



Service Manager Bulletin

TITLE:

The Volvo Prepaid Maintenance Program (VPM) MY2014 -

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“Right first time in Time”

THE VOLVO PREPAID MAINTENANCE PROGRAM (VPM)

Note: This version supersedes the previous version dated March 25, 2016.

CUSTOMER OFFER

To further enhance the Volvo’s ownership experience, Volvo Car Canada Limited is offering the Volvo Prepaid Maintenance (VPM) program. This plan is designed to enhance customer ownership experience by providing maintenance and wear coverage and will help ensure trouble free operation of their new Volvo vehicle.

VPM is available for purchase on all MY2014 and later Volvo vehicles sold or leased in Canada. VPM is a **Canada specific** program and is valid only when services are performed at an **authorized Canadian Volvo Retailer** subject to all applicable exclusions or limitations.

Note: It is the servicing retailer’s responsibility to confirm vehicle eligibility for coverage and mileage limitations before any service is performed.

The warranty processing system will be used to reimburse retailers for claims submitted under VPM.



CUSTOMER RESPONSIBILITY

The vehicle mileage at time of service for each 16,000 km interval should not exceed +/- 2,400 kilometers of the stated service interval.

Volvo recommends that you bring your vehicle in for service at least once a year even if the vehicle mileage between services is less than 13,600 kilometers. Low mileage cars will be eligible if they are serviced within 2 months of their anniversary date.

Claim type: CA364VM coverage expires 3 years (36 months) from the vehicles original in service date or at 64,000 km (whichever occurs first).

Claim type: CA364VW coverage expires 3 years (36 months) from the vehicles original in service date or at 64,000 km (whichever occurs first).

Claim type: CA496VM coverage expires 4 years (48 months) from the vehicles original in service date or at 96,000 km (whichever occurs first).

Claim type: CA496VW coverage expires 4 years (48 months) from the vehicles original in service date or at 96,000 km (whichever occurs first).

The maintenance schedule intervals are based on normal driving conditions and operation. Should an owner request more frequent/additional maintenance services, the cost of these additional services is the responsibility of the owner.

RETAILER RESPONSIBILITY

It is the servicing retailer's responsibility to confirm vehicle eligibility for coverage and mileage limitations before any service is performed. Not all claim types listed in this bulletin are applicable to all vehicles.

The retailer must confirm the maintenance history on the vehicle to avoid duplication. This can be done by checking the *Warranty Vehicle Inquiry* screen, the vehicle claim history, vehicle service records, or the WARRANTY AND MAINTENANCE RECORDS INFORMATION booklet in the vehicle. After each service, the servicing retailer must complete and stamp the appropriate service interval section in the owner's WARRANTY AND MAINTENANCE RECORDS INFORMATION booklet.

The Warranty Vehicle Inquiry screen will identify vehicles eligible for this program with the following designation:

Message(s):

CA364VM	VPM 36 mth / 64K km Scheduled Maint. only (CA364VM)
CA364VW	VPM 36 mth / 64K km Scheduled Maint. + Wear (CA364VW)
CA496VM	VPM 48 mth / 96K km Scheduled Maint. only (CA496VM)
CA496VW	VPM 48 mth / 96K km Scheduled Maint. + Wear (CA496VW)

Volvo Prepaid Maintenance claim types will appear in the Warranty Application the day following the contract entry date in the VPM Online Application.

Failure to properly verify a vehicle for each required service under the program by determining if the service interval is open will result in claim denial.



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Note: Maintenance services under the VPM plan meet Volvo's recommended maintenance service requirements. Therefore, there should be no additional charges to the customer.

CLAIM REIMBURSEMENT & SUBMISSION PROCEDURES

Volvo Car Canada Limited will process claims for VPM through the Warranty Processing system. The LONG FORM application will be utilized for all claims. The applicable claim types and operations are provided below.

Claim type 01: Must be used when replacing wear items (brake pads, brake rotors or wiper blades) during the adjustment period (months 1-12).

Claim Type CA364VM: Regularly scheduled service intervals from 16,000 - 64,000 kilometers within months 1-36.

