



Service Manager Bulletin

TITLE:
Volvo Engine Petrol (VEP4 2.0L) Oil Viscosity Requirement

GROUP: 22	NO: 005	ISSUING DEPARTMENT: Customer Service		CAR MARKET: United States	
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Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 2

“Right first time in Time”

On **January 27, 2020**, the complete changeover to V 0W-20 oil for all VEP4 2.0L engines will begin. The expectation is that by **April 1, 2020** all Retailers should be fully operational and using V 0W-20 on all claimable and customer pay services.

All model year vehicles with VEP4 2.0L engines in the U.S. and Canadian markets should use Castrol EDGE Pro V 0W-20 Synthetic oil. Castrol EDGE Pro V 0W-20 is specifically co-engineered for the Volvo VEP4 2.0L engine to and is approved for Volvo’s VCC RBSO-2AE specification.

Maintenance or repairs on all model year vehicles with VEP4 2.0L engines requiring the replacement of engine oil must be performed using only Castrol EDGE Pro V 0W-20 oil. As of **April 1, 2020**, Volvo will not pay any oil maintenance or repairs claims that are performed without using Castrol EDGE Professional V 0W-20 oil.

Vehicles with 5, 6 or 8 cylinder engines will continue to use Castrol EDGE Pro 5W-30 which is approved for the A5/B5 specification.

The vehicles with VEP4 2.0L engines are identified in the warranty inquiry screen as P4 2.0L.

Castrol EDGE PRO V Product sizes and NEW part numbers

1. Castrol EDGE PRO V Bulk
 - a. Castrol Part: 217B31
 - b. Volvo Part: BLKEDGEPROV0W20
 - c. Date available to order through distributors: January 27th, 2020
2. Castrol EDGE Pro V 55-gallon Drums
 - a. Castrol Part: 15D08B
 - b. Volvo Part: EDGPROV0W2015D08B
 - c. Date available to order through distributors: February 21st, 2020



3. Castrol EDGE Pro V 6X1 quarts
 - a. Castrol Part: 15D08A
 - b. Volvo Part: EDGPROV0W2015D08A
 - c. Date available to order through distributors: February 21st, 2020

*Please note that Castrol will continue to direct ship 12x1 liter cases and drums of EDGE Pro V 0W-20 to Volvo retailers until February 21st, 2020. After that date, all products will be delivered by Castrol distributors.

How to order

1. After Jan 27th, 2020, Volvo retailers should contact their local Castrol distributor for delivery of EDGE Pro V 0W-20 bulk. After Feb 21st, Volvo retailers can contact the local Castrol distributor for other sizes.
2. Volvo retailers can order through their Volvo Parts System; orders will get routed to the appropriate distributors for delivery.
3. Volvo retailers can contact Castrol Premium Services at
Phone: P: (877) 485-3654 | (800) 888-4448 | Email: castrolpremium@bp.com

Technical information on switching a 5W30 bulk tank to 0W-20 (from Castrol)

- *Retailer should ensure that all tanks, hoses, and lines are completely empty.*
- *If the tank is flat bottomed, this may require the tank to be sucked out to remove the oil. Conical bottom tanks empty much easier and should be good to go once drained from the bottom.*
- *Flat bottom tanks can accrue dirt, fallout, etc. on the bottom which may require more thorough cleaning.*
- *Contamination from a 5W-30 can raise the viscosity of the 0W-20 out of specification. Since the performance and viscosity specification of the two fluids is different, it minimizes risk by having the tanks cleaned out.*

A label representing the V 0W-20 oil for under the hood is currently being sourced for use on the above-mentioned vehicles. This Service Manager Bulletin will be updated information relating to the ordering or distribution of those labels once they become available.