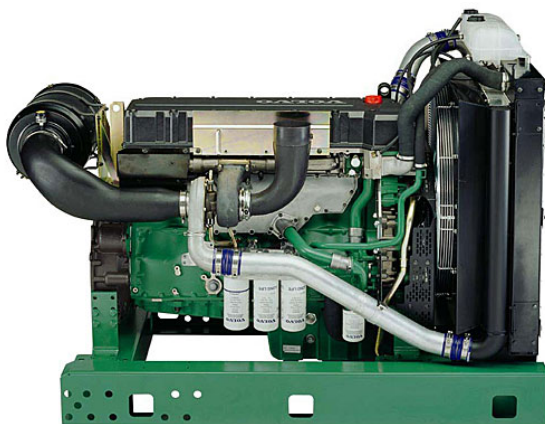
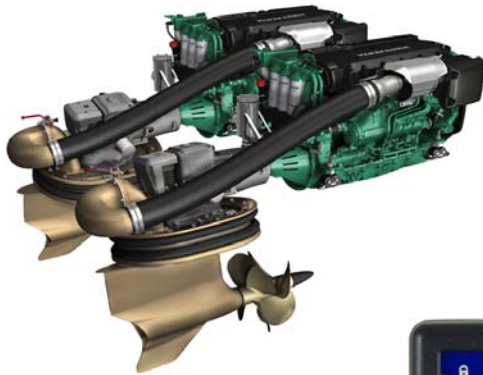




WARRANTY POLICY & PROCEDURES

NORTH AMERICA

MARINE, INDUSTRIAL, & PARTS



Introduction to Volvo Penta Warranty Policy and Procedures

This manual is intended to provide Volvo Penta Business Partners (Dealers, Power Centers, Industrial Engine Distributors and Original Equipment Manufacturers) in the United States and Canada with policy and procedural information to assist in the effective administration of the Volvo Penta warranty program. Properly applied, this information can ensure responsiveness to customers, improve cash flow related to warranty receivables and help Volvo Penta use claim data to improve the quality and durability of Volvo Penta products. State / Provincial laws may supersede some policies and procedures in this document.

The warranty system is an invaluable source of information regarding product quality issues. Volvo Penta uses warranty data to make product improvements that enhance product quality and lead to higher levels of customer satisfaction. These gains translate into sales growth and lower warranty costs.

To help Business Partners administer their Volvo Penta warranty claims effectively, we have created the Warranty Center in the Volvo Penta Partner Network (VPPN) on the internet. The address of this website is: <https://www.vppn.com>. An overview of the Volvo Penta Partner Network is provided in the following pages.

The Warranty Center on VPPN enables you to:

- Immediately register a new owner for warranty coverage**
- Conveniently look up the most current flat rate codes and labor times**
- Access warranty policy and procedure information**
- Request reimbursement for labor and parts for warranty service**
- Locate documents and forms associated with warranty administration**

(A slower way to obtain warranty reimbursement is available by using paper Warranty Claim Application forms (publication 7750080). These forms may be ordered through Volvo Parts.)

Any questions regarding the proper completion and submission of warranty related documents should be directed to:

In the US: Volvo Penta Dealer Support Line at 800-445-2628.

In Canada: Volvo Penta Warranty Administration at 800-257-3682 ext. 5229.

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Volvo Penta reserves the right to modify these policies and procedures at any time, without obligation.

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WARRANTY POLICY

Warranty Overview

As a Business Partner, you need to be very familiar with the Volvo Penta limited warranty for the products you service. The information presented here is intended to assist you in understanding the fundamental elements of the various product warranties offered by Volvo Penta, but is not intended as a substitute for reading the complete documents. You are expected to be familiar with the Volvo Penta Limited Warranty and to follow it.

The warranty statements and all other documents and forms relating to Volvo Penta Warranty and claim administration are available through Volvo Penta Partner Network (VPPN).

The warranty statements are located on VPPN at *Service & Warranty, Warranty Statements*

Copies of the warranty statement may be downloaded from VPPN or the complete North American Warranty Booklet may be ordered from Volvo Parts or VPC Parts Departments under:

Publication P/N 47700967 for Marine Gasoline and Marine Diesel Engines.
Publication P/N 47701066 for Industrial and Power Generation Power Systems.

Additionally, each product is shipped with its own warranty statement. Coverage periods in the Limited Warranty may change from time to time as Products are introduced or modified.

Note: Warranty claims filed within the United States will be reimbursed in U.S. dollars; warranty claims filed within Canada will be reimbursed in Canadian dollars.

For additional information or questions relating to the contents of this manual you may contact:

In the US:

Volvo Penta of the Americas, Inc.
1300 Volvo Penta Drive
Chesapeake, VA 23320
Tel: 800-445-2628
Fax: 757-436-5152.

In Canada:

Volvo Penta Canada
7972 Enterprise Street
Burnaby, BC V5A 1V7
Tel: 800-257-3682
Fax: 604-872-4606

Volvo Penta Partner Network

What is it?

The Volvo Penta Partner Network (VPPN) is a secure communication system accessible through the internet and available to all authorized Business Partners for a nominal annual fee.

Partner Network is designed to help you save time and money, while being responsive to customer needs and improving efficiency in such areas as:

- Processing warranty claims for faster credit
- Obtaining Product warranty history and owner information
- Registering new owner's Products for warranty coverage
- Placing parts orders, checking parts availability and pricing, and finding replacement parts through the Electronic Parts Catalog (EPC)
- Checking parts order status and tracking shipments
- Searching Product literature including service bulletins and workshop manuals
- Gaining timely access to the latest Business Partner information
- Accessing the latest sales and technical information on new engines and stern drives
- Viewing the technical training curriculum and schedule

Enrollment in VPPN

US Business Partners contact Volvo Penta Dealer Business Relations by phone at 800-445-2628 or via e-mail at: support.dealerdev@volvo.com.

Canadian Business Partners contact Volvo Penta Canada by phone at 800-257-3682 ext. 5203 or via e-mail at: support.vpcsales@volvo.com.

Please include your business name and dealer number in your e-mail.

Volvo Penta's Warranty Program – A Shared Responsibility

The Product Owner's Responsibilities

The operation, maintenance (including the First Service Inspection), and care of all Volvo Penta marine and industrial engines as outlined in the Operator's Manual are the product owner's responsibility. The product owner must keep records of all service performed as proof of proper maintenance. This record of timely and proper maintenance may be requested by Volvo Penta to determine warranty coverage eligibility on certain repairs. Product failure caused directly by the lack of proper maintenance is expressly excluded from the limited warranty. Maintenance records and operators manuals should be transferred to subsequent owners of the product.

The product owner is responsible for reporting a warrantable failure immediately and mitigating further damage to the product. Failure must be reported during the warranty period to be considered for coverage. Damage that results from delay in Product repair may not be covered under the Limited Warranty.

The product owner must allow a reasonable amount of time to perform the warranty repair during a Business Partner's normal business hours.

The Business Partner's Responsibilities

Prompt Warranty Registration: Owner information for every Volvo Penta engine and power package must be on file with Volvo Penta within ten (10) days after delivery of the product. This registration information establishes the customer's eligibility for repairs under the terms of the applicable warranty. Without proper registration, Volvo Penta will reject a request for warranty service reimbursement. When completing the warranty registration on VPPN, we recommend that you print out an additional copy and give it to the product owner for his / her records. The Federal Boating Safety Act also requires owner registration information to be on file with the manufacturer.

A warranty registration can be filed electronically using VPPN, *Warranty Center*, *Create owner Registration*, or manually by use of the Warranty Registration Form (publication 7732657) shipped with each engine. Replacement forms are available through Volvo Parts. If the product has been registered via VPPN, please do not mail a duplicate Warranty Registration Form.

Please verify that the serial numbers on the Warranty Registration Form are correct. This can be accomplished by reviewing each assembly's identification plate. The location of the identification plate is described in each Product's Operator's Manual. You should include all related component serial numbers (stern drive, transom assembly, transmissions, etc.) on the Warranty Registration form to reduce the chances of Warranty claim rejection at a later date.

Verification of Warranty Eligibility: It is your responsibility to confirm that warranty coverage for the product has not expired prior to initiating any warranty repair work. Volvo Penta Warranty Administration will reject claims filed on products with an expired warranty.

Determining warranty eligibility is a two-step process:

1. Is the product within the warranty period? To determine warranty eligibility for a particular product, go to VPPN, *Warranty Center*, *Search/Edit Owner Registration*, and enter the serial number of the Product. If you do not have access to the Internet, in the US contact Volvo Penta Warranty Administration for verification via FAX at 1-757-436-5152. In Canada, contact Volvo Penta Warranty Administration for verification via FAX at 1-604-872-4606.

