

Quality Bulletin

TITLE:

Extended Warranty P10186: VEP4 Oil Consumption Replace; Model Year 2015-2016 S80, S60, XC70, V60, and XC60, 2016 S60L and XC90

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|---------------------|--------------------------|--|-------------------------------------|-----------------------------------|
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“Right first time in Time”

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A. EXTENDED WARRANTY P10186 DESCRIPTION

Volvo Cars USA, LLC on behalf of Volvo Car Corporation, has decided to launch an Extended Warranty Program, P10207 + P10186 for vehicles equipped with VEP4 engines, exhibiting excessive engine oil consumption.

B. COVERAGE

Volvo Cars Extended Warranty is limited to 8 years from the date of delivery or 100,000 miles (whichever occurs first) covering parts replacement and labor to address excessive oil consumption.

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NOTE: Eligibility for parts replacement under this Extended Warranty is dependent on the results of the retailer performed engine oil consumption test, which will be performed at no cost to the customer.

This Extended Warranty Program will provide out of pocket repair reimbursement for the cost of replacement parts and labor related to Excessive Engine Oil Consumption. Under the terms of this warranty, only an authorized Volvo retail facility can repair or replace defective parts under the terms of this Extended Warranty program when the following conditions are met:

1. Regardless of time and mileage, customers may seek reimbursement for out-of-pocket repair costs associated with engine oil consumption inside or outside of the Volvo Cars New Cars Warranty. This offer is valid six (6) months from date of this mailing and is subject to the terms of this Extended Warranty Program. See Customer – Paid Repairs or Replacement of Components below.
2. Customers may be granted parts replacement associated with engine oil consumption outside Volvo Cars New Cars Warranty. This offer is applicable for eight (8) years from the date of delivery or 100,000 miles, whichever comes first. Before completing any repairs, Retailers can verify vehicle eligibility for this Extended Warranty Program using Warranty Vehicle Inquiry, TIE or VIDA.

NOTE: RETAILER MUST CONFIRM VEHICLE ELGILBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS EXTENDED WARRANTY.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “VEP4 Oil Consumption EXT WTY P10186” will appear for eligible vehicles. Eligibility can also be confirmed in TIE.
- **Only vehicles with this message are eligible for this Extended Warranty.**

If you have any questions concerning this Extended Warranty, please send them to recall@volvocars.com.

IMPORTANT NOTE: Direct marketing of this Warranty Enhancement is strictly prohibited! Non-compliance with this policy may result in a claim debit. This Extended Warranty is subject to all the terms and conditions set forth in the Volvo Cars Warranty Policy & Procedures Manual (WPPM). For example, improper maintenance, lack of required maintenance, the use of fluids other than those specified in the Warranty and Maintenance Guide, or repairs to vehicles which are currently or were previously titled as “scrap”, “salvage”, or “dismantled” may not be covered by the New Vehicle Limited Warranty or this Extended Warranty. This Extended Warranty only provides coverage for the originally equipped engine.

C. OIL CONSUMPTION TESTING AND DOCUMENTATION

Retailers will need to perform an engine oil consumption test to determine eligibility for part replacement.

- Procedures for the oil consumption test can be found in VIDA.
- Procedures for oil consumption test security tape application can be found in TIE.

IMPORTANT: All warranty claim submitted will require a signed Oil Consumption Test form attached to the claim when submitting for P10186.

D. PARTS REPLACEMENT

If the Engine Oil Consumption test determines excessive oil consumption, the engine needs to be inspected for internal damage. Only the pistons (VEP4) or complete engine assembly are to be replaced under the terms of this Extended Warranty Program. See Quality Bulletin P10186.

E. INTERNAL ENGINE DAMAGE INSPECTION AND REPLACEMENT

1. For VEP4 engines, the cylinder wall must be visually checked for scratches by passing a fingernail over the damaged area (reference Appendix 2).
 - If **no scratch** can be detected replace the pistons per VIDA instruction. The engine **cannot be replaced**.
 - If the cylinder wall inspection shows scratches, **Prior Approval must be obtained in order to replace the engine**.

F. ENGINE REPLACEMENT

For vehicles requiring an engine replacement, **Prior Approval must be obtained through a Support Needed Vehicle Report in TIE**. High Resolution images of the damaged area and the VIN must be submitted.

A vehicle Report must be completed for each engine replacement. Retailer must include the Vehicle Report number on the claim when processing.

Any warranty claims for engine replacement that do not include the relevant Vehicle Report number will be denied.

IMPORTANT: Engines replaced under the terms of this extended warranty program will be requested back to TMA for physical inspection. Engine replacements outside the terms herein and engines that fail TMA inspection will be debited.

G. ENGINE OIL SUPPLEMENT AND INFORMATION TO CUSTOMER

IMPORTANT: It is of utmost importance that the following is explained to the customer: **Adding the incorrect engine oil will cause future engine damage.**

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Repair order statement

Your Volvo's engine has been repaired per the guidelines set forth in the Extended Warranty Program. The use of full synthetic engine oil meeting the minimum ACEA A5/B5 is required. Lower quality oils may not offer the same fuel economy, engine performance, or engine protection as full synthetic oil. Refer to the warranty and service records information booklet for information on oil change intervals and oil type requirements. Volvo recommends the use of Castrol Edge Professional oil in your vehicle.

The statement above is to be added to the Repair Order (RO). The customer must sign the RO and copy of the signed RO must be retained for a time period of ten (10) years, if not the claim may be debited.

H. CUSTOMER-PAID REPAIRS OR REPLACEMENT OF COMPONENTS

If a customer has previously paid for repair to address excessive engine oil consumption, please have them mail a copy of the repair order, proof of payment, and proof-of-ownership to the following address for reimbursement consideration:

Volvo Customer Care Center
1800 Volvo Place
Mahwah, NJ 07430

Or by phone at 1-800-458-1552. 24 hours a day, 7 days a week. Customers can also contact Volvo Customer Care by going to <http://volvocars.us/support>.

The customer's name, address, and telephone number(s) should be included in the request. The customer should allow for 6-8 weeks for processing.

I. RETAILER SUPPORT

Address your questions to Volvo Recall support via email. Reference QB No. P10183 or P10186 and send to: recall@volvocars.com.

J. QUALITY BULLETIN INSTRUCTIONS

Please refer to the QBI instruction in TIE.

K. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 3 – Certified Tech.

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L. CLAIM SUBMISSION

Extended Warranty P10186 claims should be submitted using the LONG FORM application only.

Claim Type: P10186
Cause Code: 10
CSC Code: AZ
Main OP: 98578-2 or 98582-2

| <u>Operation Number</u> | <u>Repair Description</u> | <u>QTY</u> | <u>Labor Time</u> |
|-------------------------|---------------------------------|------------|-------------------|
| 98578-2 | Piston rings replace acc. to QB | 1 | *11.6 to 15.2 |
| 98582-2 | Engine replace acc. To QB | 1 | *12.9 to 16.8 |

*** For VEP4 the cylinder wall must be visually inspected for scratches by passing a fingernail over the damaged area. If no scratch can be detected replace the pistons. If the Cylinder wall inspection shows scratches, prior approval must be obtained in order to replace the engine through a Support Needed Vehicle Report in TIE.**

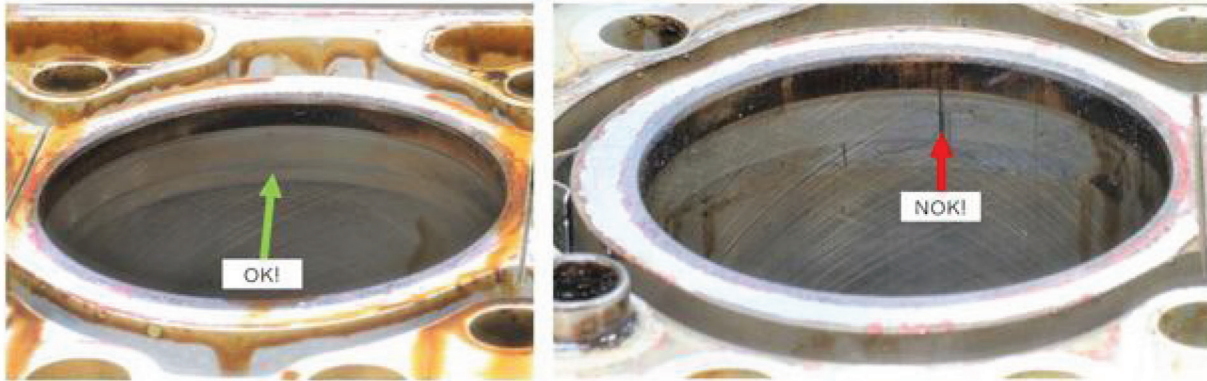
***Both Piston and Engine replacement operation labour times include additional time for internal engine damage inspection.**