Claim Type CA364VW: Regularly scheduled service intervals from 16,000 - 64,000 kilometers within months 1-36. Wear items within months 13-36 or up to 64,000 kilometers.

Claim Type CA496VM: Regularly scheduled service intervals from 16,000 - 96,000 kilometers within months 1-48.

Claim Type CA496VW: Regularly scheduled service intervals from 16,000 - 96,000 kilometers within months 1- 48. Wear items within months 13-48 or up to 96,000 kilometers.

CLAIM SUBMISSION

Scheduled Services 16,000 – 96,000 kilometers

Long Form Claim

Claim type: CA364VM, CA364VW, CA496VM, CA496VW

Cause Code: 98

Symptom Code: 1C

Refer to attached charts for specific ops and parts for each service interval.

Wear Items (Brake pads, brake rotors and windshield wiper blades)

Long Form Claim

Claim types: CA364VW or CA496VW

Cause Code: 98

Symptom Code: 1C

Only the following operation numbers can be submitted.

Wiper Blades – front (2): 36304-2

Wiper Blade – rear (1): 36351-2

Brake Pads – front (2): 51104-0

Brake Pads – rear (2): 51204

Brake Rotors- front (2): 51116-0

Brake Rotors- rear (2): 51216-0

Brake Pads & Rotors – front (2):51117-0

Brake Pads & Rotors – rear (2):51217-0

Labor Time: refer to the VSTG for labor reimbursement.

Part Numbers: refer to VIDA for applicable part numbers.

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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 expandable items) which are in effect on the date of the repair (no handling credit will apply).

Note: Not all claim types are applicable to all vehicles. It is imperative that the servicing retailer confirms vehicle eligibility and claim types applicable before performing any service or repairs.

CA364VM, CA364VW, CA496VM & CA496VW MODEL YEAR 2014 - PARTS and MAINTENANCE SERVICE TIME INFORMATION LONG FORM CLAIM SUBMISSION

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION		
			MODELS	DESCRIPTION	
	1275810	1		OIL FILTER	
	8692305	1		OIL FILTER	
	30750013	1		OIL FILTER	
	31372212	1	Refer	OIL FILTER	
	977751	1	to	WASHER	
	8889951	6 or 8	VIDA	Castrol Synthetic Oil*	
	8889953	6		Castrol 0W20 Oil*	
	8888889	1		\$9 EXPENDABLES	
*Only Castrol Oil program retailers can claim this part.					
16,000 km	LONG FORM SUBMISSION				
		CLAIM TYPE	CA364VM, CA364VW, CA496VM & CA496VW		
		SYMPTOM CODE	1C		
		CAUSE CODE	98		
		OPERATION # Non CMA & SPA Vehicles	17603		
		OPERATION #'s CMA & SPA Vehicles Only	17301		
			17481		
		Refer to VSTG for labor reimbursement			

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION		
			MODELS	DESCRIPTION	
	1275810	1		OIL FILTER	
	8692305	1		OIL FILTER	
	30750013	1		OIL FILTER	
	31372212	1	Refer	OIL FILTER	
	977751	1	to	WASHER	
	8889951	6 or 8	VIDA	Castrol Synthetic Oil*	
	8889953	6		Castrol 0W20 Oil*	
	8888889	1		\$9 EXPENDABLES	
	30745344	1		Engine Air Filter (Engine code 90/93/A9)*	
*Only Castrol Oil program retailers can claim this part.					
48,000 km	LONG FORM SUBMISSION				
		CLAIM TYPE	CA364VM, CA364VW, CA496VM & CA496VW		
		SYMPTOM CODE	1C		
		CAUSE CODE	98		
		OPERATION # NON CMA & SPA Vehicles	17612		
		OPERATION #'s CMA & SPA Vehicles Only	17301		
			17435*		
			17481		
		Refer to VSTG for labor reimbursement			

