



Technical Journal

TITLE:

Document to be used when sensitive information is required from
Volvo Car Corp.

| | | | |
|--------------------------------------------|-------------------------------------------------------|------------------------------------------------|-----------------------------------|
| REF NO: TJ 28941.1.0 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7510 Volvo Car USA | | ISSUE DATE: 2016-11-23 | STATUS DATE: 2016-12-01 |
| FUNC GROUP: 9000 | FUNC DESC: Miscellaneous, special functions | Page 1 of 4 | |

“Right first time in Time”

Attachment

| File Name | File Size |
|----------------------------------------------------------------------|-----------|
| CUSTOMER AGREEMENT.doc | 0.0302 MB |
| REQUEST FOR ISSUANCE OF INFORMATION FROM VOLVO CAR CORPORATION 1.doc | 0.0297 MB |

Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|-----------------|------------------|
| 1XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |
| 2XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |
| 3XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |
| 4XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |
| 5XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |
| 6XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |
| 7XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |
| 8XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |
| 9XX | | | | | | | 0-9999 | | 0000000-9999999 | 192701-999952 |

CSC Customer Symptom Codes

| Code | Description |
|------|----------------------------------------------------------------|
| 3L | Technician information/Repair information/Not for warranty use |



VST Operation Number

DTC Diagnostic Trouble Codes

Text

DESCRIPTION:

When sensitive information, like vehicle speed, brake usage, etc. (customer behavior information) of a car is required from Volvo Car Corporation from external sources, either of these two documents should be filled in and attached to the affected Vehicle Report.

(External sources: Authority, Insurance companies, Rental companies, etc)

REQUEST FOR ISSUANCE OF INFORMATION FROM VOLVO CAR CORPORATION 1.doc

To be used when a request from an authority is made.

CUSTOMER AGREEMENT.doc

To be used when a request from a non authority is made, like insurance company, rental company, etc. We then need a customer agreement, to be allowed to give out customer related information.

PRODUCT MODIFICATION:

N/A

MATERIAL RETURN:

N/A

VEHICLE REPORT:

Attach the affected document to the Vehicle Report.

SERVICE:

N/A

VSTG OPERATION NUMBER:

N/A

To view TJ attachments continue to next page. This TJ has two attachments.



CUSTOMER AGREEMENT.

Please attach this document, translated to English, to the Vehicle Report

I hereby authorize the Volvo Car Corporation to use, in my car, stored information.

Date of agreement;.....

Customer name:.....

Contact person (Volvo Sales company):

.....

Phone.no:

Concerned car (model):

Concerned VIN-number:

Customer signature.

.....



REQUEST FOR ISSUANCE OF INFORMATION FROM VOLVO CAR CORPORATION.

Please attach this document, translated to English, to the Vehicle Report

Date of request;

Authority:

Contact person:

Phone.no:

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Information on request:

(incl. closer identification)

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Basis for conducting
the information (support of law)

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Concerned car (model):

Concerned VIN-number: