



Service Manager Bulletin

TITLE:

**Volvo Complimentary Factory Scheduled Maintenance 'FSM330'
MY2013 and later**

GROUP: 00	NO: 321	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States
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Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR
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“Right first time in Time”

This SMB supersedes the version dated September 12, 2019.

To further enhance the customer’s Volvo ownership experience, Volvo Car USA, LLC offers the MY 2013 and later Volvo Complimentary Factory Scheduled Maintenance Program.

Model Year 2013 and later vehicles, the service intervals are every 10,000 miles and ALL 2013 and later vehicles must use synthetic oil only.

Oil Specifications

Volvo will only reimburse for Castrol Oil used in any engine repair or service. Claims submitted with any other oil will result in claim adjustments.

Model Year 2013 - 5, 6 or 8 cylinder engines

Only full synthetic oil meeting ACEA A5/B5 requirements should be used. Volvo will only reimburse for Castrol EDGE Professional Full Synthetic Oil.

Model Year 2014 - VEP4 2.0L engines

Only full synthetic oil meeting RBS0-2AE/SAE requirements should be used. Volvo will only reimburse for Castrol EDGE Pro V 0w-20 Full Synthetic Oil.

The ‘FSM330’ Program covers the following:

- Factory scheduled maintenance up to the first 3 years or 36,000 miles (WHICH EVER COMES FIRST), as recommended in the Volvo Warranty and Maintenance Records Information booklet.
- Covers all 2013 and later model year Volvo Vehicles leased or sold as new to a retail or fleet customer and registered in the U.S. by an authorized Volvo dealer. The FSM330 program covers the first three services at 10,000 mile service intervals.



The warranty processing system will be used to reimburse retailers for claims submitted under the Complimentary Factory Scheduled Maintenance 330 program ('FSM330').

CUSTOMER RESPONSIBILITY

All 2013 and later model year Volvo vehicles leased or sold as new to a retail or fleet customer and registered in the U.S. by an authorized Volvo dealer will qualify for this program. The vehicle mileage at time of service for each 10,000 mile interval should not exceed +/- 1,500 miles of the stated service interval (e.g., the 10,000 mile service should be completed prior to the vehicle exceeding 11,500 miles).

Customers exceeding 11,500 miles or are under 8,500 should be explained that the vehicle mileage is outside the program terms & conditions. However, in the interest of customer satisfaction the service manager should offer the service, but insert the following statement on the Repair Order. "Vehicle is outside the terms and conditions of the Volvo Complimentary Factory Schedule Maintenance Program; Volvo is providing this service as a good faith gesture." The customer must initial this line. The FSM may then be submitted through the normal warranty channel.

Customers should be informed that exceeding the mileage limitations for service may adversely affect vehicle component service life and warranty coverage for any future related failed components.

Volvo recommends that owners bring their vehicle in for service at least once a year even if the vehicle mileage between services is less than 8,500. Low mileage cars will be eligible for FSM if they are serviced within 2 months of their anniversary date.

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.

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): Eligible for: Complimentary FSM330 (first 3 services).

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.

Note: Maintenance services under the FSM330 program meet Volvo's recommended maintenance service requirements. Therefore, there should be no additional charges to the customer.



CLAIM REIMBURSEMENT

Volvo Car USA, LLC will process claims for the 'FSM330' program through the Warranty Processing system. The **LONG FORM** application will be utilized for all of the schedule maintenance claims for this program. The chart included lists all parts and labor operations for this complimentary schedule maintenance program.

Reimbursement will utilize the following criteria:

- 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 suggested list price (except for any expendable item) which is in effect on the date of repair (no handling credit will apply).
- Only genuine Volvo parts sold by VCUSA may be used. Only lubricants meeting Volvo specifications may be used (see Owners Manual for proper grades and applications).
- The Service Transaction Statement will detail, in a separate section, claim payment and pending information identified by the 'FSM' Program. This section will be titled 'FSM Maintenance Program' and provides the following information: R.O. number, the Volvo assigned claim number, and repair date, credit amount and status.

