

Service Manager Bulletin

TITLE:

Retail Car Delivery Process MY 2017 S90, V90 and XC90 (P5) Models S90, V90, V90CC, XC90, XC90 T8, XC90 Excellence

GROUP: 17	NO: 2017	ISSUING DEPARTMENT: Service Operations			CAR MARKET: United States and Canada		
REFERENCE BULLETINS: TJ 29233, TJ 31543, Warranty Policy and Procedure Manual				ISSUE DATE: 2016-10-14	STATUS DATE: 2016-12-01		
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"Right first time in Time"

Update: Always connect the vehicle to your retailer's WiFi hotspot and download available apps in the Download Center.

Effective with claims dated September 27, 2016, the PDS labor time allowance was increased to 1.8.

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 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)

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

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- 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 – <u>Truck Delivery U.S.</u> – 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 2015 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 2015:

volvovehiclelegacy@ucmglobal.com

A facsimile of the Vehicle Inspection Walk Around sheet is attached at the end of this bulletin.

Item 1A – <u>Transport Delivery Canada</u> – 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.

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

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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 – <u>Stock Maintenance</u> – 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.

We suggest that the "technician" take ownership of the PDS to make certain the vehicle is being inspected correctly. The technician will be responsible for the entire vehicle, the detail person responsible for the appearance of the vehicle and the salesperson is responsible for the customer experience. PDS should not be looked at as a fill-in job in the shop but as the first impression our customer has when he or she purchases a Volvo.

Also note that the PDS Checklist must be signed by the Technician, Detail Person and the Salesperson responsible for that vehicle. This will ensure that the work performed and the cleanliness of the vehicle meet the needs and expectations of the Volvo owner. As one of the last people in the Retail Store to hand off the new Volvo to its owner, the Salesperson must ensure the integrity of the product and make certain all is in working order. The PDS Checklist must be attached to the R.O. and retained in the vehicle file.

The PDS Checklist must be signed by the Technician, Detail Person and Salesperson responsible for that vehicle.

Item 4 – <u>Customer Delivery</u> – 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.

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Delivery Phases:

- ✓ Vehicle Preparation
- ✓ Stage the Car
- **✓** Demonstration of Features
- ✓ Documentation/Owner's Information Materials*
- ✓ Tour Facility
- ✓ Leather Care Wipes (for light interior cars)
- * 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. This includes punch time verification.

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.

RETAILER ALLOWANCE for reference information

Model	Model Year	Labor	Labor OP
S90	2017	1.8	01717-6
V90	2017	1.8	01717-6
V90CC	2017	1.8	01717-6
XC90	2017	1.8	01717-6
XC90 T8	2017	1.8	01717-6
XC90 Excellence	2017	1.8	01717-6

NOTE: Claims submitted since September 27, 2016 have automatically been paying at the increased time allowance of 1.8.

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PRE-DELIVERY SERVICE (PDS) MY 2017 XC90 – S90 – V90
Y V Date Complete
IMPORTANT: PDS CHECK SHEET MUST BE COMPLETED AND ATTACHED TO THE R.O.
PDS VEHICLE SET-UP Checklist
WARNING: Vehicle must be rinsed and loose pieces of rapgard removed prior to performing vehicle set-up.
1) VEHICLE SET-UP
Change from transport mode to normal mode using VIDA Activate "Sensus Connect with Volvo On Call" using TJ 29233 Check and record battery voltage (PRINT OUT CODE AND ATTACH) Ensure that all Recall or Service Campaign (Quality Bulletins) activities have been performed Update vehicle to the latest Software Status as per TJ 31543* Check all fluids and fill washer fluid reservoir. Checking oil in a Drive-E engine requires the use of VIDA.
* Connect the vehicle to your retailer's WiFi hotspot and Download available apps in the Download center
NOTE: Technician: Volvo Certified Level Required for sections 1), 2) & 3).
2) PRODUCT
Read out fault codes and take away root cause/reset according to instruction If applicable, download latest maps through USB All accessories/enclosed details (in e.g. glove compartment, cargo compartment) installed and functioning correctly Hang information tags on rear view mirror The leather care cloth is to be stored in the glove compartment The protective gloves are to be stored in the spare wheel compartment Unpack and stow hybrid charging cable under cargo area floor
3) FUNCTIONAL CHECKS
Set time clock Clean wipers and ensure smooth operation Check central locking and alarm and Keyless function Open and close all doors, check for cracking, noisy doorstops, smooth operation of hinges and handle Check all seatbelts for correct operation Check back door child safety lock operation
Mechanical and Test Drive Responsible:
Name: Date:
Mileage In: Mileage Out:

