


VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Service Manager Bulletin</h1>				
TITLE: 2017 S90/V90 & V90CC Premium Customer Experience Support Program				
GROUP: 00	NO: 339	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States	
REFERENCE BULLETINS:			ISSUE DATE: 2016-10-14	STATUS DATE: 2017-02-03
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
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“Right first time in Time”

Note: This version supersedes the previous release dated October 14, 2016.

Updates: Program Name changed to 2017 S90/V90 & V90CC Premium Customer Experience Support Program.

Effective February 3, 2017 the program is applicable to the 2017 S90/V90 and V90CC only.

THE 2017 S90/V90 & V90CC PREMIUM CUSTOMER EXPERIENCE SUPPORT PROGRAM

PROGRAM OFFER

To empower Volvo retailers to provide a superior customer experience to owners of the all-new S90/V90 and V90CC, VCUSA Customer Service proudly announces the *2017 S90/V90 & V90CC Premium Customer Experience* support program. This program will now provide Volvo retailers additional latitude, to proactively address non-warranty customer concerns in an expeditious manner. The ownership experience should never be compromised due to a customer inconvenience. In an effort to help support an enhanced customer ownership experience, Volvo retailers will now have the ability to self-authorize goodwill claims (1 time only per VIN) for the customers of the new MY2017 S90/V90 and V90CC.

This program will be effective as of February 3, 2017 on all 2017 S90/V90 and V90CC production units, coverage will be for a period of 4-months from customer delivery and will continue throughout the IQS period.

Note: Only customer owned vehicles are eligible.



PROGRAM HIGHLIGHTS

- Retailer ability to offer GW to customer “on the spot,” up to \$750 per vehicle with no AMM Authorization required (only 1 time per VIN)
- Dealer’s discretion to use for Non Warranty concerns. Should only be used up to a vehicle age of up to 4 months (in line with IQS survey parameters).
- Compensation to customer may consist of anything from lease payments to gift cards for locations like Ruths Chris or Tiffany’s based on situation, customer and regional needs.

PROGRAM GUIDELINES

- Up to \$750 retailer self-authorized spending (see exclusions listed below)
- Submit “05” Goodwill Claim type with CE authorization code followed by the last 4 digits of the VIN. (Example: CE0954)
- Effective for the first 4 months after retail delivery until further notice
- Applicable for customer-owned vehicles (not for loaners or vehicles in inventory)
- Applicable 1 time per VIN
- For use only following a precipitating moment of customer inconvenience, regardless of fault.
- The Goodwill gesture should be more focused on the customer than the vehicle
- R.O text must include a description of the dissatisfier and the resulting actions taken.
- Receipts need to be kept for any item not specifically related to the vehicle
- 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 delivery process
- Missing components found beyond the current 90 day limit from delivery date
- Interior and exterior equipment not meeting customer expectations
- Damage to a tire or rim (regardless of fault)
- Surface issues, windshield chips or scratches
- Navigation system maps and/or other non-warranty software issues
- Other (at retailers discretion)

EXCLUSIONS

- Discounting on Sales in any way
- Pre-Paid Cash Cards (**Note:** Gift Cards for products and services are acceptable)
- Loyalty Thank-You Gift
- Coverage of non-Volvo Parts / Accessories
- Offset payments for Trade-Assists or Buyback situations
- Non Volvo Branded Assurance Products



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RETAILER RESPONSIBILITY

It is the servicing retailer's responsibility to confirm vehicle eligibility in the Program as outlined in this bulletin before any goodwill offer is made to the customer. (Vehicle age and only 1 claim per VIN)

The retailer must confirm the vehicles in service date and vehicle claim history to ensure no previous customer experience goodwill has previously been honored.

CLAIM REIMBURSEMENT & SUBMISSION PROCEDURES

Volvo Car USA, LLC will process claims for the 2017 S90/V90 and V90CC Premium Customer Experience 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

Long Form Claim

Claim type: **05**

Cause Code: **98**

Symptom Code: **1C**

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

Sublet Operation Number: **07016****

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 Policy 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.