



Service Manager Bulletin

TITLE:

Prior Approval for VCM Replacement

GROUP:

39

NO:

015

ISSUING DEPARTMENT:

Retailer Technical Support

CAR MARKET:

United States and Canada

REVISIONS:

ISSUE DATE:

2020-06-02

STATUS DATE:

2020-06-02

Service Personnel:

Read and initial

SERVICE
MANAGER

SERVICE
WRITER

WARRANTY
ADMINISTRATOR

Page 1 of 2

“Right first time in Time”

NOTE: Your warranty claim might be rejected if the procedure in TJ 35514 is not followed.

In many cases the VCM does not need to be replaced and can be repaired or recovered by following the fault tracing available in VIDA or in the TJ's referenced below.

Before replacing a VCM, support can be provided by Retailer Technical Support to aid in the diagnosis of a suspected faulty unit.

For these reasons, Volvo Car USA is implementing a **Prior Approval requirement for ALL VCM replacements from June 8th, 2020 to July 10th, 2020**. Repair orders opened during this period that contain a VCM replacement will require a Prior Approval Vehicle Report number in order for a warranty claim to be credited.

TJ 35514 will be a supplement to the below mentioned TJ's while the Prior Approval requirement is in place.

The instructions given in this TJ 35514 are mandatory if the service solutions described in the below TJ's or VIDA fault tracing have no effect.

Supplement to:

TJ-31863: Navigation, Incorrect position in CCD and DIM

TJ-34165: No VIDA communication with vehicle

TJ-34360: Activate Volvo On Call, Dormant mode

TJ-33806: VCM Back-up battery

Service Manager Bulletin 39-015

**SERVICE:**

If VIDA fault tracing and/or the TJs referenced above lead to a suspected faulty VCM, contact Retailer Technical Support by submitting a Prior Approval request following the instructions below.

Warranty claim info:

To get warranty claim accepted, the vehicle report reference number must be submitted in the repair order text.

NOTE: Payment under warranty is only considered for vehicles that are still under the new car (01) warranty.