

Service Manager Bulletin

TITLE:

Care by Volvo Wear & Road Hazard Coverage

GROUP:

00

NO:

433

ISSUING DEPARTMENT:

Warranty

CAR MARKET:

United States

REVISIONS:

Claim Reimbursement & Submission Procedures have been updated.

All Care by Volvo wear and tear coverage must be claimed under claim type CBVWT. Repairs to tires/wheels are not covered.

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“Right first time in Time”

CARE BY VOLVO COVERAGE

Bulletin Updates:

- The Claim Reimbursement & Submission Procedures have been updated. All Care by Volvo wear & tear claims be submitted under claim type CBVWT.
- Only tire and wheel **replacements** are covered under claim type CBVRH. Repairs to tires and wheels are not covered under the terms of the Care by Volvo .
- Terms of coverage with expanded explanation: See “Road Hazard Tire and Wheel Protection.”

CUSTOMER OFFER

Care by Volvo Coverage provides wear item and road hazard coverage and will help ensure the customers trouble free operation of their new Volvo vehicle. This offer is only applicable to vehicles delivered under the terms and conditions of Care by Volvo.

The Care by Volvo Coverage is a U.S. specific program and is valid only when repairs are performed at an authorized U.S. Volvo Retailer subject to all applicable exclusions or limitations.

Care By Volvo Coverage:

- 2 Years (24-months) or up to 30,000 miles; whichever occurs first of wear and tear coverage
- 2 Years (24-months) or up to 30,000 miles; whichever occurs first of road hazard coverage

The warranty processing system will be used to reimburse retailers for claims submitted under Care by Volvo Coverage.

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CUSTOMER RESPONSIBILITY

All eligible Care by Volvo vehicles retail delivered and registered in the U.S. by an authorized Volvo dealer will qualify for this program.

- CBVWT coverage expires 2 years (24 months) from the vehicles original in-service date or at 30,000 miles (whichever comes first).
- CBVRH coverage expires 2 years (24 months) from the vehicles original in-service date or at 30,000 miles (whichever comes first).

RETAILER RESPONSIBILITY

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

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

Message(s):

Eligible for: CBVWT: Care by Volvo: 2 yrs or 30K wear items only

Eligible for: CBVRH: Care by Volvo: 2 yrs /30K road hazard tires & wheels

Failure to properly verify coverage under the program will result in claim denial.

CLAIM REIMBURSEMENT & SUBMISSION PROCEDURES *Updated*

Volvo Car USA, LLC will process claims for Care by Volvo Coverage through the Warranty Processing system. The LONG FORM application will be utilized for all claims. The applicable claim types and operations are provided below.

Claim Type CBVWT: *Updated*

Is used when submitting all wear and tear coverage claims for wiper blades, brake pad and rotor replacements up to 24 months or 30,000 miles (months 1-24).

Claim Submission:

Long Form Claim

Claim types : CBVWT

Cause Code : 98

Symptom Code: 1C

Only the following operation numbers can be submitted.

Wiper Blades – front (2): 36304-2

Wiper Blade – rear (1): 36351-2

Brake Pads – front (2): 51104-0

Brake Pads – rear (2): 51204-0

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Brake Rotors- front (2): 51116-0

Brake Rotors- rear (2): 51216-0

Brake Pads & Rotors – front (2):51117-0

Brake Pads & Rotors – rear (2):51217-0

Labor Time: refer to the VST for labor reimbursement.

Part Numbers: refer to VIDA for applicable part numbers.

Claim Type CBVRH: *Updated*

Is used when submitting claims for Road Hazard coverage (tires & wheels only) up to 24 months or 30,000 miles (months 1-24).

Road Hazard Tire and Wheel Protection: Care by Volvo Road Hazard Tire and Wheel Protection provides reimbursement for replacement of tires and wheels damaged by road hazards, which include debris on the road or road conditions such as potholes. The wheel is covered when it cannot be balanced or will not hold air. Normal road characteristics, such as curbs, are not considered road hazards. Damage to any wheel or tire found to be a result of hitting or rubbing a curb is not covered.

Note: Care by Volvo Road Hazard Tire and Wheel Protection will only reimburse for tire and/or wheels replaced according to the coverage terms outlined in this document. Repairing tires and or wheels is not covered.

Claim Submission:

Long Form Claim

Claim types: CBVRH

Cause Code: 98

Symptom Code: applicable to the customer's complaint

Only the following operation numbers can be submitted.

Tires:

Quantity 1: 77201-0

Quantity 2: 77202-0

Quantity 3: 77201-0 & 77202-0

Quantity 4: 77205-0

Part Number: 117 or 00000117 (NPN) No dashes will be accepted.

Quantity 1 (regardless of the number of tires (1-4) replaced)

Amount: Invoice price + 10% mark-up only.

Labor Time: refer to the VST for labor reimbursement.

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Wheels:

Quantity 1: 77101-0

Quantity 2: 77102-0

Quantity 3: 77103-0

Quantity 4: 77104-0

*NOTE: When replacing both a wheel and a tire claim **only** the wheel operation numbers listed above.*

Labor Time: refer to the VST for labor reimbursement.

Part Numbers: refer to VIDA for applicable wheel part numbers.

Labor Reimbursement:

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:

Claim types CBVWT and CBVRH will be reimbursed at the suggested list price which is in effect on the repair order open date (no handling credit will apply).

Care by Volvo Coverage is not transferred automatically to subsequent owners. Coverage is only applicable to the original owner.