



Service Manager Bulletin

TITLE:

Volvo Lifetime Replacement Parts & Labour Warranty

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342C

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Warranty

CAR MARKET:
Canada

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SERVICE
MANAGER

SERVICE
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WARRANTY
ADMINISTRATOR

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“Right first time in Time”

This updated version supersedes the previous release dated September 18, 2015.

VOLVO LIFETIME REPLACEMENT PARTS & LABOUR WARRANTY

CUSTOMER OFFER

To further enhance the Volvo ownership experience, Volvo Car Canada Limited is offering the *Volvo Lifetime Replacement Parts & Labour Warranty*. Volvo warrants to the original retail purchaser of each new genuine Volvo replacement part (excluding accessories and consumable parts as listed below) that such part installed at an authorized Volvo retailer will be free from defects in material or workmanship. This would exclude any defects caused by outside influence. Coverage under the *Lifetime Replacement Parts & Labour Warranty* includes the labour to replace the covered replacement part. ***This warranty is nontransferable.***

COVERAGE

Beginning with repairs dated on or after **September 15, 2015**, the original retail purchaser of a new genuine Volvo replacement part purchased and installed at an authorized Volvo retailer will be eligible for the *Volvo Lifetime Replacement Parts & Labour Warranty*. Parts and labour coverage under this Lifetime Warranty are only applicable when the new replacement part has been purchased and installed at an authorized Volvo retailer. Parts sold over the counter that are not installed by an authorized Volvo retailer are covered by Volvo's two year parts only warranty.



As part of the vehicle's normal service and maintenance requirements, certain parts need to be replaced due to wear and tear. Those parts are excluded from the *Volvo Lifetime Replacement Parts & Labour Warranty*. These parts include, but may not be limited to, the following:

- Batteries
- Batteries for remote keyless entry
- Belts
- Brake Pads
- Bulbs
- Clutch Lining
- Filters
- Floor Mats
- Fuses
- Rotors (excluding run out)
- Spark Plugs
- Timing Belts
- Upholstery/rugs
- Wiper blades
- Tires (See Tire manufacturers warranty)

Parts installed as part of a collision repair performed by a Certified Volvo Body Shop and/or Non-certified Body Shop are not covered by the *Volvo Lifetime Replacement Parts & Labour Warranty*.

DISCONTINUED PARTS

In situations where the genuine Volvo replacement part previously purchased and installed at a Volvo retailer is discontinued, your Regional Aftersales Manager will assist in finding an aftermarket alternative. Close consideration should be given when deciding on an aftermarket source. The Aftermarket part will be paid for under the *Volvo Lifetime Replacement Parts & Labour Warranty*. If necessary, subsequent replacement of the aftermarket part will be administered solely by the aftermarket source and not Volvo Car Canada Limited.

When a part is replaced under the *Volvo Lifetime Replacement Parts & Labour Warranty*, and it causes the failure of a non-covered part, the non-covered part will also be covered. (For example, an alternator fails under the provisions of the *Volvo Lifetime Replacement Parts & Labour Warranty* and the battery has failed as a result; the battery would then be covered.)

When a part that was replaced under the provisions of the *Volvo Lifetime Replacement Parts & Labour Warranty* subsequently fails, and it is then determined that the failure was caused by another component failure, the replacement part would not be covered under the *Volvo Lifetime Replacement Parts & Labour Warranty*.

RETAILER RESPONSIBILITY

It is the servicing retailer's responsibility to confirm eligibility for coverage before any repair is performed. Failure to properly verify coverage will result in claim denial.



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Note: *Customer must be the original retail purchaser of a new genuine Volvo replacement part installed at an authorized Volvo retailer.*

All *Volvo Lifetime Replacement Parts & Labour Warranty* claims are subject to:

- Verification of data.
- Parts testing.
- Audit.

CUSTOMER RESPONSIBILITY

When requesting warranty repairs on replacement parts, the purchaser must present evidence of purchase and installation (sales ticket or Repair Order showing payment to any authorized Volvo retailer in North America) during normal business hours. The Volvo retailer should keep a copy of the customer's documentation with the Repair Order as support.

Warranty repairs must be made only by any authorized Volvo retailer in North America.