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PRE-DELIVERY SERVICE (PDS) MY 2017 XC90 – S90 – V90
Y V
Stock No. RO Number Odometer ALWAYS CHECK VRC2 FOR THE LATEST UPDATES
IMPORTANT: PDS CHECK SHEET MUST BE COMPLETED AND ATTACHED TO THE R.O.
PDS VEHICLE SET-UP Checklist WARNING: Vehicle must be rinsed and loose pieces of rapgard removed prior to performing vehicle set-up.
4) ON-LIFT OPERATIONS
CHECK FOR SPRING EXTENDERS / REMOVE AS REQUIRED All models: Remove brake rotor covers, if applicable (Note - Be careful not to damage/bend the backing plates) Set tire pressure to correct PSI (including spare tire) Check condition of undercarriage and lower part of bumpers and sills (damages, loose components, corrosion) Check for presence of fluid leaks Install front License Plate Holder (if required) in screw markings on front bumper (use the bracket matching holes, varies type to type) Install 20 wheel caps on wheel bolts, if needed
5) TEST DRIVE (Vehicle MUST be driven a minimum of 5 miles/8 km over a variety of road and surface conditions)
WARNING: Wear clean clothing/use a silent seat cover on drivers seat. Check steering wheel - properly aligned and centered Check steering for pulling or drifting Check for unusual noises or vibrations Check Brake Performance Check Engine and Transmission Performance Check climate system functions and operate and open all vents
6) AFTER TEST DRIVE
 ☐ Check for DTC's using VIDA. ☐ Check DIM for messages ☐ Reset Service Reminder Lamp (SRL)
Mechanical and Test Drive Responsible:
Name: Date:
Mileage In: Mileage Out:

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PRE-DELIVERY SERVICE (PDS)					
Y V Retailer Code Date Complete					
Stock No. RO Number Odometer ALWAYS CHECK VRC² FOR THE LATEST UPDATES IMPORTANT: PDS CHECK SHEET MUST BE COMPLETED AND ATTACHED TO THE R.O.					
PDS Detailer Checklist					
WARNING: Do NOT wax, polish or apply any surface treatments to exterior or interior of new vehicles WARNING: Do NOT use accessories (Radio, etc.) while performing detail, as this can discharge the battery WARNING: It's absolutely necessary to perform detailing under sufficient lighting conditions					
Exterior - Prior to Delivery Remove all rapgard and exterior trim protection (sill protection, other) or Transport Cover					
Manually wash vehicle exterior including door jams and under the trunk					
Clean the wiper blades					
Ensure outer surface of front windshield is smooth and free of fall-out/adhesive residue/grease marks					
Clean alloy wheels/tires and remove any stickers or markings					
Gently dry the vehicle exterior with a clean chamois and carefully inspect for paint damages					
Inspect carefully for adhesive residue from protection materials and remove (lines from rapgard edges) NOTE: Use a clean, soft woven cloth soaked with Volvo degreaser.					
☐ Wipe down engine compartment and remove excess water from grille and hood area					
Interior - Prior to Delivery					
Thoroughly clean all windows, moon roof, rear view mirrors and vanity mirrors					
☐ Vacuum carpet and luggage compartment					
Check upholstery, all interior surfaces and compartments (including sun visors and headliner) for marks or fingerprints. Clean as required.					
Remove protective floor covering and install floor mats/click in tabs.					
Final Quality Inspection					
Re-inspect complete vehicle for surface scratches, swirl marks, paint chips, finger prints. Preferably in the delivery area where vehicle is to be delivered. Correct as required.					
COMMENTS:					
I certify that all operations have been completed and this vehicle has been prepared in accordance with					
Volvo procedures and Quality Standards.					
Detailer Signature: Date:					
Supervisor Signature: Date:					
Detailing activities are completed - Car is now handed over to sales Department for New Car Delivery.					

