



Volvo Chassis - SNV 15-016 Documented Process For Engine Oil Consumption - All Emissions, All Model Years



> Internal Content

Refer to SNV15-016 below for instructions and requirements for reports of Excessive Engine Oil Consumption:

	SNV15-016 Oil Consumption.pdf
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A copy of the Oil Consumption Log can be found below:

	Fuel and Oil Consumption Log.pdf
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Related links and attachments

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To: U.S. and Canada Volvo General Managers
U.S. and Canada Volvo Service Managers
U.S. and Canada Volvo Warranty Managers
U.S. and Canada Volvo Service Technicians

Bulletin: SNV15-016
Date: March 25, 2015
Valid to: Until Further Notice
Replaces: N/A
Action Required? **Yes**

From: Greg Holderfield – Director, Product Reliability

Subject: Following the Documented Process for Engine Oil Consumption.

When a customer has a concern pertaining to oil consumption, the published procedure must be followed as outlined in the Warranty Operations Manual.

4.1.1.14 - Oil Consumption

- There must be a documented customer complaint.
- Completed reports must be attached to an e-Service case, the report log can be found on TDP in this section of the Warranty Operations manual.
- Oil Consumption test should not be performed on any vehicle that has not accumulated at least 25,000 miles / 40,000 kilometers or 900 engine service hours.
- External oil leakage and oil usage components must be evaluated and eliminated as the cause prior to any road test.
- Report must be completed in its entirety.
- Report must be signed and dated by the Service Manager at the location performing the test.
- For all warranty repairs that require an engine overhaul for the correction of oil consumption, the air filter element must be removed from the vehicle and returned along with the removed engine parts.
- All pistons, rings and sleeves returned must be identified with their respective cylinder locations.
- Two hours labor will be allowed for checking the vehicle and preparation of the form prior to road test.
- If it is necessary for the dealer to perform the road test, an additional four hours maximum will be allowed for labor.
- The above labor allowances apply only if vehicle is using excessive amount of oil and requires an engine overhaul.

(See example below)



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FUEL AND OIL CONSUMPTION LOG

DATE: _____ TRUCK OPERATOR: _____

CUSTOMER: _____

MODEL: _____ SERIAL NO.: _____ TYPE ENGINE: _____

MILEAGE AND QUANTITY ADDED

DATE	FUEL ADDED		OIL ADDED		APPROX. GROSS VEHICLE WEIGHT	TERRAIN: A - STOP & GO B - HIGHWAY C - MOUNTAINS
	MILEAGE	GALLONS	MILEAGE	QTS.	LBS.	

Example Only

If you have any questions or need additional information please contact your TSM.