CLAIM SUBMISSION PROCEDURES

Volvo Car Canada Limited will process the *Volvo Lifetime Replacement Parts & Labour Warranty* claims through the Warranty Processing system. The LONG FORM application will be utilized for all claims. Claim Type 08LT is required.

CLAIM SUBMISSION

Claim Type: 08LT

Cause Code: 98

Symptom Code: Use applicable symptom code per customer concern.

Labour Time: refer to the VSTG for the specific op for repair performed.

LABOUR & PARTS REIMBURSEMENT RATES

The retailer's warranty labour rate, which is in effect on the date of the repair order, will be used to calculate labour reimbursement.

Parts reimbursement: Will be at the normal warranty rates (except for any expendable items) which are in effect on the date of the repair.

FAQ

The following provides a list of some common situations that may or may not be covered by the *Volvo Lifetime Replacement Parts & Labour Warranty*. Any replacement part that is currently covered by its own specific component warranty and/or policy will remain covered by that warranty and/or policy and **will not** be eligible for the *Lifetime Replacement Parts & Labour Warranty*. If a specific part or warranty presents itself that is unclear or not listed please contact your Regional Aftersales Manager for clarification.



Exclusions

Specific warranty/policy is applicable and the following are **not covered** under the terms of the Lifetime Replacement Parts & Labour Warranty.

Accessories

Volvo approved accessories purchased and installed by a Volvo retailer at the time of a new vehicle purchase are covered under the New Vehicle Warranty for four (4) years or 80,000 kilometers, whichever occurs first. If a Volvo approved accessory is installed by a Volvo retailer after a new vehicle purchase, the coverage is two (2) years from the date of installation or the remainder of the New Vehicle Warranty, whichever is longer. Accessories purchased but not installed by a Volvo retailer will be covered for a period of one (1) year from the date the part was originally purchased.

Lifetime Muffler Warranty/Replacement Cat Converter Warranty:

The current process as outlined in the Warranty Policy and Procedures Manual (WPPM), must be followed. Specific component lifetime/extended coverage remains unchanged.

Interstate Battery Direct Replacement Program:

Interstate batteries are covered by the Interstate policy. Coverage and claim submission remain unchanged.

Myron Davis, Direct Replacement RSE:

Accessories are not eligible for *Volvo Lifetime Replacement Parts & Labour Warranty*.

VCPO Repairs:

When parts are replaced under CPO warranty, repairs are covered under the current two (2) year parts warranty.

New Car Warranty or Extended Warranty (Warrantech):

When parts are replaced under New Car or Warrantech warranty programs, the current coverage policy is still applicable. Replacement parts are covered for 90 days or the remainder of the New Car Warranty, whichever is greater.

Independent/Wholesale Part Purchases:

Over the counter parts purchased by an Independent continue to be covered under the current policy, one (1) year parts warranty, no labour. (This includes sales to Volvo certified and non-certified body shops.)

Consumables:

Consumables with a demonstrable manufacturer defect follow the current Adjustment Coverage Period, twelve (12) months or 12,000 miles/20,000 kilometers, whichever occurs first.

Software:

Software that is not associated with a hard part replacement is not eligible for coverage under the *Volvo Lifetime Replacement Parts & Labour Warranty*.



Hard part failure during download:

A hard part that fails while performing a download (consequential damage due to attempted download) and is therefore replaced under Volvo's standard warranty, is covered by the current two (2) year parts warranty.

Additional Included Repairs

The following repairs/parts replacements **are covered** under the *Volvo Lifetime Replacement Parts & Labour Warranty*.

Goodwill Repairs:

Parts and labour that were previously covered under Goodwill, in full or partially, are eligible for coverage under the *Volvo Lifetime Replacement Parts & Labour Warranty*.

Software:

Software associated/required with a hard part replacement to complete the repair is covered by the *Volvo Lifetime Replacement Parts & Labour Warranty*.

Parts purchased and installed at different Volvo retailer:

Parts purchased at one Volvo retailer and installed at another Volvo retailer are covered under the *Volvo Lifetime Replacement Parts & Labour Warranty*. (A copy of both the original parts invoice and original labour RO must be attached to the replacement RO.)