



# Service Manager Bulletin

TITLE:

**20 Inch Summer Tire Exchange MY 2017 S90**

<b>GROUP:</b> 77	<b>NO:</b> 001	<b>ISSUING DEPARTMENT:</b>		<b>CAR MARKET:</b> United States	
<b>REFERENCE BULLETINS:</b>				<b>ISSUE DATE:</b> 2016-12-07	<b>STATUS DATE:</b> 2016-12-07
<b>Service Personnel:</b> Read and initial		<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 2</b>

## “Right first time in Time”

MY17 Volvo S90s with the optional 20" Inscription wheel are equipped with high quality performance tires (Pirelli 255/35ZR20 PZero Summer Tire). These tires provide excellent braking and handling characteristics during normal operation conditions. Performance Tires are not designed for low temperatures or inclement weather.

In order to ensure that our Volvo customers are fully satisfied with their S90, they will be given an option to change their tires to Michelin All-Season tires (Michelin 255/35ZR20 Pilot Sport A/S 3 PLUS XL BSW), at no cost. To qualify for reimbursement the replacement tire (MIC69936) must be purchased through the Tire Advantage Program.

This option is open to customers who took retail delivery of a MY17 Volvo S90 with the optional 20" wheel on or before November 30th, 2016. Vehicles in Retailer inventory do not qualify for Tire replacement under this offer.

Customers given this option will be contacted by Volvo Customer Care. The customer will be asked to accept or decline the offer. If the customer accepts the offer they will be directed to contact their Volvo Retailer's Service Department.

The option to change tires expires on January 31st, 2017.

See claim submission process on page 2.

**NOTE:** The Pirelli 255/35ZR20 PZero Summer Tires are the property of the vehicle owner. The owner can retain the tires for future use.



**Reimburse via claim submission using sublet labor operation 77205 for a fixed dollar amount of \$1100.00.**

(Amount includes 4 tires at \$245.00 each and \$120.00 to mount and balance)

- Claim type 05
- Prior approval # DDTIRE
- Labor operation : 77205 Tyre x4 replace (Sublet)
- Customer Symptom Code 6E
- Cause code 11