



Service Manager Bulletin

TITLE:

Volvo Lifetime Replacement Parts & Labor Warranty

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“Right first time in Time”

This updated version supersedes the previous release dated August 5, 2015.

VOLVO LIFETIME REPLACEMENT PARTS & LABOR WARRANTY

CUSTOMER OFFER

To further enhance the Volvo ownership experience, Volvo Car USA, LLC. is offering the *Volvo Lifetime Replacement Parts & Labor 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 dealer will be free from defects in material or workmanship. This would exclude any outside influence. Coverage under the *Lifetime Replacement Parts & Labor Warranty* includes the labor to replace the covered replacement part. ***This warranty is nontransferable.***

COVERAGE

Beginning with repairs dated on or after **June 1, 2015**, the original retail purchaser of a new genuine Volvo replacement part purchased and installed at an authorized Volvo dealer will be eligible for the *Volvo Lifetime Replacement Parts & Labor Warranty*. Parts and labor coverage under this Lifetime Warranty are only applicable when the new replacement part has been purchased and installed at an authorized Volvo dealer. Parts sold over the counter that are not installed by an authorized Volvo dealer 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 & Labor 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 & Labor Warranty*.

DISCONTINUED PARTS

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

When a part is replaced under the *Volvo Lifetime Replacement Parts & Labor 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 & Labor Warranty* and the battery has failed as a result; the battery would then be covered.)

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



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

All *Volvo Lifetime Replacement Parts & Labor 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 the United States) during normal business hours. The Volvo dealer 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 the United States and the District of Columbia.

CLAIM SUBMISSION PROCEDURES

Volvo Car USA, LLC. will process the *Volvo Lifetime Replacement Parts & Labor 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.

Labor Time: refer to the VST for the specific op for repair performed.

LABOR & PARTS REIMBURSEMENT RATES

The retailer's warranty labor rate, which is in effect on the date of the repair order, will be used to calculate labor 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 & Labor 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 & Labor Warranty*. If a specific part or warranty presents itself that is unclear or not listed please contact your Aftersales Market Manager for clarification.



Exclusions

Specific warranty/policy is applicable and the following are **not covered** under the terms of the Lifetime Replacement Parts & Labor 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 50,000 miles, 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 & Labor Warranty*.

VCPO Repairs:

VCPO repairs continue to be covered under the current two (2) year parts warranty.

New Car Warranty or Extended Warranty (Warrantech):

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:

Effective January 1, 2016, over the counter parts purchased by an Independent Installer or retail customer are covered under the two (2) year parts only warranty, no labor. (This includes Volvo certified and non-certified body shops.) This warranty excludes labor, Volvo accessories and consumable "wear item" parts.

Consumables:

Consumables with a demonstrable manufacturer defect follow the current Adjustment Coverage Period policy, 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 & Labor Warranty*.



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Hard part failure during download:

A hard part that fails while performing a download (consequential damage due to attempted download) 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 & Labor Warranty*.

Goodwill Repairs:

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

Software:

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

Parts purchased and installed at different Volvo retailer:

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