



Service Manager Bulletin

TITLE:

Technical Help Desk Diagnostic Operations

GROUP:
00

NO:
424

ISSUING DEPARTMENT:

CAR MARKET:

United States and Canada

REFERENCE BULLETINS:

TJ31543, CPI 19-2016

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Service Personnel:
Read and initial

SERVICE
MANAGER

SERVICE
WRITER

WARRANTY
ADMINISTRATOR

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“Right first time in Time”

While performing repairs, on vehicles covered by Volvo’s New Vehicle Warranty, the Technical Help Desk (THD) may support the dealer by providing a specific diagnostic labor operation. This will aid the Warranty Administrator when claiming reimbursement for diagnostic labor while not adversely affecting the dealers General Operation Index.

The design of the program is built around the fact ***the THD has worked throughout the repair with the technician***, therefore, the THD may offer one of the following operations listed below.

The following Technical Help Desk labor operations may be provided:

- 08080 Diagnostic Labor Op 1 hour
- 08081 Diagnostic Labor Op 2 hours
- 08082 Diagnostic Labor Op 3 hours
- 08083 Diagnostic Labor Op 4 hours
- 08084 Diagnostic Labor Op 5 hours
- 08085 Diagnostic Labor Op 6 hours

These operations can be claimed as follows:

- As a sub operation on a regular warranty claim.
- May only be used as a standalone operation on a separate claim when it is used as a supplement for a Quality Bulletin (QB) action.
- For additional time provided by the Technical Help Desk needed as a supplement for a QB action (at the discretion of the THD).
- Only **one** Technical Help Desk operation is allowed. Any additional general operation time requested must be reviewed with your Aftersales Market Manager per the current General Operation Policy requirements.



****The Technical help desk case number is mandatory and must be provided on the warranty claim. (Not required for operation 08088). It should either be entered in the authorization/prior approval field when the field is empty, if that field is not available it must be provide in the repair text****

The Technical Help Desk case should be **closed** by the dealer prior to claim submission. Claim submission for these operations when there is an open Technical Information Exchange (TIE) case may result in non-payment. ***Under no circumstances*** should a technician be directed to create a TIE case post repair to ask for a diagnostic labor operation:

- When it was not initially offered by the THD
- THD was not involved with the Tech during the repair. **(See note)*

***NOTE:** To simplify the process for those repairs that do not require THD assistance, the following specific operation can be claimed for repairs when the THD was not involved during the repair for software and/or diagnostic time up to 2 hours. This operation number **does not require THD or Aftersales Market Manager (AMM) approval**. No THD case number is required when submitting this op for payment.

- 08088 SW/Diagnostic Labor Op 2 hours

Labor is required to be supported by a separate punch time. All punch time for the entire claim is subject to audit requirements.

Please reference: Technical Journal 31543 & Claims Processing Information (CPI) 19-2016 for additional information.