2. Is the failure covered by the warranty? The Volvo Penta warranty covers only defects in Volvo Penta's materials and workmanship. If the failure was not the result of a defect in material or workmanship, it is not eligible for warranty coverage. Make sure you read the Limited Warranty and, in particular, the section entitled "What is Not Covered by the Warranty" prior to submitting a warranty claim.

Record-Keeping Requirements: You are responsible for retaining all supporting documents (e.g., work orders, documentation of travel time, sublet invoices, etc.) related to a warranty repair for a period of 24 months. Specific document retention requirements are provided on page 26.

Warranty Service Provided at No Charge to Customers: A servicing Business Partner must make all eligible warranty repairs at no charge to the product owner during the specified warranty period.

Pre-Delivery Commissioning and First Service Inspections: As specified in the Terms and Conditions of your Agreement with Volvo Penta, inspection and testing of a product's systems must be completed prior to delivery to the customer to ensure it will operate properly. This Pre-Delivery Inspection (PDI) or Pre-Delivery Commissioning (PDC) process applies to both new, gasoline and diesel products, as well as boats undergoing a "repower" with Volvo Penta products. Business Partners are not reimbursed for labor associated with First Service Inspections or for PDIs performed on gasoline engines.

If a warranty claim is filed on a recently commissioned product, we may request a copy of the PDI, PDC, and/or First Launch Inspection forms to ensure the failure was not a preventable failure resulting from an incomplete inspection process.

PDI and PDC checklists for gasoline and diesel marine products are shown on pages 42 - 44, and available for download from VPPN at: *Service & Warranty, Warranty Statements, Marine Gas or Marine Diesel*.

Customer Warranty Reimbursement: Your Agreement with Volvo Penta states that eligible warranty repairs must be performed at no charge to the customer if the failure was caused by a defect in materials or workmanship.

Providing Customers With Prompt Service: Your Agreement with Volvo Penta states that warranty repairs must be made within a reasonable amount of time during a Business Partner's normal business hours.

Obligation to Service Any Volvo Penta Owner: If service is a part of your Agreement with Volvo Penta, you must provide timely service during your normal business hours to Volvo Penta product owners regardless of where the product was purchased.

Use of Volvo Penta Parts: Genuine new or remanufactured Volvo Penta parts must be used in all warranty work to obtain reimbursement for warranty repairs.

Application of Proper Repair Methods and Technical Instructions: All repairs must be completed following Volvo Penta's written instructions as provided for in the applicable workshop manual, installation instruction, flat rate manual, or service bulletin.

The Servicing Business Partner is responsible for properly performing a warranty repair. Claims submitted for repair errors caused by your service technicians due to misdiagnosis or the application of improper repair procedures will not be reimbursed.

Timely Repair: A warranty repair must be performed within 30 days of the date of the failure. Claims **which exceed this 30 day window will be rejected** unless the Business Partner has received prior authorization for the delay. Reasonable excuses for the delay include lack of parts availability, winter storage, etc. Dealer workload is not an acceptable excuse for delay.

Warranty Claim Submission Deadline: A warranty claim must be submitted to Volvo Penta within 30 days of the date of the repair. **Volvo Penta Warranty Administration will reject claims submitted past the 30-day deadline.**

Parts Retention: Parts and assemblies replaced under warranty need to be properly retained by your dealership in the event they are requested for inspection by Volvo Penta. Parts should be stored in a non-public area or room, be properly identified with the serial number of the product they were removed from and tagged (VP P/N 7750070) with the claim number on which they were filed. Parts should be appropriately cleaned and drained of fluids, fuels, and lubricants in preparation of shipment to Volvo Penta. All parts should be retained for a minimum of 90 days beginning on the Credit Note date. From time-to-time, a representative from Volvo Penta may inspect these parts along with your parts retention area while visiting your facility. Dealers will be invoiced for parts that are not returned when requested by Volvo Penta. If you are requested to return a part to **Volvo Penta you should refer to page 28 for parts return procedures.**

Parts Return and Scrapping of Parts: Once a warranted part is claimed, there are several actions you will need to take with respect to disposition of the failed part(s):

