



# Service Manager Bulletin

TITLE:

**Volvo Special Tool Warranty Coverage and Claims Process**

<b>GROUP:</b> 00	<b>NO:</b> 437	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b>				<b>ISSUE DATE:</b> 2019-02-05	<b>STATUS DATE:</b> 2019-02-05
<b>Service Personnel:</b> Read and initial		<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 1</b>

## “Right first time in Time”

Effective January 1st 2019 all Volvo Special tools are being sold and distributed through the Volvo Parts order and distribution system. As such, warranty claims for tools should be submitted using the below process.

Enter a claim using:

- Claim type -- 07
- Operation -- 08962 Special Tool Warranty
- Cause Code -- 10

Volvo Special Tools are warranted for defects in material workmanship for a period of 12 months from date of Purchase. This coverage only applies to tools that have been assigned a Volvo Part Number.

All claimed tools will be required to be returned to the Technical Material Analysis Department (TMA).

**Note: This coverage extends to any Volvo tool purchased from Bosch within the previous 12 months (January 1st 2018). Proof of purchase required.**