



Service Manager Bulletin

TITLE:

**Volvo Complimentary Factory Scheduled Maintenance 'FSM220'
MY2021 BEV**

**GROUP:
00**

**NO:
026**

**ISSUING DEPARTMENT:
Warranty**

**CAR MARKET:
United States**

REVISIONS:

**ISSUE DATE:
2021-07-28**

**STATUS DATE:
2021-08-24**

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"Right first time in Time"

To enhance Volvo's customer ownership experience, Volvo Car USA, LLC offers a Complimentary Factory Scheduled Maintenance Program (FSM220) on all MY 2021 XC40 Recharge Pure Electric vehicles.

The 'FSM220' Program covers the following:

- Factory scheduled maintenance up to the first four (4) years or 40,000 miles (WHICH EVER COMES FIRST), as recommended in the Volvo Warranty and Maintenance Records Information booklet.
Note: In addition to VIDA requirements; a brake fluid flush is included at the 40,000 mile service interval.
- Covers all MY2021 XC40 Recharge model Volvo vehicles leased or sold as new to a retail or fleet customer and registered in the U.S. by an authorized Volvo dealer.

*The FSM220 program covers the first two (2) services at 20,000 mile service intervals.

The warranty processing system will be used to reimburse retailers for claims submitted under the Complimentary Factory Scheduled Maintenance Program ('FSM220').

CUSTOMER RESPONSIBILITY

All model year 2021 XC40 Recharge vehicles leased or sold as new to a retail or fleet customer and registered in the U.S. by an authorized Volvo dealer will qualify for this program.

The vehicle mileage at time of service for each 20,000 mile interval should not exceed +/- 1,500 miles of the stated service interval (e.g., the 20,000 mile service should be completed prior to the vehicle exceeding 21,500 miles).



Customers exceeding 21,500 miles or are under 18,500 should be informed that the vehicle mileage is outside the program terms & conditions. However, in the interest of customer satisfaction the service manager should offer the service, and insert the following statement on the Repair Order. “Vehicle is outside the terms and conditions of the Volvo Complimentary Factory Schedule Maintenance Program; Volvo is providing this service as a good faith gesture.” The customer must initial this line. The FSM may then be submitted through the normal warranty channel.

Customers should be informed that exceeding the mileage limitations for service may adversely affect vehicle component service life and warranty coverage for any future related failed components.

Volvo recommends that owners bring their vehicle in for service at least once every two (2) years even if the vehicle mileage between services is less than 20,000. Low mileage cars will be eligible for FSM if they are serviced within 2 months of their anniversary date.

The maintenance schedule intervals are based on normal driving conditions and operation. Should an owner request more frequent/additional maintenance services, the cost of these additional services is the responsibility of the owner.

RETAILER RESPONSIBILITY

It is the servicing retailer’s responsibility to confirm vehicle eligibility for coverage and mileage limitations before any service is performed.

Note: XC40 Recharge models are identified by engine code ED.

The retailer must confirm the maintenance history on the vehicle to avoid duplication. This can be done by checking the Warranty Vehicle Inquiry screen, the vehicle claim history, vehicle service records, or the WARRANTY AND MAINTENANCE RECORDS INFORMATION booklet in the vehicle. After each service, the servicing retailer must complete and stamp the appropriate service interval section in the owner’s WARRANTY AND MAINTENANCE RECORDS INFORMATION booklet.

The Warranty Vehicle Inquiry screen will identify vehicles eligible for this program with the following designation:

Message(s): Eligible for: Complimentary FSM220 (first 2 services).

Failure to properly verify a vehicle for each required service under the program by determining if the service interval is open will result in claim denial.

Note: Maintenance services under the FSM220 program meet Volvo’s recommended maintenance service requirements. Therefore, there should be no additional charges to the customer.



CLAIM REIMBURSEMENT

Volvo Car USA, LLC will process claims for the 'FSM220' program through the Warranty Processing system. The **LONG FORM** application will be utilized for all the schedule maintenance claims for this program. The chart included lists all parts and labor operations for this complimentary schedule maintenance program.

Reimbursement will utilize the following criteria:

- The retailer's warranty labor rate, which is in effect on the date of the repair order, will be used to calculate labor reimbursement.
- Parts reimbursement will be at the suggested list price (except for any expendable item) which is in effect on the date of repair (no handling credit will apply).
- Only genuine Volvo parts sold by VCUSA may be used. Only lubricants meeting Volvo specifications may be used (see Owners Manual for proper grades and applications).
- The Service Transaction Statement will detail, in a separate section, claim payment and pending information identified by the 'FSM' Program. This section will be titled 'FSM Maintenance Program' and provides the following information: R.O. number, the Volvo assigned claim number, and repair date, credit amount and status.

ITEMS NOT COVERED

- Wear items outlined in the Warranty and Maintenance Records Information manual.
- Damage to the vehicle resulting from normal wear and tear or abuse.
- Service intervals missed by the owner/driver of record. Volvo retailers will perform the service that is appropriate for the mileage or age of the vehicle.
- Additional customer requested services or Volvo retailer suggested services not specified in the Volvo Warranty and Maintenance Records Information booklet.

SUBMISSION PROCEDURES

All standard submission requirements apply to claims filed under the 'FSM330' program. Claims must be submitted within seven (7) days of a repair. Vehicles may not exceed the previously stated mileage ceiling for each service. Only one (1) claim for each service interval will be allowed per vehicle. As with all claims submitted through the processing system, Volvo will assign a claim number for each scheduled service claim. Retailers must use the claim type (FSM220).

Note: Claim type 'FSM220' MUST be used for all LONG FORM claims submitted under this program.

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

Claims for which either the vehicle is not eligible or the vehicle has already had a claim paid for that interval will be returned / rejected.

The submission and processing procedures outlined in this Service Manager Bulletin apply only to the 'FSM220' program. Claim submission procedures for previously issued maintenance programs are still in effect unless otherwise notified.

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Should you have any questions concerning the **CLAIM PREPARATION & SUBMISSION** for this 'FSM220' program, you should contact the Warranty Assistance Desk.

FSM220 PARTS and MAINTENANCE SERVICE TIME INFORMATION MODEL YEAR 2021 XC40 Recharge LONG FORM CLAIM SUBMISSION

PARTS INFORMATION				
MAINT. SERVICE	PART #	QTY	MODELS	DESCRIPTION
	31497285	1		Cabin Air Filter
	8888889	1		\$2 EXPENDABLES
	1189943	1 or 2		WINDSHIELD WASHER FLUID
20,000	LONG FORM SUBMISSION			
				CLAIM TYPE FSM220
				SYMPTOM CODE 1C
				CAUSE CODE 98
				OPERATION NUMBER 17300 (Original Service) 17432 (Cabin Air Filter Replace) 17481 (Cleaning Inside Windshield)
				Refer to VST for labor reimbursement

PARTS INFORMATION				
MAINT. SERVICE	PART #	QTY	MODELS	DESCRIPTION
	31497285	1		Cabin Air Filter
	8888889	1		\$2 EXPENDABLES
	1189943	1 or 2		WINDSHIELD WASHER FLUID
	32214961	max 3		Brake Fluid
	31200556	1		Tire Inflator Sealant Kit*
				*Check expiration date label for replacement date.
40,000	LONG FORM SUBMISSION			
				CLAIM TYPE FSM220
				SYMPTOM CODE 1C
				CAUSE CODE 98
				OPERATION NUMBER 17300 : Original Service 17406 : Brake Fluid Replace 17432 : Cabin Air Filter Replace 17476 : Tire Inflator Sealant Kit
				Refer to VST for labor reimbursement