1. Identify and retain the part(s) as noted in the section labeled **Parts Retention**.
2. **Review Service Bulletin 04-4-1 for a listing of all parts that are required to be returned to Volvo Penta for inspection.** For parts identified on this list you should file your claim using VPPN and then pack and ship the parts to Volvo Penta Warranty Return. Include a copy of the claim in the box. This action will reduce the amount of waiting time for the claim to be processed. Should claim processing begin before the part arrives, a message will be added to the claim requesting parts be returned for inspection. We will allow a reasonable amount of time for the part to arrive for inspection and reject any claims that fail to comply with this return policy. Please refer to page 28 for parts return procedures.
3. **For parts not listed in Service Bulletin 04-4-1,** tag and hold the part as noted in the section labeled **Parts Retention**. **Then, periodically check your claim on VPPN** (*Warranty Center, Search Own Claims*) for any messages we may add to the claim requesting parts be returned for inspection. Volvo Penta's policy is to hold payment of any claim in which a part inspection has been requested until the part has been received and inspected. We will allow a reasonable amount of time for the part to arrive for inspection and reject any claims that fail to comply with this policy. Please refer to page 28 for parts return procedures. If a Credit Note is issued and the part has not been recalled, retain the part for 90 days (beginning on the Credit Note date) after which time the part should be destroyed and scrapped.

Volvo Penta's Reliability Engineering Department may conduct a failure analysis on the returned part to confirm the defect. If the part is found to be free of defects, it will be returned and the claim will be rejected.

In the Event of an Accident

Volvo Penta Business Partners are our eyes and ears in the field. If you hear of an accident involving a Volvo Penta Product, immediately contact the Volvo Penta Product Support Department. No repairs should be made or parts scrapped until Volvo Penta is given the opportunity to investigate the incident and inspect the products involved. Once all parties involved have consented to a repair, damaged parts associated with the accident, fire, personal injury or property damage should be tagged and retained by you. The parts should not be disturbed or altered until all potential parties involved (including insurance companies) agree.

Volvo Penta's Responsibilities

Volvo Penta's responsibility with respect to warranty claims is limited to providing service advice and to reimbursing the Business Partner for the necessary repairs or replacements. Volvo Penta reserves the right to partially approve or reject a warranty claim. We will credit or

reimburse the Business Partner for warranty claims that adhere to warranty policies as well as those claims that are pre-authorized by Volvo Penta Product Support.

To support our Business Partners with the Volvo Penta warranty program, we will:

- Provide warranty administration training
- Provide technical service training
- Provide access to our Product Support staff as needed
- Provide technical service literature (for a nominal fee)
- Provide easy access to claim information and status on the VPPN
- Continue to develop, improve and expand the VPPN
- Review, approve and process legitimate and complete warranty claims in a timely manner
- Continue to improve product quality

Extended Protection Coverage Availability

Optional extended coverage beyond the Volvo Penta limited warranty period is available for leisure-use gas and diesel product through **Volvo Penta Extended Protection by First Protection Corp.** Extended Protection provides additional years of coverage after expiration of the original Volvo Penta warranty (up to 5 years for gas products and small diesels and up to three years for diesel engines above D4).

- Extended protection for leisure-use marine gasoline and diesel engines must be purchased within the first twelve months of the original factory warranty registration period.
- Any unused portion of Volvo Penta Extended Protection coverage can be transferred to a subsequent purchaser for a nominal fee.
- Warranty claims are administered through the Volvo Penta Extended Protection Administrative Offices (800-235-7549). Pre-authorization is required prior to beginning any repairs. Have the contract number available before you call.
- Note: Volvo Penta Warranty Administration does not process Volvo Penta Extended Protection claims and cannot assist you with this program.

Volvo Penta Limited Warranty Policy Overview

The following warranty policy features apply to all Volvo Penta products.

Initiation of Warranty Coverage: Warranty coverage will begin when the earliest of the following has occurred:

- The date the product is delivered to the first retail purchaser (leisure or commercial); **or**
- When the number of hours of operation for a product still in your inventory has reached 25 hours, **or**
- When placed in service as a “Demonstrator” (See **Use as a Demonstrator**), **or**
- When the product reaches the first day of the 25th month after the product has been shipped from Volvo Penta (see **Warranty Coverage for Non-Current Products**).

Any remaining warranty coverage available on a product may be transferred to a subsequent owner through the standard product registration procedure. Updates to owner information may be made using Volvo Penta Partner Network. You must inform a customer of the number of operating hours on the product and the coverage remaining under the Volvo Penta limited warranty.

To expedite warranty registration, complete the warranty registration page in VPPN, *Warranty Center, Create Owner Registration*.

Warranty Coverage for Non-Current Products (Shelf-Life Policy): New, unsold product that is not current (i.e. more than one (1) year from the date the Product was shipped from Volvo Penta's factory) requires proper inspection and preparation to ensure that it is in good condition and ready for sale to the end-user.