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Delivery Agenda - S90, V90 & XC90



Customer Name:			
Date: Time: _	Vehicle:		
Pre-Delivery	The delivery	Volvo On Call (VOC)	
☐ Before customer arrives, confirm the	☐ Reveal and check out new vehicle	Activation Process	
pre-delivery service has been completed	☐ Introduction to/Congratulations from other	☐ Complete VOC Welcome Call in car with custom	
Confirm with Service Dept. that the telematics	retail facility personnel	☐ Download and set up VOC app on customer's	
unit was activated in VIDA (before the customer arrives)	☐ Photo session (optional): Yes No	smart phone	
☐ Inspect vehicle condition	☐ Present gifts (optional): Yes No	☐ Associate the customer's smart phone with car	
☐ Verify Sirius Satelite Radio is activated	☐ Schedule 2nd delivery appointment within	☐ Connect to internet using car modem in Sensus	
☐ Download available apps	two weeks of original delivery	☐ Enter Volvo ID in Sensus	
☐ Put Service Advisor business card in hang tag	Review and explain the	Evaloin Conque important	
☐ Assemble keys and put in key box	most important features	Explain Sensus important features	
	Features/Settings/Controls to cover:	Demonstrate how to:	
Set expectations	☐ Present the key box to your customer and	☐ Turn on, mute, and turn off the system	
☐ Welcome customer	demonstrate how the key works	☐ Access and navigate menus	
☐ Discuss amount of time needed for	☐ Light operation	☐ Access additional settings and sub-menus	
thorough delivery, approximately 90 minutes	☐ Set memory seats and mirrors to key fob		
Review documents and	☐ Windshield wiper operation, including rain sensor	☐ Sync and select Bluetooth phones (you should sync their phones for them)	
settle payment balance	☐ Climate controls	☐ Use the radio	
☐ Check the trade-in vehicle (verify mileage,		☐ Customize bottom tile in Sensus display	
condition and agreed-upon equipment, and remove personal items)	☐ Buttons in center control panel, including glove box button on XC90	☐ Access and use available apps	
☐ Check paperwork and obtain any additional	Collision avoidance features such as City	Comice depositment	
signatures required	Safety and Lane Departure Warning	Service department introductions	
☐ Provide copies of paperwork	☐ Start/Stop	Introductions	
☐ Confirm customer's primary email address,	☐ Drive Modes	☐ Meet the service manager or service advisor	
home address, phone number, and valid insurance policy	 Download Know Your Volvo app to customer's smart phone and/or tablet 	☐ Review Factory Scheduled Maintenance schedule	
☐ Create VOC subscriber agreement on VRC²	ductomes o smart priorie andres tablet	☐ Schedule 1st service maintenance appointment	
☐ Register customer in VOC Dealer Portal	T8 (PHEV)		
☐ Point out leather care wipes sample	☐ Explain how to plug-in and charge vehicle,		
(for light interior cars)	and where to store charging cable in trunk		
☐ Point out Sensus screen protector in glove box	☐ Demonstrate how to unplug charging cable		
☐ Review Digital Owner's Manual and present assembled owner's wallet and quick guide	(press unlock on remote key)	DE //DION DATE: 4 /00 /46	

