



Service Manager Bulletin

TITLE:

New Vehicle Limited Warranty Brake Pad Wear Policy and FAQ

GROUP: 51	NO: 002	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REVISIONS: Updated coverage guidelines and added FAQ section			ISSUE DATE: 2020-10-27	STATUS DATE: 2020-12-15
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“Right first time in Time”

This release supersedes the previous version dated 10/27/20. The Coverage Guidelines have been updated and a FAQ Section has been added.

Volvo Car USA, LLC is committed to ensuring an exceptional ownership experience. To further enhance each owners experience and maintain a superior level of satisfaction with the Volvo brand and the resulting relationship with our retailers, Volvo is pleased to announce the New *Limited Warranty Brake Pad Wear Policy*. This new policy is specifically related to excessive or premature brake pad wear.

Currently brake pads are covered for wear only under Volvo’s 1 year / 12,000 miles/20,000 kilometers Adjustment Coverage. Effective with repairs dated **November 1, 2020** and later Volvo will warranty the replacement of brake pads for wear in excess of normal, as outlined in VIDA, when wear is the only defect, for three (3) years or 30,000 miles/48,000 kilometers, whichever occurs first. Please refer to VIDA for wear specifications as well as acceptable measuring tools and procedures.

This policy change does not modify nor superscede Volvo’s current brake pad coverage under Volvo’s New Vehicle 4 year or 50,000 mile/80,000 kilometers Limited Warranty coverage for defects in materials or causal replacement in conjunction with a related warranty repair or any existing TJ’s.

Note: Brake discs/rotors are covered by the 4 year 50,000mile/80,000km New Vehicle Limited Warranty as outlined in the Warranty Policy and Procedure Manual-> Section 1 - Volvo Warranty Basics-> Group 5: Brakes-> Brake System.



Coverage Guidelines

Effective with repairs dated November 1, 2020 and later brake pads that exceeds VIDA specification for normal wear will be covered for 3 years or 30,000 miles/48,000 kilometers, whichever occurs first. All wear specifications as well as acceptable measuring tools and procedures as outlined in VIDA are applicable.

Brake pads and related components must be retained and/or returned for analysis as indicated on a TMA Parts Return Copy or Weekly STS.

Use the below chart, VIDA information (Information→Product Specification→Specification, Mechanical→5 Brakes→51 Wheel Brake→511/512→Brake Pads, front/Brake Pads, rear), and Optional Calculation Method as guides to help determine if the brake pads should be replaced under this coverage.

KM	Miles	Front New at 12mm	Front New at 10.75mm	Rear New at 11mm
16000	10000	Worn to 7mm*	Worn to 7mm*	Worn to 7mm*
32000	20000	Worn to 5mm*	Worn to 5mm*	Worn to 5mm*

*Assumes Brake Pads have not been replaced prior to this visit. If Brake pads have been replaced prior to this visit please refer to VIDA to determine if current wear is beyond normal for replacement.

Optional Calculation Method: Wear Rate (*pad amount worn*10,000 fixed mileage/vehicle actual mileage=wear amount per 10,000 miles, calculated wear/VIDA spec on wear per mileage=wear rate percentage*).

Examples:

- 10,000 miles with 7mm remaining on brakes that started at 12mm. The vehicle wear rate is 5.0mm/10,000mi. This is 56% more than the rate posted in VIDA ($(12-7=5*10,000=50,000/10,000=5.0\text{mm per }10,000\text{mi wear rate, }5.0\text{ calculated rate}/3.2\text{mm per }10,000\text{mile}=1.56)$)
- 10,000 miles with 8mm remaining on brakes that started at 12mm. The vehicle wear rate is 4.0mm/10,000mi. This is 25% more than the rate posted in VIDA ($(12-8=4*10,000=40,000/10,000=4.0\text{mm per }10,000\text{mi wear rate, }4.0\text{ calculated rate}/3.2\text{mm per }10,000\text{mile}=1.25)$)
- 12,000 miles with 7mm remaining on brakes that started at 12mm. The vehicle wear rate is 4.17mm/10,000mi. This is 30% more than the rate posted in VIDA ($(12-7=5*10,000=50,000/12,000=4.17\text{mm per }10,000\text{mi wear rate, }4.17\text{mm calculated rate}/3.2\text{mm per }10,000\text{mile}=1.30)$)
- 12,000 miles with 7.5mm remaining on brakes that started at 11mm. The vehicle wear rate is 2.92mm/10,000mi. This is 0.9% less than the rate posted in VIDA ($(11-7.5=3.5*10,000=35,000/12,000=2.92\text{mm per }10,000\text{mi wear rate, }2.92\text{ calculated rate}/3.2\text{mm per }10,000\text{mile}=0.91)$)



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Claim Submission

Retailers are required to submit a long form claim for reimbursement. The following claiming information must be followed when submitting a claim for processing under the New Limited Warranty Brake Pad Wear Policy.

Warranty claims must include measurements per VIDA guidelines in the repair text.

Claim type: 01

CC: 40

CSC: (applicable to fault)

Main Op: (Only one of the following operation numbers can be submitted.) *

51104-0 (front pads)

Qty: 1

51204-0 (rear pads)

Qty: 1

***Separate claims are required when replacing both the front and rear pads during the same visit.**

NOTE: Only the operation numbers provided above are applicable when submitting a claim for payment under this policy.

The ops provided include all the time necessary to complete the repair. Claims submitted with additional operations will be returned for correction or adjusted accordingly.

All warranty claim submission and Audit requirements as outlined in the WPPM apply.



FAQ

Q1. What is the procedure for those cars that come in at 20,000 miles and the brakes are worn into the rotors? How would I submit for the rotors? There is no mention of this in the bulletin. Would I just open a separate line for the rotors?

A1. The goal of the policy is to catch the type of wear that goes beyond usable pad life prior to the next service... at one of the first two services. We understand that there are plenty of vehicles in service that may have shown this type of wear with no note or action by the retailer. In this case only, where the results of the extreme pad wear damages the disc/rotor from metal to metal abrasion, these disc/rotors should be claimed on the same line as the pad replacement with supportive claim text. In the rare occasion that this will need to be claimed please reach out to the Warranty Help Desk for specific claiming instructions. Also note that these discs/rotors will be called back for analysis along with the brake pads for verification of such extreme wear.

Q2. If a vehicle is at 40,000 km (25,000 miles) and three of the front pads measure in at 5mm and the fourth is at 3mm would this be covered?

A2. While it is likely there could be measurements that differ from pad to pad if the measurements are in the claim text and one of them indicate replacement under this policy, then they would qualify. Please note that the brake pads are subject to analysis and will be checked for measurements.

Q3. Does this coverage extend to vehicles in my used car inventory that fall within the mileage parameters and exhibit excessive wear?

A3. No, this coverage is not meant to recondition used vehicle inventory and has been provided to enhance our mutual clients' experience with the brand, product, and your store.

Q4. A vehicle is in for a brake issue that requires the replacement of the rotors. During the repair the technician found the pads are below spec. Would the pads be covered under the wear policy as a add on repair if the vehicle meets all the requirements of the policy?

A4. In cases where there is a customer concern for brake issues and there is a related TJ for the concern leading to rotor replacement, but the brakes pads have worn in excess of normal wear per VIDA; this policy would cover the brake pad replacement.

Please note: When submitting claims for repairs as outlined in Q4/A4, a second claim for the brake pad replacement using the claiming instructions provided must be submitted for parts only. The labor should be quoted at Qty. 1 Time 0. as the labor to R and R the pads is included in the rotor replacement claim.