Use the Serial Number Search feature in VPPN to check for service bulletins and/or campaigns that may apply to the Product. Perform any open campaigns and file warranty claims according to the instructions in the campaign bulletin.

Perform maintenance, inspections, and required repairs as outlined in Service Bulletin 05-2-3. Complete normal inspections outlined in the Pre-Delivery Checklist which may be found in the warranty booklet or operator's manual. Promptly report and transmit completed repair orders to Volvo Penta as proof of repairs. Request a case ID number for future reference.

Any "Maintenance" or "Wear" items that have failed due to non-use or extended storage (such as gummed or varnished fuel that damages a fuel pump, or crazed or cracked hoses, belts, or bellows) are not covered under the limited warranty and the repair or replacement cost will be the responsibility of the dealer. These items must be repaired or replaced prior to delivery of the Product to the end-user.

Products in the field beyond 48 months from the time they were originally shipped by Volvo Penta may not be eligible for warranty coverage and will require approval from Volvo Penta before the end of the 48 month Shelf-Life period if a warranty coverage extension is required.

Under Volvo Penta's Shelf Life Policy, the length of warranty coverage will be reduced for product registered after the first day of the 25th month so that the warranty coverage period will end no later than 48 months from the date the product was shipped by Volvo Penta. To determine the date a product was shipped to an OEM by Volvo Penta and to calculate available warranty coverage, use the product's Shipping Date shown on VPPN (*Warranty Center, Owner Registration, Shipping Date*).

- A temporary program offering up to 12 months additional shelf life eligibility is in effect from January 1, 2010. See Service Bulletin 05-2-3 and Volvo Penta Partner Network (Service & Warranty, Warranty Policies and Procedures) for additional information. This program is subject to end at any time.

It is the Business Partner's responsibility to be aware of this policy and to notify all prospective OEMs, Dealers, and owners in the distribution chain as appropriate.

Use as a Demonstrator: This policy is intended to regulate Volvo Penta's warranty coverage in situations where a Business Partner assigns a unit to be used for demonstration purposes or

the Product's accumulated running time (operating hours) has exceeded 25 hours (including operation to and from boat shows, "On its own bottom" water deliveries, etc.).

The conditions for this special Warranty to be valid are:

- A Warranty Registration Card must be submitted to Volvo Penta stating the OEM / Boat Dealer as the owner. The word **DEMONSTRATION UNIT** must be clearly stated on the Warranty Card. The date which the product was first used (placed in service) should be input into the delivery date box.
- A Pre Delivery Commissioning (PDC) should be performed by a Volvo Penta Approved Business Partner before use of the product(s) at the cost of the OEM / Boat Dealer. A second PDC is to be performed per the normal practice when sold to the first retail owner / end user following regular PDC procedures for the product.
- All service and maintenance should comply with the relevant Volvo Penta Operator's Manuals and service publications and a record should be kept and able to be produced if required. The warranty conditions follow the normal Volvo Penta Limited Warranty. NOTE: Pre Delivery Commissioning (PDC) is not reimbursed by Volvo Penta for demonstration units.

The demonstration unit warranty commences on the "In-service date" given on the registration. It expires six (6) months later or when the unit is sold to the first retail customer / end user, whichever occurs first.

When the Warranty registration containing the name and address of the first retail owner / end user is received, the normal Volvo Penta Limited Warranty will be activated.

NOTE: If the product is not sold to a first retail owner before the end of the six (6) month period, the Volvo Penta Limited warranty will commence. Please also note that the shelf life policy must be adhered to and will generally not be extended (see relevant section for information regarding shelf life policy).

You are responsible for performing all required maintenance at your expense on all Products in inventory used as demonstrators.

In cases where the Volvo Penta Warranty conditions include a limitation in running hours, this limit will not be extended.

Transfer of Warranty Coverage Between Owners: During the warranty period, un-expired portions of the warranty are transferable to the subsequent owner at no cost. To do so, go to the VPPN Warranty Center (*Search / Edit Owner Registration*) or complete a Warranty Registration Update the form and mail it to Volvo Penta.

Solicitation of Warranty Repairs is Prohibited: Business Partners may not advertise or contact customers by phone, mail, or internet to market a specific warranty service unless expressly requested by Volvo Penta. Unapproved solicited warranty claims will be subject to charge back.

Standard Repair Times: Volvo Penta will reimburse warranty labor claims in accordance with the current Flat Rate Guide located on VPPN. Because the labor time standards change from time to time, please download the Flat Rate Guide (VPPN, *Warranty Center, Warranty Information*) for the

most current information. If a standard repair time is not published in the Flat Rate Guide, please refer to the most appropriate 'extra time' rate code to claim the actual time required to complete the operation. Unusual diagnosis will require pre-authorization from Volvo Penta.

