warranty claims are subject to all the audit requirements outlined in the Warranty Policy and Procedures Manual section 4. Extended warranty claim labor reimbursement is effective at time of release and may change in the future.

Please refer to Vehicle Inquiry to check vehicle eligibility prior to repairing the vehicle.

**Claim Type:** P89405  
**Failed Part #:** 30796427 or 31214625  
**Main Operation #:** 82395  
**Cause Code:** 10  
**Symptom Code:** M5

### INSPECTION ONLY NEEDED

<u>Operation Number</u>	<u>Description</u>	<u>Qty</u>	<u>Time</u>
82395	Volvo Emblem on Iron Mark Logo Replace	1	0.2

**After confirming vehicle eligibility in vehicle inquiry, all claims including those for vehicles under New car warranty, must be submitted using claim type P89405.**

Labor reimbursement allowance is effective at time of release and may change in the future.