



Parts Bulletin

TITLE:

Volvo Recommends Castrol EDGE Pro V 0W20

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GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER		
				Page 1 of 2	

“Right first time in Time”

All model year 2019 and 2020* vehicles are delivered from the factory with Castrol EDGE Pro V 0w-20 Synthetic oil. Castrol EDGE Pro V 0W20 is specifically co-engineered for the Volvo VEP4 2.0L engine to maximize fuel efficiency and engine performance.

Starting August 1, 2019 any services or repairs on model year 2019 and 2020* vehicles requiring the replacement of engine oil must be performed using only Castrol EDGE Pro V 0W-20 oil. Volvo will not pay any oil maintenance claims that are performed without using Castrol EDGE Professional V 0W-20 oil. The vehicle’s Owner’s Manual** currently reflects the global recommendation for oil viscosity. The U.S. market will follow the extreme driving conditions recommendation.

Product

Castrol EDGE Pro V 0W20

Product sizes and part numbers

- Castrol EDGE PRO V 208 Litre (55-gallon drum)
 - o Castrol Part: 15B813
 - o Volvo Part: EDGEPROV15B813
- Castrol EDGE Pro V 12X1 Litre Cases
 - o Castrol Part: 153AA6
 - o Volvo Part: EDGEPROV12670



How to Order (Two ways)

1. Volvo retailers can order directly through their Volvo Parts system. Orders will be routed to Castrol and direct delivery will be arranged.
2. Volvo retailers can contact Castrol directly via Castrol Premium Services. Customer service will take the order and arrange direct delivery. Contact information below.

Castrol Premium Services Contact

- Phone: P: (877) 485-3654 | (800) 888-4448
- Email: castrolpremium@bp.com

Delivery

Castrol will deliver the product by direct shipment until late 2019. Please allow 8-10 days for delivery.

Additional information of Importance

****Castrol is working diligently with Volvo to create a US based formulation. That product should be ready by the end of 2019/early 2020. Once complete, the EDGE Pro V 0W20 delivery will change from direct shipment to authorized Castrol distributors. Castrol Distributors will be able to stock Quarts, Drums and Bulk for Volvo retailers across the US. Once we have further information Castrol and Volvo will communicate to the retailers well in advance of the delivery change and expanded product line up****

Thank your business and continue support of the Volvo Castrol Oil Program

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