Please note that the Volvo Penta limited warranty does not cover excessive time needed to remove products for service or to remove / reinstall boat or machine partitions, decks, bulkheads or shelters in order to gain service access. Any exceptions must be pre-authorized by Volvo Penta.

Approved Warranty Labor Rate: Reimbursement for labor will be made at your current approved rate. If Agreement terms are met, this rate is typically your retail shop labor rate. Labor rate change requests are reviewed and updated only **once** per year. A Warranty Labor Rate Update form is located on VPPN (*Service & Warranty, Dealer Information*) and at page 48. (Note: Specific State / Province statutes may override this provision.)

Sublet Repairs: Periodically, you may need to subcontract a portion of a warranty repair with another repair facility. Sublet labor charges will only be reimbursed at a rate comparable to that provided for in the Volvo Penta Flat Rate Guide. You are responsible for paying sublet invoices directly to the supplier, and submitting a copy of the invoice with your warranty claim. Approved sublet invoices are reimbursed at actual cost only; no mark up is allowed. In addition, any anticipated sublet repair over \$500 must be pre-authorized by Volvo Penta Product Support. Finally, all repairs, including sublet repairs, should be made using new or remanufactured (exchange) Volvo Penta parts. If a non-Volvo Penta part is used because a Volvo Penta part is not available, the reimbursed amount will not exceed your price for the comparable Volvo Penta part. You will be asked to provide evidence of the need to use a non-Volvo Penta part.

Haul-Out / Dockage / Marina Fees for Marine Pleasure Products (If Authorized): In those cases where Haul-Out / Dockage / Marina Fees become necessary in order to carry out a repair (AQ / IPS drives etc.), the cost for haul-out / dockage will be accepted up to an agreed amount of:

USD \$330

NOTE: One haul-out can only be claimed per application, not per Volvo Penta product and only applies to products used as marine pleasure use.

If a haul-out is requested in connection with replacement of a complete unit, contact Volvo Penta Product Support to request authorization.

Crane & Forklift Charges: If the servicing dealer needs to hire a crane or forklift from an outside contractor in connection with an engine replacement, the cost will be accepted up to an agreed amount of:

USD \$165

A separate invoice of sublet costs must be kept by the Business Partner in the customers service file for future reference and auditing.

Costs which exceed these limits for the above for whatever reason cannot be claimed against Volvo Penta.

Pre-Emptive Repairs: Unless pre-authorized by Volvo Penta, replacement of parts that have not failed is not allowed.

Warranty Coverage for Parts Used in the Repair: Volvo Penta products used in a warranty repairs assume the remaining warranty coverage applicable to the part(s) they replace. The warranty coverage on any such replacement part ceases when the Product's original warranty expires. This is regardless of how many times the parts were replaced during the original product warranty period. Parts Warranty does not apply in such cases.

Non-Volvo Penta Manufactured or Branded Parts: Volvo Penta is not responsible for the repair of components or assemblies not manufactured or branded by Volvo Penta even though they may be attached to our Products or painted to match (i.e. Marine transmissions and some Bosch starters and mechanical fuel injection components). Volvo Penta is not responsible for Products which are sold to other Companies who, in turn, provide and administer their own warranties with the finished product.

Returning "New" Defective / Damaged Parts: See sections labeled "Parts Retention" and "Parts Return and Scrap" on Pages 8 and 9 regarding warranty retention and return of a part removed from a Product. When a replacement part (from Volvo Parts) is found to be defective "out of the box" (prior to installation) the part must be returned to Volvo Parts (parts distribution warehouse) by submitting a *Request for Credit*. Refer to the "Warranty Claim Application vs. Request for Credit" section of the *Dealer Parts Price Book and Operations Guide* for information on submitting a *Request for Credit* form. Returns of "New, defective / damaged parts may be handled through VPPN, *Parts Order Center, Returns / Discrepancies*.

Parts Fulfillment: Volvo Penta expects you to maintain sufficient levels of parts in inventory to meet the needs of your market area and customer base. If we ship you a part for warranty repair, standard shipping methods will be used. Please refer to page 29 for specific instructions on parts shipments.