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EXAMPLE ONLY

Model: XC90 (17-) Year: 2017 VIN: YV4A22PL3XXXXXXXX



05: Stock Maintenance Checklist (Refer to VIDA)

Stock Maintenance Checklist - All Models. Interval 30 - 180 days Stock Maintenance Checklist - All Models. Interval 210 - 360 days

Stock Maintenance Checklist - All Models. Interval 30 - 180 days

Model/ Chassis #						Location:		
Production Date	/		Re- lease Date:	/	/			
Perform inspection in the order detailed below. Check in non-empty boxes upon completion of inspection (Ok / Not Ok) Legend: "Ok / Not Ok" = to be executed at interval / "-" = Not to be executed at interval								
Maintenance date from "Fac- tory Complete":								
Interval days:	30	60	90	120	150	180		
1. Check Rap- gard™/Brake protection con- dition and repair if necessary¹	-		Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok		
2. Check exterior cleanliness, wash if necessary. Check for damages, repair if necessary.	-		Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok		
3. Check tyre pressure (set to 330±20 kPa, 48±3 PSI).	-	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok		
4. Check Battery, open-circuit voltage with a Voltage meter. If the voltage is below 12.5 V, charge the battery. Fill out the battery card. Indicate Voltage (Take measurements on OBD II using an OBD II box 9513015 and multimeter 9510060 or clipon-ammeter 9513037)	-	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok	Ok Not Ok		

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5. Check interior components for heat related fail- ures and clean- liness	-	-	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 ser- vice reminder indicator)	-	-			-	-
9. Disc brake rustcleaning. Drive vehicle at low speed, 0.3km/0.2miles with brake appli- cation 5X .(5 sec. per application)	-		Ok Not Ok	-	Ok Not Ok	
10. Under- carriage, engine inspec- tion (Check for rust and cor- rosion)	-		-	-	-	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

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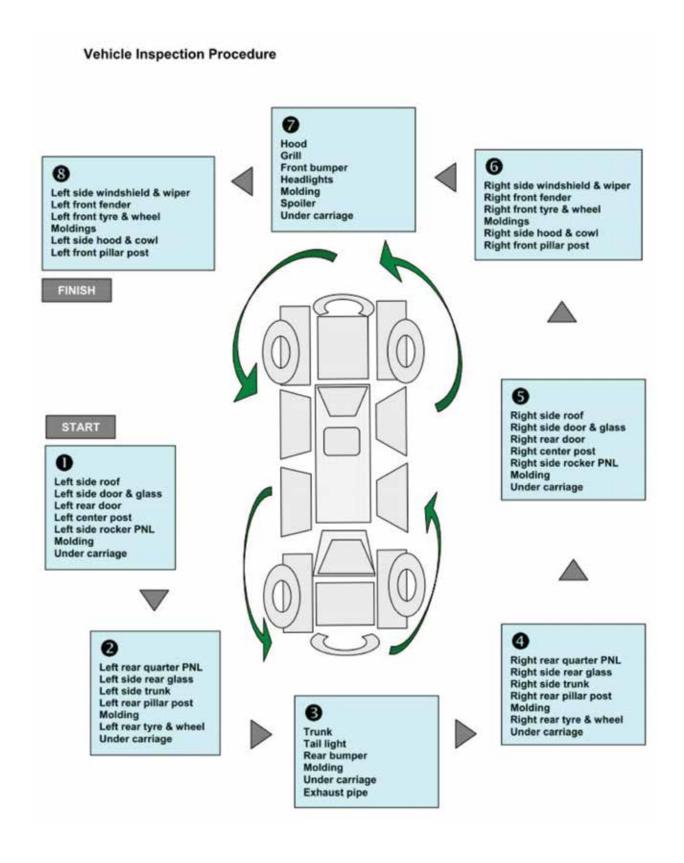
Model: XC90 (17-) Year: 2017 VIN: Y	/4A22PL3XXXXXXXX
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1	1
VO	LVO
1	1

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

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