***Engine replacements claimed under this QB requires prior approval authorization through a Support Needed Vehicle Report in TIE. High Resolution images of the damaged area and the VIN must be submitted.**

***Engines replaced under the terms of this extended warranty program will be requested back to TMA for physical inspection. Engine replacement outside the terms herein and engines that fail TMA inspection will be debited.**

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M. APPENDIX 2 VEP4



N. CUSTOMER QUESTIONS AND ANSWERS

Q1: What is the condition?

A1: In these vehicles, Volvo has received some reports where vehicles may exhibit excessive engine oil consumption. Although the Engine is covered by Volvo's New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), we at Volvo value the customers' ownership experience. Volvo is now extending the warranty coverage for parts replacement related to excessive oil consumption*.

*Eligibility for this warranty work is dependent on the results of a retailer performed engine oil consumption test.

Q2: What is the Extended Warranty Coverage?

A2: Volvo Cars Extended Warranty is limited to 8 years from the date of delivery or 100,000 miles (whichever occurs first) covering parts replacement and labor to address excessive engine oil consumption.

Q3: What is Volvo going to do?

A3: Owners of vehicles covered by this Extended Warranty Program will receive an owner notification letter via first class mail starting in late January 2023. If the owner states he/she is experiencing the described condition, they will be advised to contact a local authorized Volvo retailer to have an engine oil consumption test performed to determine eligibility for parts replacement. If eligible, the Volvo retailer will perform parts replacement in accordance with the applicable Quality Bulletin under the terms of this Extended Warranty Program.

Q3a: What is involved in the oil consumption test?

A3a: An authorized Volvo retailer will check the oil level in the vehicle and fill the engine to the maximum level. The retailer will then seal the system and request that the owner return to the same retailer in 620 miles or if the low oil lamp (VEP4 engine only) is illuminated, whichever comes first. Upon return, the retailer will confirm how much oil the vehicle has consumed. If the quantity consumed is in excess of the amount permitted, the vehicle will be eligible for repair under the terms of this Extended Warranty Program.

Notes:

- If there is evidence of tampering with the sealed system, the test will be void.
- If the vehicle has oil leaks when the test is requested, they will need to be addressed before the oil consumption test can be initiated. The cost to cover these repairs are not covered under the terms of this Extended Warranty Program.

Q3b: Is oil consumption normal?

A3b: As noted in the owner’s manual, it is normal for the engine to consume engine oil during normal operation. Oil is used to continually lubricate and cool internal engine components during operation. Trace amounts of oil are present in the combustion chamber during the combustion process. Therefore, a small amount of oil is consumed during normal operation. By performing an oil consumption test, an authorized Volvo retailer will be able to determine whether a vehicle is eligible for repair under this Extended Warranty Program for an excessive engine oil consumption issue.

Q4: Which vehicles are covered by this Extended Warranty Program?

A4: There are approximately 72,732 vehicles covered by this Extended Warranty Program.

I5T

| MODEL(S) | ENGINE CODE(S) | Chassis Range | Years |
|----------|----------------|-------------------|-------------|
| XC70 | 61 | 0235035 - 0271425 | 2016 |
| XC60 | 61 | 0628064 - 0926129 | 2015 - 2016 |
| S60 | 61 | 0192287 - 0416045 | 2013 - 2016 |
| V60 | 61 | 0186084 -0326019 | 2015 - 2016 |
| S60L | 61 | 0085118 - 0113794 | 2016 |
| V60CC | 61 | 0000025 - 0019713 | 2015 - 2016 |
| S60CC | 61 | 0000019 - 0002106 | 2016 |

VEP4

| MODEL(S) | ENGINE CODE(S) | Chassis Range | Years |
|----------|----------------|-------------------|-------------|
| S80 | 26, 40 | 0181063 - 0199213 | 2015 - 2016 |
| XC70 | 40 | 0186021 - 0270910 | 2015 - 2016 |
| XC60 | 26, 40, 49 | 0559707 - 0928330 | 2015 - 2016 |
| S60 | 26, 40, 49 | 0297740 - 0415959 | 2015 - 2016 |
| V60 | 26, 40, 49 | 0185883 - 0326049 | 2015 - 2016 |
| S60L | 40 | 0085110 - 0113925 | 2016 |
| XC90 | A2 | 0000364 - 0095350 | 2016 |

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Q5: What should I do if I believe my vehicle has excessive engine oil consumption?

