

Quality Bulletin

TITLE:

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

GROUP: 21	CAT/NO: P10186	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States	
REVISIONS: Labor time increases for XC90 variants			ISSUE DATE: 2023-03-02	STATUS DATE: 2023-07-11
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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. Customers may seek reimbursement for repair costs associated with excessive engine oil consumption outside Volvo Cars New Cars Warranty. This offer is valid six (6) months from release (date of mailing) for out-of-pocket cost covered by Customer for repairs performed on the vehicle before eight (8) years from date of first use and less than 100,000 miles.
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 security tape application can be found in TIE QB packages.

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 piston/rings (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**.

If the customer's vehicle current oil label does not indicate VCC RBSO-2AE 0W-20, please refer to SMB-22-005 for new label instructions.

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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. SAE 0W-20 (4-cylinder engines) SAE 5W-30 (5cylinder engines).

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.

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K. TECHNICIAN COMPETENCY REQUIREMENT

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

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
Failed Part No: 8889953

<u>Operation Number</u>	<u>Repair Description</u>	<u>QTY</u>	<u>Labor Time</u>
98578-2	Piston rings replace acc. to QB	1	S60 B4204TX VEP 11.6
			S60 B4204T9 12.0
			S60 B4204T9 AWD 12.2
			V60 B4204TX VEP 11.6
			V60 B4204T9 AWD 12.2
			XC60 B4204TX VEP 11.6
			XC60 B4204T9 12.0
			XC60 B4204T9 AWD 12.2
			V70 B4204TX VEP 11.6
			S80 B4204TX VEP 11.6
			XC90 II B4204T20, 23 15.6
			XC90 II B4204T20, 23 AWD 15.6
			XC90 II B4204T27 17.8

<u>Operation Number</u>	<u>Repair Description</u>	<u>QTY</u>	<u>Labor Time</u>
98582-2	Engine replace acc. to QB	1	S60 B4204TX VEP 12.9
			S60 B4204T9 13.0
			S60 B4204T9 AWD 13.3
			V60 B4204TX VEP 12.9
			V60 B4204T9 AWD 13.3
			XC60 B4204TX VEP 12.9
			XC60 B4204T9 13.0
			XC60 B4204T9 AWD 13.3
			V70 B4204TX VEP 12.9
			S80 B4204TX VEP 12.9
			XC90 II B4204T20, 23 15.3
			XC90 II B4204T20, 23 AWD 15.6
			XC90 II B4204T27 16.8

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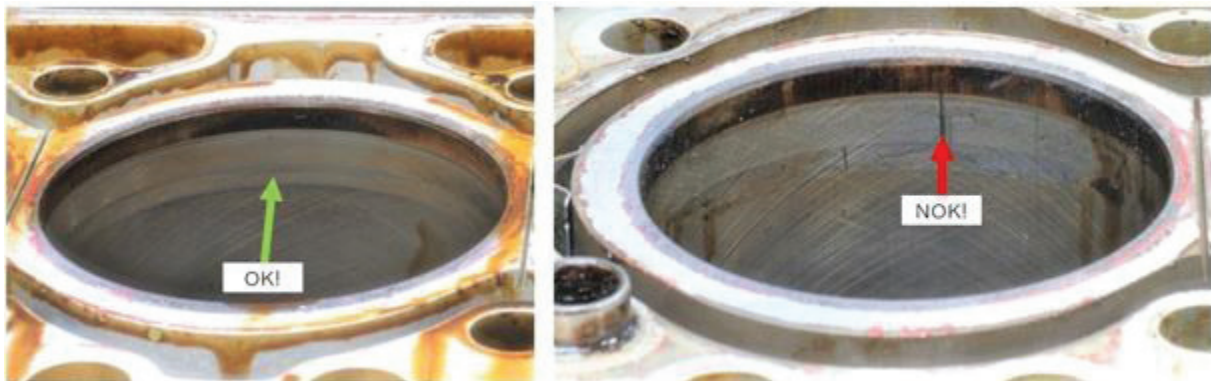
* For VEP4 the cylinder wall must be visually inspected for scratches by passing a fingernail over the damaged area. If no scratch can be detected replace the pistons. If the Cylinder wall inspection shows scratches, prior approval must be obtained in order to replace the engine through a Support Needed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

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 change the oil in the vehicle to initiate the oil consumption test. The retailer will then seal the system and request that the owner return to the same retailer in 620 - 1,240 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 78,186 vehicles covered by this Extended Warranty Program.

IST

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

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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, 10	0000364 - 0095350	2016
*XC90	A2, 10	Engine Serial No. < 1501327	2016

*Vehicles after engine Serial No. 1501327 already have updated piston/rings.

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 an 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.

Q5c: Will Volvo pay for my oil change?

A5c: If the vehicle is within the terms of this extended warranty program it will require an oil change to complete the oil consumption test. Volvo will provide the oil change 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: The oil consumption test was initiated, however when the customer returned to the retailer they were out of the specified range, can the customer 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: What if the oil consumption test was started prior to the release of the Extended Warranty?

A11: If the oil consumption test was started prior to the release of the extended warranty. The test will be accepted. Please add the following statement to piston ring/engine repair claim text, "Oil consumption test was started prior to release date of extended warranty."

Q12: The Oil consumption test initiated, however when the customer returned to the retailer their vehicle was beyond 8 years 100,000 miles. Is the vehicle still eligible for the piston ring repair?

A12: Yes, since the oil consumption test was started prior to vehicle going beyond the 8/100,000 parameter, the vehicle is still eligible for the piston ring repair.

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Q13: My vehicle currently has engine damage and requires repair before I can have the test performed. Will Volvo cover the cost?

A13: 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.

Q14: Can I have a rental vehicle until the repair can be performed?

A14: 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.

Q15: Are there any special circumstances when I can have a rental vehicle?

A15: 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.

Q16: What are the warranty terms for a vehicle that was repaired per the extended warranty program?

A16: The warranty coverage for this Extended Warranty Program is the remainder of the Extended Warranty or 90 days whichever is greater.

Q17: What if an owner has additional questions or concerns?

A17: 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>.