



Service Manager Bulletin

TITLE:

Inflatable Curtain Retainer Bolt Recall Customer Satisfaction Assistance Program

GROUP:
00

NO:
007

ISSUING DEPARTMENT:
Warranty

CAR MARKET:
United States

REFERENCE BULLETINS:

ISSUE DATE:
2017-05-11

STATUS DATE:
2017-05-11

Service Personnel:
Read and initial

SERVICE
MANAGER

SERVICE
WRITER

WARRANTY
ADMINISTRATOR

Page 1 of 3

“Right first time in Time”

INFLATABLE CURTAIN RETAINER BOLT RECALL CUSTOMER SATISFACTION ASSISTANCE PROGRAM

PROGRAM OFFER

To empower Volvo retailers to provide a superior customer experience to owners of the all-new S90/V90/V90CC and XC90, VCUSA Quality and Customer Satisfaction announces the ***IC Retainer Bolt Recall Customer Satisfaction Assistance Program***. This program will allow Volvo retailers to proactively address customer satisfaction concerns as they relate to Recall R89174 repairs in an expeditious manner. Volvo retailers will have the ability under this program to self-authorize goodwill claims (1 only per eligible VIN) for retail customers of a MY2017 S90/V90/V90CC and XC90 eligible for Recall R89714 when they have the recall repair performed.

This program is **only** applicable to those MY2017 S90/V90/V90CC or XC90 vehicles eligible for Recall R89714, Inflatable Curtain Retainer Bolt Repairs when there is a documented customer dissatisfaction.

Note: *Only customer owned vehicles are eligible.*

PROGRAM HIGHLIGHTS

- Retailer ability to offer GW to customer “on the spot“, up to \$750 per eligible vehicle with no AMM Authorization required (only 1 time per eligible VIN)
- Dealer’s discretion to use for customer satisfaction and help alleviate any potential customer dissatisfaction or inconvenience as a result of the necessity of the recall repair.



- Compensation to customer may consist of anything from assistance with alternative transportation to gift cards for a night at a hotel or dining at a local establishment based on the situation, customer and regional needs.

PROGRAM GUIDELINES

- Up to \$750 retailer self-authorized spending (see exclusions listed below)
- Submit “05” Goodwill Claim type with CS authorization code followed by the last 4 digits of the VIN. (Example: CS0954)
- Applicable for customer-owned vehicles only involved in Recall R89174 (not for loaners or vehicles in inventory)
- Applicable 1 time per eligible VIN
- For use only following a precipitating moment of customer inconvenience or dissatisfaction when having Recall R89174 completed on their vehicle
- R.O text must include a description of the dissatisfier and the customer satisfaction assistance offered.
- Receipts need to be kept and attached to the Repair Order hardcopy.
- The Retailer is the best judge of what the proper gesture is in-the-moment; as long as \$750 is not spent on noted exclusions, the claim will be paid.
- Instances of program abuse can result in suspension from the program.

EXAMPLES OF CUSTOMER DISSATISFIERS:

- Problems or concerns with vehicle during or after the Recall repair.
- Recall scheduling not meeting customer expectations.
- Inconvenience to the customer as a result of returning to the dealership to have the recall completed.

EXCLUSIONS

- Pre-Paid Cash Cards (**Note:** Gift Cards for products and services are acceptable)
- Loyalty Thank-You Gift
- Coverage of non-Volvo Parts / Accessories
- Non Volvo Branded Assurance Products

RETAILER RESPONSIBILITY

It is the servicing retailer's responsibility to confirm vehicle eligibility for Recall R89174 before any goodwill offer is made to the customer. (Only 1 claim per VIN)

CLAIM REIMBURSEMENT & SUBMISSION PROCEDURES

Volvo Car USA, LLC will process claims for the **IC Retainer Bolt Recall Customer Satisfaction Assistance Program** through the Warranty Processing system. The LONG FORM application will be utilized for all claims. The applicable claim type and specific **sublet** operation are provided below.

CLAIM SUBMISSION



Service Manager Bulletin 00-007

Long Form Claim

Claim type: **05**

Cause Code: **98**

Symptom Code: **1C**

Prior Approval Authorization Prefix: **CS** followed by the last 4 digits of the VIN.*

Sublet Operation Number: **07021****

Sublet Amount: **Up to \$750.00*****

****Retailers are not required to generate a prior approval authorization code via the Goodwill/Warranty Authorization App.***

*****Only this specific Sublet operation number can be submitted.***

****** Sublet amount claimed must be equal to the goodwill offer made.***

Note: Claims submitted under this Goodwill Program will not be eligible for the 10% sublet mark up.

Program spending will be reviewed on a weekly basis to identify major dissatisfiers and program usage. All claims are subject to Audit. Instances of program abuse may result in suspension from the program and claim rejection if outside the program parameters outlined.