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION	
			MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1		OIL FILTER
	31372212	1		OIL FILTER
	977751	1		WASHER
	8889951	6 or 8		Castrol Synthetic Oil*
	8889953	6	Refer	Castrol 0W20 Oil*
	8888889	1	to	\$9 EXPENDABLES
	30630752	1	VIDA	Cabin Air Filter
	30630754	1		Cabin Air Filter
	30780376	1		Cabin Air Filter
	30780377	1		Cabin Air Filter
	31449209	1		Cabin Air Filter
	31390880	1		Cabin Air Filter
	31407747	1		Cabin Air Filter
	31407748	1		Cabin Air Filter
*Only Castrol Oil program retailers can claim this part.				
32,000 km	LONG FORM SUBMISSION			
		CLAIM TYPE	CA364VM, CA364VW, CA496VM & CA496VW	
		SYMPTOM CODE	1C	
		CAUSE CODE	98	
		OPERATION # Non SPA Vehicles	17607	
		OPERATION #'s SPA Vehicles Only	17301	
			17302	
			17432	
			17481	
		Refer to VSTG for labor reimbursement		

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION	
			MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1		OIL FILTER
	31372212	1		OIL FILTER
	977751	1		WASHER
	8889951	6 or 8		Castrol Synthetic Oil*
	8889953	6	Refer	Castrol 0W20 Oil*
	8888889	1	to	\$9 EXPENDABLES
	30630752	1	VIDA	Cabin Air Filter
	30630754	1		Cabin Air Filter
	30780376	1		Cabin Air Filter
	30780377	1		Cabin Air Filter
	31449209	1		Cabin Air Filter
	31390880	1		Cabin Air Filter
	31407747	1		Cabin Air Filter
	31407748	1		Cabin Air Filter
	30745344	1		Engine Air Filter (Engine code 61/94/95)
	31370161	1		Engine Air Filter (Engine code 26/27/40/49)
	31400205	3		Brake Fluid
*Only Castrol Oil program retailers can claim this part.				
64,000 km	LONG FORM SUBMISSION			
		CLAIM TYPE	CA364VM, CA364VW, CA496VM & CA496VW	
		SYMPTOM CODE	1C	
		CAUSE CODE	98	
		OPERATION # Non CMA & SPA Vehicles	17616	
		OPERATION #'s CMA & SPA Vehicles Only	17301	
			17302	
			17303	
			17432	
			17435	
		17481		
		17406		
	Refer to VSTG for labor reimbursement			



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MAINT. SERVICE	PART #	QTY	MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1		OIL FILTER
	31372212	1	Refer	OIL FILTER
	977751	1	to	WASHER
	8889951	6 or 8	VIDA	Castrol Synthetic Oil*
	8889953	6		Castrol 0W20 Oil*
	8888889	1		\$9 EXPENDABLES

*Only Castrol Oil program retailers can claim this part.

LONG FORM SUBMISSION

CLAIM TYPE	CA496VM & CA496VW
SYMPTOM CODE	1C
CAUSE CODE	98

OPERATION # Non CMA & SPA Vehicles **17620**

OPERATION #'s CMA & SPA Vehicles Only **17301**

17481

Refer to VSTG for labor reimbursement

80,000 km

MAINT. SERVICE	PART #	QTY	MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1		OIL FILTER
	31372212	1	Refer	OIL FILTER
	977751	1	to	WASHER
	8889951	6 or 8	VIDA	Castrol Synthetic Oil*
	8889953	6		Castrol 0W20 Oil*
	8888889	1		\$9 EXPENDABLES
	30630752	1		Cabin Air Filter
	30630754	1		Cabin Air Filter
	30780376	1		Cabin Air Filter
	30780377	1		Cabin Air Filter
	31449209	1		Cabin Air Filter
	31407747	1		Cabin Air Filter
	31407748	1		Cabin Air Filter
	31390880	1		Cabin Air Filter
	30745344	1		Engine Air Filter (Engines 90/93/A9 only)*
	31380014	1		Spark Plugs (Engines 26/27/40/49 only)

* Only Castrol Oil program retailers can claim this part.

LONG FORM SUBMISSION

CLAIM TYPE	CA496VM & CA496VW
SYMPTOM CODE	1C
CAUSE CODE	98

OPERATION # Non CMA & SPA Vehicles **17624**

OPERATION #'s CMA & SPA Vehicles Only **17301**

17302

17424

17432

17435*

17481

Refer to VSTG for labor reimbursement

96,000 km