



Service Manager Bulletin

TITLE:

Certified by Volvo Warranty Coverage and Claim Submission Procedures

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“Right first time in Time”

Warranty Coverage and Claim Submission Procedures for Certified by Volvo vehicles retailed as of November 1, 2018.

The Certified by Volvo warranty on all vehicles certified and retailed on or after November 1, 2018 will be administered and paid through the Volvo warranty system. All claims will be submitted to and administered by the Volvo Warranty Department.

The Limited Certified by Volvo Warranty applies to all Certified by Volvo vehicles. For vehicles to be eligible the vehicle must be reconditioned to meet all Certified by Volvo inspection standards as outlined in the Volvo Certified Inspection Handbook.

Eligibility

Questions related to eligibility or non-warranty issues should be directed to the Certified by Volvo Sales Manager at certby@volvocars.com. Vehicle owners should ***NOT be directed to the Warranty Help Desk.***

Eligibility **must** be confirmed prior to any repairs performed. Only those vehicles that have the comment **“Certified by Volvo /5 years unlimited mileage/VCPO5”** in the Vehicle Inquiry screen are eligible to have Certified by Volvo warranty claims submitted through the Volvo warranty system. Any vehicle with the comment “Select Used Car” is only an indication that the vehicle was sold as used through the Volvo sales network, and is not an indication of any coverage.



*Certified by Volvo repairs will be honored on eligible vehicles while traveling in Canada when performed by an authorized Canadian Volvo retailer. **Note:** Certified by Volvo warranty claims will be entered and processed using the normal retailer warranty system. Parts will be reimbursed at the suggested list price (retail) at the time of repair and Labor will be reimbursed at the retailer's established warranty rate in effect at the time of the repair. All Certified by Volvo terms and parameters as outlined in this bulletin will be effective.*

Coverage

Certified By Volvo Limited Warranty

Each Certified Volvo that was retailed on or after **November 1, 2018** receives the remaining Volvo new-car original factory limited warranty and **up to 5 years unlimited mileage** of Certified by Volvo Limited Warranty protection from the **vehicles original** in service/warranty start date.

The Certified by Volvo warranty is an exclusionary warranty (refer to the *Limited Warranty* section for coverage information). To qualify for the Certified by Volvo program, vehicles must meet the following requirements:

- **Age:** Used Volvo within 5 years of its original in-service date.
- **Mileage:** Maximum mileage for each certified vehicle at time of sale cannot exceed 80,000 miles on the odometer.
- Service loaners with at least 100 miles on the odometer and demos with at least 1 mile on the odometer are eligible if they meet the above requirements.
- **Condition:** The vehicle must be reconditioned to meet all Certified by Volvo inspection standards as outlined in the Volvo Certified Inspection Handbook.
- **Vehicle History Report (VHR):** Each vehicle must meet stringent vehicle history requirements. Buyback, Lemon Law or reacquired vehicles are not eligible for the CBV program. Any Volvo vehicle that was bought back by the manufacturer (titled as "manufacturer buyback") is not eligible for certification. Vehicles with voided new car warranties also are not eligible for certification. Units with frame/structural damage and/or odometer discrepancies are not eligible.

The coverage provides protection at any authorized Volvo retailer across the U.S., **except** when deemed a true emergency and repairs are completed at a non-Authorized Volvo facility.

For more information on the Certified by Volvo Limited Warranty, see the *Limited Warranty* section of this bulletin.

Warranty Start Date

The warranty start date is the date the vehicle is sold to the first retail customer or put into loaner or demo service. (Repairs covered under the terms of any other warranty are not eligible under the Certified by Volvo Warranty.)



Parameters of Warranty Coverage

Diagnosis and evaluation of symptoms and conditions will be made by an authorized Volvo retailer. Only repairs/diagnosis deemed by the retailer to be covered under warranty will be made within a reasonable period of time during business hours.

Parts will be repaired or replaced at Volvo's discretion, by authorized Volvo retailers. Only genuine Volvo new or remanufactured parts which have been sold, supplied or approved by Volvo Car USA, LLC must be used. These Volvo approved parts meet the same design and quality standards as those components originally installed in the car. All parts replaced will become the property of Volvo for technical material analysis or other usage.

All Certified by Volvo warranty claims are subject to:

- Verification of data
- Parts Testing
- Audit

Limited Warranty

The Limited Certified by Volvo Warranty applies to defects in material or workmanship diagnosed and verified by an authorized Volvo retailer. The Limited Warranty is subject to the following exclusions:

