

Service Manager Bulletin

TITLE:

**Volvo Complimentary Factory Scheduled Maintenance & Wear Program
'SWTNSC' MY2022 – BEV Recharge Models**

GROUP: 00	NO: 042	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REVISIONS: Wiper blades - front (2) replace op corrected			ISSUE DATE: 2022-06-14	STATUS DATE: 2022-11-22
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“Right first time in Time”

To enhance the MY Volvo Experience, Volvo Car USA, LLC and Volvo Car Canada Limited are offering a Complimentary Factory Scheduled Service & Wear Program (SWTNSC) on all MY 2022 and later XC40 and C40 Recharge Pure Electric vehicles.

The ‘SWTNSC’ Program covers the following:

Covers all MY2022 and later C40 and XC40 Pure Electric Recharge model Volvo vehicles leased or sold as new to a retail or fleet customer and registered in the U.S. or Canada by an authorized Volvo dealer.

Factory scheduled services up to the first four (4) years or 40,000 miles/64,000 kilometers (WHICH EVER COMES FIRST), as recommended in the Volvo Warranty and Maintenance Records Information booklet.

The SWTNSC program covers the first two (2) services at 20,000 mile/32,000 km service intervals.

Wear item coverage includes the following items: front and rear wiper blades (1 set per year). Front and rear brake pads and discs in accordance to specified published requirements.

The warranty processing system will be used to reimburse retailers for claims submitted under the Complimentary Factory Scheduled Service & Wear Program (‘SWTNSC’).

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CUSTOMER RESPONSIBILITY

All model year 2022 and later C40 and XC40 Pure Electric Recharge vehicles leased or sold as new to a retail or fleet customer and registered in the U.S. or Canada by an authorized Volvo dealer will qualify for this program.

The vehicle mileage at time of service for each 20,000 mile/32,00 km interval should not exceed +/- 1,500 miles/ 2,420 kilometers of the stated service interval.

Customers exceeding the specified mileage 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 Service & Wear Program; Volvo is providing this service as a good faith gesture.” The customer must initial this line. The claim 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 miles/32,000 kilometers. Low mileage cars will be eligible for SWTNSC if they are serviced within 2 months of their anniversary date.

The service 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: Recharge models are identified by engine code ED or EF.

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 SWTNSC (first 2 services incl wear).

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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 SWTNSC program meet Volvo's recommended maintenance service requirements. Therefore, there should be no additional charges to the customer.

CLAIM REIMBURSEMENT

Volvo will process claims for the 'SWTNSC' program through the Warranty Processing system. The **LONG FORM** application will be utilized for all claims. The chart included lists all parts and labor operations for this Complimentary Factory Scheduled Service Program. Wear item claiming instructions are provided below.

Wear Item Coverage:

Long Form Claim

Claim type: SWTNSC

Cause Code:98

Symptom Code: Applicable to the customer's complaint.

Only the following operation numbers can be submitted per the replacement parameters outlined.

Wiper blades – front (2): 36304-2

Wiper blade – rear (1): 36351-2

Brake Pads – front (2) 51104-0

Brake Pads – rear (2) 51204-0

Brake Discs – front (2): 51116-0

Brake Discs – rear (2): 51216-0

Labor Time: refer to the VDT for labor reimbursement.

Part Numbers: refer to VIDA for applicable part numbers.

Note: front and rear wiper blades (1 set per year).

Front and rear brake pads and discs in accordance to specified published requirements.

If pads and discs are replaced on the same RO the labor time will be adjusted for any overlapping labor.

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:

Parts reimbursement will be at the suggested list price which is in effect on the date of repair (no handling credit will apply).

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Only genuine Volvo parts sold by Volvo may be used.

The Service Transaction Statement will detail, in a separate section, claim payment and pending information identified by the 'SWTNSC' 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 (excluding wiper blades, front and rear brake pads and discs) 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 'SWTNSC' 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 (SWTNSC).

Note: Claim type 'SWTNSC' 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 'SWTNSC' program. Claim submission procedures for previously issued maintenance programs are still in effect unless otherwise notified.

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

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SWTNSC PARTS and MAINTENANCE SERVICE TIME INFORMATION MODEL YEAR 2022 - C40 & XC40 Recharge LONG FORM CLAIM SUBMISSION

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION MODELS	DESCRIPTION
	31497285	1	C40 XC40 Recharge	Cabin Air Filter
LONG FORM SUBMISSION				
CLAIM TYPE				SWTNSC
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				

20,000 miles / 32,000 kms

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION MODELS	DESCRIPTION
	31497285	1	C40 XC40 Recharge	Cabin Air Filter
	31200556 or 32340089	1		Tire Inflator Sealant Kit*
*Check expiration date label for replacement date.				
LONG FORM SUBMISSION				
CLAIM TYPE				SWTNSC
SYMPTOM CODE				1C
CAUSE CODE				98
OPERATION NUMBER				17300 : Original Service 17432 : Cabin Air Filter Replace 17476 : Tire Inflator Sealant Kit
Refer to VST for labor reimbursement				

40,000 miles / 64,000 kms