A5: If the Customer believes the vehicle has excessive engine oil consumption, please contact any authorized Volvo retailer to have an Engine Oil Consumption test performed. If the vehicle is found to be consuming excessive oil, it will be eligible for parts replacement under the terms of this extended warranty program.

Q5a: What if a retailer performs the engine oil consumption test and the vehicle does not qualify for warranty work?

A5a: Any authorized Volvo retailer will perform one engine oil consumption test at **no charge** to determine if the vehicle is eligible for repair under this Extended Warranty Program. The test will be performed free of charge regardless of the results.

Q5b: If the vehicle passes the oil consumption test how often can I have the vehicle re-checked?

A5b: If the vehicle does not qualify for repair after the oil consumption test is performed, under the terms of this Extended Warranty Program, an additional oil consumption test can be requested (at customers expense) after 6 months or 5,000 miles has lapsed if the vehicle is still within the terms and conditions of this Extended Warranty Program.

Q5c: Will Volvo pay for my oil change?

A5c: No. If the vehicle requires an oil change (based upon mileage or time) when request to have the oil consumption test performed, the cost of the oil change will be the Customers responsibility. If the vehicle is within the terms of this extended warranty program and requires the addition of oil to perform the oil consumption test procedure, it will be provided free of charge.

Q6: What if an owner has NOT experienced this condition but would like to have the parts replaced?

A6: This Extended Warranty Program only applies to vehicles that have exhibited the condition described under the terms of this Extended Warranty Program.

Q7: How long will the warranty work take?

A7: If the condition is present on the vehicle, the warranty work will take approximately 2 days to complete, however, due to service scheduling a Volvo retailer may require the vehicle for a longer period.

Q8: What if a customer has previously paid for repairs on their vehicle?

A8: Owners that have previously paid for repairs to address excessive engine oil consumption should refer to the owner letter for reimbursement consideration instructions.

Q9: I had the oil consumption test initiated, however when I returned to the retailer I was out of the specified range, can I have another test performed?

A9: No, it is up to the customer to monitor the driving distance and make sure to book a follow up visit to meet the conditions in this test. If the retailer cannot meet the customers need the retailer needs to absorb the cost for a new test.

Q10: Do I need to return to the same retailer to have the results of the consumption test confirmed?

A10: Yes, we ask that the Customer return to the same retailer to have the second portion of your test completed.

Q11: My vehicle currently has engine damage and requires repair before I can have the test performed. Will Volvo cover the cost?

A11: Repair coverage under this program is dependent on the result of the retailer performed engine oil consumption test. At this time it has not been determined the vehicles engine damage is a result of excessive engine oil consumption. If the vehicle can be repaired so the engine oil consumption test can be performed, the cost to cover these repairs are not covered under the terms of this Extended Warranty Program. Following any necessary repairs, the retailer will complete the engine oil consumption test. If it is determined that the vehicle has excessive engine oil consumption due to the conditions described in the Extended Warranty Program, repair will be performed at no charge to the Customer. Cost for repair outside the conditions in the Extended Warranty will not be reimbursable.

Q12: Can I have a rental vehicle until the repair can be performed?

A12: A confirmed diagnosis of an excessive oil consumption issue by a Volvo retailer does not pose any safety concerns. Therefore, you may continue to drive your vehicle until the engine oil consumption issue can be addressed. Please be sure to check the oil level frequently as recommended in your vehicle's Owner's Manual and add engine oil as needed.

Q13: Are there any special circumstances when I can have a rental vehicle?

A13: Any rental considerations are to be reviewed by a regional representative prior to authorization. If approved, on a limited case by case basis Volvo will provide a rental vehicle free of charge until the repair can be performed.

Q14: What if an owner has additional questions or concerns?

A14: Owners with questions or concerns are asked to please contact Volvo Customer Care by phone at 1-800-458-1552. 24 hours a day, 7 days a week. Owners may also contact Volvo Customer Care by going to <http://volvocars.us/support>.