ITEMS NOT COVERED

- Wear items outlined in the Warranty and Maintenance Records Information manual.
- Damage to the vehicle resulting from normal wear and tear or abuse.
- Vehicles severely damaged and/or declared to be a total loss by an insurer.
- Service intervals missed by the owner/driver of record. Volvo retailers will perform the service that is appropriate for the mileage or age of the vehicle.
- Additional customer requested services or Volvo retailer suggested services not specified in the Volvo Warranty and Maintenance Records Information booklet.

SUBMISSION PROCEDURES

All standard submission requirements apply to claims filed under the 'FSM330' program. Claims must be submitted within 7 days of a repair. Vehicles may not exceed the previously stated mileage ceiling for each service. Only one (1) claim for each service interval will be allowed per vehicle. As with all claims submitted through the processing system, Volvo will assign a claim number for each scheduled service claim. Retailers must use the claim type (FSM330).

Note: Claim type 'FSM330' MUST be used for all LONG FORM claims submitted under this program.

Claims with administrative errors will be returned for correction in the same manner as a warranty claim would be returned to your retail facility.

Claims for which either the vehicle is not eligible or the vehicle has already had a claim paid for that interval will be returned / rejected.

The submission and processing procedures outlined in this Service Manager Bulletin apply only to the 'FSM330' program. Claim submission procedures for previously issued maintenance programs are still in effect unless otherwise notified.

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Should you have any questions concerning the **CLAIM PREPARATION & SUBMISSION** for this 'FSM330' program, you should contact the Warranty Assistance Desk.

FSM330 PARTS and MAINTENANCE SERVICE TIME INFORMATION MODEL YEARS 2013 and later 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			OIL FILTER
977751	1			WASHER
8889951	6 or 7		5, 6 & 8 cylinder engines only.	Castrol Synthetic Oil (0W-30)*
8889953	6		ALL VEP4 engines only.	Castrol Synthetic Oil (0W-20)*
8888889	1			\$2 EXPENDABLES
1189943	1 or 2			WINDSHIELD WASHER FLUID

10,000

*Only Castrol Oil program retailers can claim this part.

LONG FORM SUBMISSION	
CLAIM TYPE	FSM330
SYMPTOM CODE	1C
CAUSE CODE	98
OPERATION # Non CMA/SPA vehicles	17603 - 10K Service
OPERATION #'s CMA/SPA Vehicles Only	17301 - Original Service

Refer to VST 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 7		5, 6 & 8 cylinder engines only.	Castrol Synthetic Oil (0W-30)*
8889953	6		ALL VEP4 engines only.	Castrol Synthetic Oil (0W-20)*
8888889	1			\$2 EXPENDABLES
1189943	1 or 2			WINDSHIELD WASHER FLUID
30745344	1		Applicable engines only. Refer to VIDA.**	ENGINE AIR FILTER (ACL)

30,000

*Only Castrol Oil program retailers can claim this part.

LONG FORM SUBMISSION	
CLAIM TYPE	FSM330
SYMPTOM CODE	1C
CAUSE CODE	98
OPERATION # Non SPA vehicles	17612 - 30K Service
OPERATION #'s SPA Vehicles Only	17301 - Original Service 17435 - Engine Air Cleaner **

Refer to VST 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 7		5, 6 & 8 cylinder engines only.	Castrol Synthetic Oil (0W-30)*
8889953	6		ALL VEP4 engines only.	Castrol Synthetic Oil (0W-20)*
8888889	1			\$2 EXPENDABLES
1189943	1 or 2			WINDSHIELD WASHER FLUID
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
31390680	1			Cabin Air Filter
31407747	1			Cabin Air Filter
31407748	1			Cabin Air Filter

20,000

*Only Castrol Oil program retailers can claim this part.

LONG FORM SUBMISSION	
CLAIM TYPE	FSM330
SYMPTOM CODE	1C
CAUSE CODE	98
OPERATION # Non CMA/SPA vehicles	17607 - 20K Service
OPERATION #'s CMA/SPA Vehicles Only	17301 - Original Service 17302 - Wear & Tear Inspection 17432 - Cabin Air Filter Replace 17481 - Cleaning inside windshield

Refer to VST for labor reimbursement