



Service Manager Bulletin

TITLE:

Service 2.0 Software & Total Upgrade Reminder

GROUP: 00	NO: 006	ISSUING DEPARTMENT: Customer Service	CAR MARKET: United States	
REVISIONS: Bullet Points updated under Claims Approval Parameters			ISSUE DATE: 2020-03-27	STATUS DATE: 2020-07-30
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 2

“Right first time in Time”

This supersedes all previously released information.

In November 2019 Volvo reintroduced claim reimbursements for Service 2.0 software updates with revised parameters beginning November 1, 2019 through December 31, 2020.

Reference Documents: CPI 24-2019, TJ32688 and TJ31543

Program Eligibility:

- SPA & CMA only; excludes P3's
- Only dealers with VIDA Wi-Fi installed or have signed the Wi-Fi Proposal documentation
- Must be performed with a scheduled maintenance service and **not** be part of a Total Upgrade
- Claims reimbursements are for **one** Service 2.0 software update **per vehicle** within a 12 month time period (normal maintenance window).
- Service 2.0 software update can be installed during the pre-delivery inspection process of the Certified by Volvo Guidelines. This can only be done if vehicle is within 1,500 miles of the next scheduled maintenance interval to ensure the SRI resets accordingly.

Reimbursement Rate:

- Claims reimbursements will be paid at .3 labor time at your dealership's warranty labor rate.



Claims Approval Parameters:

- Claim reimbursements will only be provided for downloads that are confirmed.
- All Service 2.0 Software Updates under this policy will be audited on a monthly basis. All claims found incomplete or not performed according to program requirements will be denied and/or reimbursement debited.
- All overlapping software claims will be debited accordingly.
- If the installation fails normal spare part warranty procedures are applicable.
- Total Upgrades or PDS software's will not be reimbursed.
- Service 2.0 does not replace PDS Software and cannot be claimed prior to new car delivery.

Claims Process:

- Claim Type: SWSPA21; Operation Number: 09020 1 claim per a 12 month period.
- Time: .3; Cause Code: 98; CSC: 1C; No Parts Applicable