



Service Manager Bulletin

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Canada Goodwill Claim Policy & Guidelines

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"Right first time in Time"

I. Volvo Goodwill Philosophy

Goodwill is not just financial assistance; it is an opportunity to build strong relationships which are the foundation of long- term customer retention. Customers base their purchase/repurchase decisions on the quality of service and the "ownership experience." In this environment, retailer personnel and processes are important resources for retailing Volvo customers.

II. Prior Approval Authorization

Any Goodwill decision **must have prior approval** from a Volvo Regional Aftersales Manager (RAM). This is not an effort to reduce retailer effectiveness, but rather an opportunity for Retail Facility Goodwill Representatives to seek advice from their Regional Aftersales Manager. All goodwill claims require a "DP" authorization prefix.

NOTE: All Goodwill and Non-Technical Goodwill claims require a DP prior approval authorization.

III. Consideration for Goodwill Assistance: In considering a customer's request for Goodwill, it is important to weigh the merit of that case individually and completely. The following are other factors that you may want to consider in addition to the guidelines:

- Repeat/multiple Volvo owner
- Car is serviced regularly with a Volvo retailer
- Repairs impacting the safety or reliability of the car
- Transient and relocated owners should be given equal consideration under this policy.



Volvo Goodwill should **not** be considered for any of the following:

- Repairs made by a non-Volvo retailer
- Substandard or improper repairs and any consequential failures
- Failure of component or consequential failures due to use of non-Volvo parts
- Normal wear, accidents, damage, misuse or improper maintenance
- Repairs that could be covered by an existing warranty or extended service contract
- Repeat repairs
- Claims and repairs that have been previously submitted for payment under warranty or CAVCPO and were returned unpaid or adjusted.
- Retailer administration issues (late claim submission, failure to obtain prior approval, etc.)
- Marketing Programs (i.e. Carefree Coverage etc.)
- Other customer satisfaction programs previously or currently offered outside the parameters of this Goodwill Policy (i.e. Enhanced Customer Experience Goodwill Policy)
- Repairs denied under warranty
- No Fault Found (NFF)
- Customer pay repairs declined by the customer
- Damage caused by retailer/technician error
- Grey Market Vehicles
- Aftermarket Parts
- Salvage title or warranty void vehicles
- Reconditioning of used vehicles
- Add on repairs
- Damage/Repairs covered by the vehicle owner's Insurance
- Reimbursement for previous repairs
- Animal/Pet/Rodent damage
- Consequential damage including, but not limited to, commercial loss, lost wages, loss of perishables, property damage etc.
- Wholesale
- Goodwill will not be considered for circumstances which occur prior to a customer's vehicle experience. These would include, but not limited to, circumstance such as:
 - ◆ Change in new vehicle incentives
 - ◆ Incorrectly specified factory options, color, etc.
 - ◆ Delays in transport beyond VCUSA control, etc.
 - ◆ Vehicles in Retailer Inventory



IV. Parts/Accessory Warranties on Goodwill Repairs

Genuine Volvo Parts and accessories used in a Goodwill repair will be covered under the applicable Genuine Volvo Accessories **or** Volvo Lifetime Replacement Parts and Labor Warranties (e.g. 5 year prorated battery, lifetime muffler, etc.)

V. Claim Documentation

Once a goodwill decision has been made, proper documentation and submission of the Goodwill claim is required for payment.

Note: The repair line on the RO and the customers copy **must** state:

“Assistance has been provided as a one-time Goodwill gesture by Volvo and (Retailer) in the interest of customer satisfaction and owner loyalty.”

Claims for Goodwill that do not contain the statement above, **signed by the customer**, may not be authorized for payment.

VI. Claim Submission

Dealers will enter claims on their computer terminal. Claims will be processed and paid electronically.

- Follow regular warranty claim procedures.
- Identify Goodwill repairs as Type 05.
- Complete the Condition/Repair text section of the claim including a brief description of the failure and the reason goodwill is being provided.
- Enter the claim totals (approved for the Goodwill repair).
- Enter the Prior Approval Number in the appropriate field.

VII. Non-Technical Goodwill Claims *Updated*

A. Guidelines

Reimbursement to Retailers for payments made on a customer's behalf for any of the following that are charged to Goodwill, will be processed through the warranty system.

- The purchase of a LGM Extended Warranty Contract
- Monthly vehicle lease payment(s) (max 3)
- AT&T Data Subscription
- The purchase of a VOC Contract
- The purchase of a Pre-Paid Maintenance Contract
- The purchase of a Volvo Accessory
- To cover towing

Check requests are not required.

A non-technical goodwill claim must be submitted for processing through the warranty system and payments will be included in the dealer's weekly service transaction statement (STS).



B. Claim Documentation

ALL Non-Technical Goodwill claims must be reviewed and authorized by the Volvo Regional Aftersales Manager (RAM).

The prior approval suffix is **DP**.

Authorization will be generated via the Electronic Goodwill/Warranty Authorization Application.

C. Claim Documentation

The following information is required when entering a non-technical claim.

