



Service Manager Bulletin

TITLE:

Temporary Stock Maintenance Assistance Program

GROUP: 17	NO: 023	ISSUING DEPARTMENT: Warranty Department		CAR MARKET: United States	
REVISIONS:				ISSUE DATE: 2020-04-24	STATUS DATE: 2020-04-24
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 5

“Right first time in Time”

Reference Bulletins: SMB 17-2020 and SMB 17-2019

Over the past month, Volvo Cars USA has implemented a number of measures to help minimize the impact the COVID-19 stay-at-home orders has had on our retailer partners and their service departments. Effective as of the release of this Service Manager Bulletin, Volvo Cars USA is introducing the **Temporary Stock Maintenance Assistance Program**.

This temporary measure has been designed to:

- help our Retailers mitigate storage costs
- support our Volvo Technicians by keeping them working
- ensure all stock vehicles are properly maintained and in the freshest condition.

The Temporary Stock Maintenance Assistance Program will reimburse retailers 0.3 hours when the guidelines below are followed on **new** Volvo inventory aged 60 days or greater.

- ✓ Check and set tire pressure to storage level PSI
 - Helps to eliminate flat spotting
- ✓ Drive vehicle a minimum of 3 miles (5 to 10 miles would be preferred) to
 - Raises battery State of Charge to 80% preventing battery damage in storage
 - Clean corrosion from rotor surface to ensure longevity of service by applying braking pressure during the drive

NOTE: This is a temporary offer specific to **new** Volvo inventory aged 60 days or greater as of the release date of this bulletin and Only claimable once per eligible VIN. This temporary offer is in addition to all normal In Stock Maintenance requirements per VIDA.

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Claim Submission Instructions:

Under the Temporary Stock Maintenance Assistance Program retailers will be required to submit a claim for reimbursement. This is a labor only claim. Only 1 claim per eligible vehicle will be allowed and the following submission information must be followed.

Claim Type: CPS4

CC: 02

CSC: XW

Main Op: 08831

Op Qty: 1

Labor Time: 0.3

Claims submitted for vehicles that are not eligible (**new** Volvo inventory aged 60 days or greater) or when verification of the guidelines are not supported in VIDA will be result in claim rejection.

Retailer Responsibility:

The following Temporary Stock Maintenance Assistance Program check sheet must be completed and retained with the Repair Order in the Vehicle File.

Temporary Stock Maintenance Assistance Program

VIN	Date
Model	Tech
	RO#

Maintenance Date Check from "Arrived at Retailer"	+60 Days
Set tire pressure to storage level (48±3 PSI)	OK
	Adjust
Drive Vehicle 5 to 10 miles	Mileage in
	Mileage out
Connect to VIDA and check for DTC's, this will also upload the mileage confirmation to VCUSA.	OK
Notes:	



Verifying Inventory:

Identifying the vehicles in your inventory by age/days in stock. (This requires your Sales Department to perform a search in VISTA.)

The screenshot shows the Volvo Service Manager interface. At the top, there is a navigation bar with the following tabs: Home, Customer Search, Order, Status Reporting (highlighted), Alerts, Tools, and Administration. Below the navigation bar, there are several buttons: Print, Return to Report Criteria, Summary Overview, Order Pipeline Report, Expected Arrivals, Pipeline Age Analysis (highlighted), Last Date of Order Change (LDOC), Unsuccessful Orders Report, View Holding Pool, View Journey, and Sales KPI. The main content area displays the Pipeline Age Analysis report. The report title is "Pipeline Age Analysis". Below the title, there is a section for "Market Status" with the value "16500 Arrived Dealer" and "Intervals" with the value "Short Time Interval". The report data is presented in a table with the following rows: Total, S60 II 2020, S90L 2020, V60 CC II 2020, and (V60 CC 2020).

Status reporting / Pipeline age analysis

Reporting Criteria Selection Screen

Selected Report Type: Pipeline Age Analysis

Market Status Financial Status

Short Time Interval Long Time Interval

The form shows a dropdown menu for Market Status with the value "16500 Arrived Dealer" selected.

Select market status / 16500 Arrived Dealer and short time interval then the report by grid button on the bottom blue bar.

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Print Return to Report Criteria Selection

Pipeline Age Analysis

Market Status: 16500 Arrived Dealer
Intervals: Short Time Interval

	Total	0-20	21-40
Total	164	9	38
S60 II 2020	52	2	9
S90L 2020	1	0	1
V60 CC II 2020	5	0	1
V90 CC 2020	1	0	0
XC40 2020	10	0	5
XC60 II 2020	44	0	9
XC90 II 2020	42	0	13

A report as above will open showing inventory by 0-20 days 21- 40 etc. to look at older vehicles use the long-time interval Radio button on the last slide instead of the short time interval.

The Print button on the top left of the page can be used to print out a report, or:-

Print Return to Report Criteria Selection

Pipeline Age Analysis

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Clicking on the grand total (above) or any of the column totals will produce a report for either the grand total or the column you selected with a "create text file" button next to the print button which can be opened with Excel.

New car delivery is a crucial step in the Retail Car Delivery Process. At this point the buying experience turns into a long-term relationship. It is the retailer's responsibility to ensure that the car and the experience are as enjoyable and as informative as possible.

Stock Maintenance is a key element in the overall process. It is important to keep your vehicle inventory maintained and fresh.

Volvo Cars has also found that proper Stock Maintenance increases the customer experience not only at delivery, but also with a reduction in trips to the retailer for tire, brake, and battery related complaints early in the relationship.



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A retailer with a solid stock maintenance process can be seen well below the national average for battery and brake claims. The chart below shows the number of repair orders for brakes and batteries by model year to date. It is interesting to compare this retailer to the national average number of repair orders for battery and brake work. For MY 2016 so far, this retailer has 13 warranty repair orders versus the national average of 29.29.

Warranty Repair Order with Brake or Battery Complaint			
Model Year	National	Retailer	Nation Avg.
2015	2486	1	9.28
2016	8465	13	29.29
2017	3880	2	14.37
2018	1926	1	7.52
2019	923	4	4.42
2020	80	1	1.82
Total	17732	22	

Volvo Cars is making this investment to ensure that, not only, our technicians have some additional paid work, but to also ensure that we take this time to prepare our inventory for retail delivery and be able to give our mutual customers the experience they expect from our premium car brand as they start visiting our retailers again.