What is Not Covered

Specifics

1. Adjustments necessary to correct squeaks, rattles, water leaks or wind noise.
2. Maintenance/Parts:
 - a) Unless required as part of a covered repair, normal maintenance items/procedures such as engine tune-ups, suspension alignment and wheel balancing.
 - b) Unless required as part of a covered repair: adjustments, lubricants, coolants and fluids.
 - c) Other maintenance services and parts described in Volvo's maintenance schedule for the covered *Vehicle*.
3. Other Parts not covered:
 - a) Any non-factory installed audio components, television screens and DVD/VHS entertainment systems (excluding Myron & Davis RSE units) and telephones.
 - b) Bright metal, sheet metal, bumpers, trim moldings, carpet, upholstery, paint, exhaust system, including catalytic converter, shock absorbers (excluding struts), spark plugs, spark plug wires, glow plugs, filters, brake pads, brake rotors, brake shoes, brake linings, suspension alignment, wheel balancing, rubber hoses, air conditioning lines and hoses, belts and wiper blades, batteries, battery cables, lenses, light bulbs, sealed beams, glass, sun roof, moon roof, sunroof/moon roof moldings, tires, wheel covers, wheels, interior trim, cup holders, manual clutch components, body seals and gaskets (e.g. weather stripping).
 - c) Convertible tops – soft top material and glass.
4. The repair of valves and/or rings for the purpose of raising the engine's compression when a *Mechanical Breakdown or Failure* has not occurred.



5. Towing or any fees related to towing.

General exclusions:

- When repairs are performed by anyone other than an Authorized Volvo Dealer; (except when deemed a true emergency and repairs are completed at a non-Authorized Volvo facility);
- Caused by negligence, misuse or abuse;
- Caused by a lack of maintenance, such as maintenance of the constant velocity boot, timing belt and brake pads;
- Caused by any external cause such as collision, fire, theft, freezing, vandalism, riot or explosion, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood;
- Of any part damaged by fire;
- Arising out of the *Failure* of an otherwise covered part that does not meet Volvo's specifications, including modifications and/or alterations to the Vehicle not approved by Volvo's authorized representative. (Some examples but not limited to: oversized tires, headers, altered ignition system, free flow exhaust system, lift kit and aftermarket alarm systems);
- Covered by warranty, repairer's guarantee, other service contract, or insurance policy;
- Of any part(s), component(s), or repair(s) described as covered by Volvo's New Car Limited Warranty for the term and mileage of such coverage at the time of first retail sale, whether collectible or not;
- If the *Vehicle* is used for racing on or off road, competition or speed contest or towing a trailer unless equipped with a Volvo- approved towing kit and the weight of the trailer does not exceed Volvo's specifications;
- If the *Vehicle* is used as a police car or other emergency vehicle, or for livery, rental, taxi or snow plowing;
- Where it is determined that for more than 1 month or 1,000 miles the odometer has been inaccurate, inoperative or altered so that the *Vehicle's* true mileage cannot be verified;
- That is a direct result of a mechanical or structural defect when Volvo has announced a public recall for the purpose of correcting such defect;
- Due to continued operation and failure to protect the *Vehicle* from further damage caused by lack of necessary coolants or lubricants;
- Of a covered part damaged by a non-covered part;
- Of a covered part which is damaged by fuel or lubricant contamination, rust or corrosion;
- Any damage from pre-ignition or detonation, regardless of cause;
- That occurs prior to this *Limited Warranty's* effective date or is reported after this *Limited Warranty's* expiration.
- Loss of time, inconvenience, bodily injury and property damage, or other incidental or consequential damage that results from *Mechanical Breakdown or Failure*.
- Storage and freight charges.
- Repairs to any non-covered parts.
- Repairs performed by any repair facility other than an *Authorized Volvo Dealer*, except when deemed a true emergency, at the sole discretion of the Administrator.
- The cost of teardown, diagnostic time, disassembly or assembly if Coverage cannot be applied.



Certified By Volvo Warranty Claim Submission

There is No deductible.

Only those vehicles that have the comment “**Certified by Volvo /5 years unlimited mileage/VCPO5**” in the Warranty Vehicle Inquiry screen are eligible to have Certified by Volvo warranty claims submitted through the Volvo warranty system.

Certified by Volvo warranty claims will be entered and processed using the normal retailer warranty system. Parts will be reimbursed at the suggested list price (retail) at the time of repair and Labor will be reimbursed at the retailer’s established warranty rate in effect at the time of the repair. Labor will be reimbursed based on the published VST labor times in effect at the time of repair.

All claims must be entered using the standard Volvo warranty claim submission requirements. Refer to the Claim Preparation and Submission Procedures section of the Warranty Policy and Procedures Manual for details.

All Certified by Volvo claims will be entered using the Long Form and will require **claim type VCPO5**. Certified by Volvo claims entered with any other claim type will be returned as unprocessable.

Questions on claim payments or warranty policy should be directed to the Warranty Processing Department. Payments may be appealed via the Electronic Warranty Claim Appeal/Inquiry Application found on the Volvo Cars Portal.

The status and payment of Certified by Volvo claims will appear under the CPO section of the Weekly Transaction Statement.

DCS Vehicle Inquiry must be checked to verify that the vehicle is eligible for the Certified by Volvo warranty. Vehicles must also be checked for full or partial warranty voids. Vehicle voids will be indicated in DCS Vehicle Inquiry. Any questions concerning the nature of the void should be directed to the Warranty Help Desk. This Certified by Volvo warranty will not apply where Volvo has determined voided vehicle coverage.