- Long Form Claim
- Claim Type: 05NT
- Cause Code: 98
- Symptom Code: 1C
- Prior Approval Prefix: DP

Sublet Main Operation Number: Choose One from the List Below Only**

07004: LGM Extended Warranty Contract Purchase

07005: Customer Lease Payment (Max 3)

07017: AT&T Data Subscription

07018: PrePaid Maintenance Contracts

07019: VOC Contract Purchase

07020: Accessory Purchase

01548: Towing less than \$50

01549: Towing more than \$50

Sublet Amount: Sublet amount claimed must be equal to the goodwill amount approved by your Volvo regional Aftersales Manager. (RAM)

Note: **The prior approval prefix for Non-Technical Goodwill claims has been changed to DP.*

****Only one of the specific Sublet operations numbers listed above can be submitted.**

Claims should not be submitted for any other customer satisfaction programs previously or currently offered outside the parameters of the Non-Technical Goodwill Policy.

D. Condition Repair Text and Supporting Documentation Requirements

The repair text must include the following applicable information and all supporting documentation noted must be attached to the R.O. per audit requirements.

LGM Contracts: include Customer name, address, VIP contract number, contract cost (Retailer net cost) and contract length. A copy of the reimbursement check (when applicable) from the retailer made out to the customer, a copy of the VIP contract and a copy of the prior approval and amount authorized from the *Electronic Goodwill/Warranty Authorization App* must be attached to the R.O.



Lease Payments: include Customer name, address, financial institution name, account number, monthly payment amount and number of payments made. **There is a 3 payment maximum.** A copy of the reimbursement check from the retailer made out to the customer and a copy of the prior approval and amount authorized from the *Electronic Goodwill/Warranty Authorization App* must be attached to the R.O.

AT&T Data Subscriptions: include Customer name, address, Sirius Radio account number, length of contract extension and amount. A copy of the reimbursement check from the retailer made out to the customer, a copy of the Sirius contract and a copy of the prior approval and amount authorized from the *Electronic Goodwill/Warranty Authorization App* must be attached to the R.O.

Pre-Paid Maintenance Contracts: include Customer name, address, FSM/PPM contract number, contract cost (Dealer net cost) and Plan type. A copy of the reimbursement check (when applicable) from the retailer made out to the customer, a copy of the FSM/PPM contract and a copy of the prior approval and amount authorized from the *Electronic Goodwill/Warranty Authorization App* must be attached to the R.O.

VOC Contracts: include Customer name, address, VOC contract number, contract cost (Dealer net cost) and contract length. A copy of the reimbursement check (when applicable) from the retailer made out to the customer, a copy of the VOC contract and a copy of the prior approval and amount authorized from the *Electronic Goodwill/Warranty Authorization App* must be attached to the R.O.

Volvo Accessory: include Customer name, address, description of the accessory purchased, part cost (dealer net cost) and labor time to install (when applicable). A copy of the reimbursement check (when applicable) from the retailer made out to the customer, a copy of the punch time to install the accessory (when applicable), a copy of the prior approval and amount authorized from the *Electronic Goodwill/Warranty Authorization App* must be attached to the R.O.

VIII. Goodwill Rental Car Assistance Program

To further enhance the Volvo ownership experience, Volvo Car Canada Ltd. Is offering the Goodwill Rental Car Assistance Program. Consideration under this program will only be provided when exceptional circumstances that are outside the parameters of the current Volvo Customer Service Loaner Program are encountered and is at the sole discretion of the Regional Aftersales Manager.

A. Guidelines

Volvo will allow a daily subsidy up to \$45.00 per day for a maximum of 14 days per occurrence for reimbursement of rental costs from a national rental agency. The Customer's car must be off the road overnight for one of the following reasons:

- Unavailability of parts specifically related to a Volvo Parts backorder situation
- Requires inspection by Volvo Cars Field Technical Personnel
- There are no vehicles in the Service Loaner Program that meet the customer's specific needs (i.e. require a hitch, will be crossing the US border)

Prior Approval from your Regional Aftersales Manager is required with the Prefix DP.



B. Claim Submission & Reimbursement Procedures

Only one (1) claim for a maximum of 14 days is allowed.

- Long Form Claim
- Claim Type: 05NT
- Cause Code : 98
- CSC : 1C
- Prior Approval Prefix : DP

Repair order text must indicate the number of days the rental car was in use and the daily cost.

Only one of the following operations can be used as the Main/ Sublet operation for the total claim amount.

- Parts Availability: 01513
- Requires Field Inspection: 01543
- Daily Use: 01553

Authorization will be generated via the Electronic Goodwill/Warranty Authorization Application.

Note: *These sublet reimbursements are not entitled to the 10% sublet repair mark up. Claims should be submitted for the reimbursement amount authorized under goodwill only.*

All standard submission requirements apply to claims filed under the program. Claims should be submitted within 7 days of the repair. As with all claims submitted through the processing system, Volvo will assign a claim number for each R.O. entered.

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

All audit requirements must be met.

Should you have any questions concerning **CLAIM PREPARATION & SUBMISSION** of a goodwill claim, you should contact the Warranty Assistance Desk.