



Service Manager Bulletin

TITLE:

Engine Oil Consumption Test FAQ

GROUP:
22

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006

ISSUING DEPARTMENT:
Warranty

CAR MARKET:
United States and Canada

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“Right first time in Time”

Reference Bulletin: TJ 35526

TJ 35526 on oil consumption was released September 25, 2020 to reintroduce the oil consumption test listed in VIDA as a **required** step prior to performing a related engine repair.

See VIDA Path: *Information > Repair > Cleaning, Inspection and Adjustment > 2-Engine with mountings and equipment > 22-Lubricating and oil system > 220 general > Oil consumption test.*

The purpose of this bulletin is to address FAQs associated with TJ 35526 – Oil Consumption Test.

Is a THD case required?

No. If the results show excessive oil consumption as per VIDA and a Technical Journal is available, then a vehicle report is not needed. A vehicle report should be opened if support is needed, or there is no Technical Journal listed for the given VIN.

Do we need to have the engine health check in the TIE system for warranty purposes?

No. The engine health checks listed on the job aid were provided as a suggestion to expedite a resolution if THD support is needed.

Is a prior approval required?

No. This is not a prior approval process.



Where can I find claiming instructions?

Warranty claiming instructions are found in the TJ.

What is required to get a claim paid?

A customer complaint > prerequisite TJs performed if applicable > oil consumption test as outlined in VIDA > correct oil used for the engine > retention of oil consumption documents as well as service records.

Is the oil consumption test initiated before or after any prerequisite TJs?

If the vehicle has prerequisite TJs related to oil consumption as outlined in VIDA, then those TJs and initiation of the oil consumption test occur on the same visit. However, they should be split into two separate claims.

Should the oil filter be replaced on the initial oil change?

Yes. (The oil filter is not drained nor replaced during either oil weighing process per VIDA.)

Is the oil consumption test covered under warranty?

Volvo will pay for the parts and labor required for the oil consumption test one (1) time, on vehicles that are still covered under the New Vehicle Limited Warranty (claim type 01) or VCPO only, when applicable. The customer is responsible for the parts and labor required for the oil consumption test if the vehicle warranty has expired.

When should labor operation 22161-2 be claimed?

*Claiming occurs on the visit from where the test is initiated. **Note:** that the time allotment covers weighing of the oil on the subsequent visit.*

What about customers that have already been promised a piston replacement, and are waiting for a repair which will be dated after 9/25/20?

An oil consumption test is required for repairs dated after 9/25/20 unless it was pre-approved under goodwill only. Any other related exception requests should be reviewed with your AMM.