Volvo Penta offers 72-hour (three business days) delivery of "Critically Ordered Parts" (certain back ordered parts for engines less than five model-years old). If we cannot meet the 72-hour guarantee, the parts and the related airfreight charges are waived for you and your customer. Details regarding Volvo Penta's 72-Hour Parts Delivery Guarantee Program can be found on Partner Network (*Parts & Accessories, Policies & Procedures, 72 Hour Procedure.pdf*). In Canada, Volvo Penta guarantees only the freight charges. See VPC Master Parts Price book for details.

Parts Reimbursement: Parts used in conjunction with warranty repairs are reimbursed at the current warranty price (Volvo Penta suggested retail price less 15%) as published under the **TRADE PRICE** field in the most current *Price Lookup File* which is available for download under the Parts & Accessories tab on VPPN. The "Trade Price" allowance is provided to cover shipping and handling expenses incurred by you.

- In the event of a major assembly failure, Volvo Penta may, at its discretion, supply a replacement assembly to you at no charge. No trade price allowance is permitted if Volvo Penta supplies the assembly to you at no charge.

Prior Authorization for Major Component Replacement: Prior authorization by Volvo Penta Product Support Department personnel or your Field Service Specialist is required under the following conditions: Warranty replacement of a major assembly such as a base engine,

transom shield, sterndrive, turbocharger, diesel fuel injection pump, IPS Drive (upper, lower, or complete), SUS, or bow or stern thruster. In addition, pre authorization is required whenever a warranty claim:

- exceeds \$2,000 for all gas and diesel engine claims filed via the Partner Network
- exceeds \$1,000 for any type 41 parts and accessory claim
- exceeds \$1,000 for all paper claims
- requests on out-of-warranty or goodwill repair
- requests for additional labor time for diagnostic or service access
- requests for travel time above policy limits or any other unusual charges not normally covered

Please refer to page 298 for instructions regarding prior authorization for warranty repairs.

Transportation of Product to the Business Partner: The product owner is required to transport the product at his / her cost to an authorized Volvo Penta servicing dealer to obtain warranty repair. Diesel engine owners may request mobile service assistance (see Travel Time in the following paragraph).

Travel Time (Diesel Products Only): Reimbursement for the time it takes for a technician to travel to and from a covered Volvo Penta diesel product is allowed under certain conditions including:

- The need for technician travel is due to an eligible warranty failure. Note: travel time to complete **Pre-Delivery Commissioning** is not eligible for reimbursement.
- Travel is conducted by a qualified technician from an authorized Business Partner using a shop vehicle intended for such service (equipped with proper tools, lubricants, test equipment and spare parts). Note: Removal of parts from the boat or machine for in-shop rebuilding requires authorization, and will only be allowed if the part cannot be repaired / or rebuilt properly in the field.
- Travel time reimbursement is limited to the distance to and from the nearest qualified Business Partner unless prior authorization is obtained.
- There is no travel time compensation beyond the initial warranty period.

There are different schedules for travel time depending upon the application and whether the Business Partner is located in the U.S. or Canada:

	Marine Diesel Product Line		Industrial Engines Product Line	
	U.S.	Canada	U.S.	Canada
Mileage Rate	\$.35 / mile	\$.40 / kilometer	\$.50 / mile	\$.40 / kilometer
Max. Distance Limit	250 miles (per claim)	400 kilometers (per claim)	500 miles (per claim)	800 kilometers (per claim)
Travel Time Allowance	Approved labor rate minus 10% per hour	Approved labor rate minus 10% per hour	Approved labor rate minus 10% per hour	Approved labor rate minus 10% per hour

Travel Time Allowance Maximum	5 travel hours (per claim)	5 travel hours (per claim)	10 travel hours (per claim)	10 travel hours (per claim)
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These rates are subject to change from time to time.

Travel - Other Expenses: Travel expenses in excess of the above limits and other expenses related to hotel, fuel, parking, air fare, taxi, rental vehicle, etc., are not covered unless prior authorization is given by Volvo Penta Product Support. See page 14 regarding documentation requirements for travel time.

Record-Keeping Requirements: Effective April 1, 2009, Volvo Penta Business Partners based in the U.S. and Canada authorized to perform warranty service on Volvo Penta products are required to retain the following warranty-related documentation:

- A copy of the completed work (repair) order
- A copy of the completed warranty claim filed with Volvo Penta
- A copy of the pre-authorized warranty claim issued by the Technical Service/Product Support Department (if applicable)
- The invoice(s) for any sublet work (if applicable)
- Documented travel expenses (diesel only)
- A copy of the Pre-Delivery Commissioning Checklist (if performed)
- A First Service Inspection Checklist (if performed)
- A copy of the parts invoice for all parts claimed on the Warranty Claim Form
- Relevant technician time cards
- Any other records that support claims reimbursed by Volvo Penta

With the exception of technician time cards, all information should be included in the customer's service file to ensure a complete accounting of activity related to a warranty claim. These documents must be available for examination by Volvo Penta upon request and may be part of a warranty audit process. Warranty service records must be maintained for 24 months beyond the claim payment credit note date. Warranty records that exceed this retention period are not subject to audit. Unsupported warranty claims may be subject to further review and eventual charge back.

