



Service Manager Bulletin

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Volvo Cars Recommends Castrol EDGE Professional

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“Right first time in Time”

Effective immediately, we will transition our oil requirement for VEP4 (more commonly referred to as Drive-E) engines away from Castrol EDGE Professional 5W30, to Castrol EDGE Professional V 0W-20 synthetic oil, which was previously only required for operation in “extreme driving conditions”. The expectation is that by April 1st, 2020 all retailers should be using Castrol EGDE Professional V 0W-20 on all claimable and customer pay services.

All services or repairs on all vehicles with VEP4 2.0 engines requiring the replacement of engine oil must be performed using only Castrol EDGE Professional V 0W-20 oil. Volvo will not reimburse any oil replacement claims that are performed without using Castrol EDGE Professional V 0W-20 oil.

This change affects all Volvo vehicles across all model years that are equipped with the VEP4 2.0 engines in the U.S. and Canadian markets. Vehicles with VEP4 2.0 engines are identified in the warranty inquiry screen as P4 2.0. Claims in QW90 should be made using part number 8889953 (per litre).

Volvo and Castrol co-developed EDGE Professional V 0W-20 for the VEP4 engine family. Some Facts and Advantages are below:

- Factory fill on all VEP4 engines
- Approved for Volvo’s VCC RBSO-2AE specification.
- Volvo Drive-E Engines are more efficient and more powerful. This has doubled the pressure in the engine, so the oil has to be stronger to keep the engine performing at its best.
- Castrol® EDGE® Professional V 0W-20 is boosted with TITANIUM FST™, doubling the film strength and preventing oil break down while delivering exceptional fuel economy.



NOTE: The formulation of Castrol EDGE Professional V 0W-20 is unique and other oils of the same viscosity do not necessarily meet the same specifications as outlined in Volvos VCC RBSO-2AE requirements.

Castrol EDGE Professional V 0W-20 oil is approved for the VEP4 engines only. Vehicles with 5, 6 or 8 cylinder engines will continue to use Castrol EDGE Professional 5W-30 which is approved for the A5/B5 specification. Refer to VIDA for the latest specifications for all car-lines.

Castrol EDGE Professional V 0W-20 Product sizes and part numbers

1. Castrol EDGE Professional V 0W-20, Bulk/ VRAC
 - a. Castrol Part: 02090-00
 - b. Volvo Part: PRO0209000
2. Castrol EDGE Professional V 0W-20, 55 gallon Drums/ Baril
 - a. Castrol Part: 02090-06
 - b. Volvo Part: PRO0209006
3. Castrol EDGE Professional V 0W-20, 12 X 1L Bottles/ Bouteilles
 - a. Castrol Part: 02090-42
 - b. Volvo Part: PRO0209042

Technical information on switching a 5W-30 bulk tank to V 0W-20 (from Castrol)

- *Retailer should ensure that 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 only require draining 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.