Charge Back of Paid Warranty Claims: Any payment made by Volvo Penta for a warranty repair can subsequently be charged back to the Business Partner if we discover that the warranty payment was unsupported or not justified. This action may result from conditions including, but not limited to:

- Lack of support documents or inadequately detailed support documents
- Serial number entered incorrectly
- Transaction dates (i.e., repair date, failure date) misrepresented
- Work not performed as claimed
- Repairs not eligible or covered by warranty (e.g., no defect found in part upon inspection)
- Add-on, repeat and improper repairs
- Use of non-Volvo Penta replacement parts
- Duplicate claim payments

- Volvo Penta and customer billed for same repair
- Unsupported labor time
- Overlapping or inflated labor time on operations
- A “No-charge” part sent from Product Support claimed as a purchased part
- Mark-up on sublet work
- Actual time (or “Extra Time” not supported by sufficient documentation)

Other Information: The Volvo Penta North American Limited Warranty is only valid for product registered and/or normally operated within the United States, Canada, and other selected areas including Bermuda, Puerto Rico, Bahamas, Turks and Caicos, U.S. Virgin Islands, St. Martin, Saba, St. Eustatius, St. Kitts, Nevis, Barbuda, Antigua, Montserrat, Grand Cayman, Saipan, and Guam. The warranty (if any) for vessels OR Industrial products operated outside these areas is described in the AB Volvo Penta International Warranty statement publication number 7747420 and may be different. Copies of the AB Volvo Penta International Warranty statement are available from Volvo Penta.

Note: Outside the U.S. and Canada, additional charges may be incurred based on local practices and conditions. These charges may include, but are not limited to, freight, insurance, taxes, import duties, and / or other financial charges, including those levied by local governments and their respective agencies. These charges are not covered by the Volvo Penta North American Limited Warranty and are the responsibility of the retail purchaser.

What is Not Covered by the Volvo Penta North American Limited Warranty

Damage caused by:

- Normal wear and tear.
- Blockage of the cooling system by foreign matter.
- Lack of proper maintenance.
- Fuel contamination or use of fuel, oil and / or lubricants not specified in the Operator's Manual.
- Engine detonation or pre-ignition damage that cannot be directly related to a defect in Volvo Penta products, materials or workmanship.
- Corrosion, including electro-chemical (galvanic) action to engine and / or drive components.
- Water entering engine cylinder(s) through the exhaust system or air intake.
- Punctures, tears or other physical damage to U-joint or exhaust bellows that cannot be directly related to a defect in Volvo Penta products, materials or workmanship.
- Power package installations that do not adhere to Volvo Penta guidelines and / or applications that exceed Volvo Penta rated usage standards for that power package.
- Misuse, negligence, modification, improper repair, accident, grounding, overloading, excessive speed, over-fueling or abnormal operation.
- The use of components, parts, accessories or chemical additives not sold or approved by Volvo Penta or the use of replacement parts not designed to Volvo Penta standards.
- Improper or prolonged storage. This includes, but is not limited to: gummed cooling or fuel systems, dried and cracking belts, hoses, impellers, bellows, and seals, paint flaking and lifting, seized components, corrosion, and freeze damage.
- Participation in or preparing for racing or other competitive activities.
- Damage in transport / shipment of product to the Business Partner. This is the shipping company's responsibility.

Costs resulting from:

- Travel or transportation to and from the servicing Business Partner, excluding diesel engines that qualify for travel time.
- Charges for towing, haul-out, launch, storage, fuel or lubricant usage, or rental costs of any type.
- Pre-Delivery Commissioning (gasoline engines only).
- First Service Inspections.
- Modifications of fuel systems or gear ratios needed to meet local altitude requirements.
- Ineffective or repeat repairs resulting from the Business Partner's previous repair error(s) caused by misdiagnosis or improper repair procedure.
- Excessive time necessary to gain service access to the product.
- Excessive time necessary to remove or reinstall the product from the boat.

Also not covered:

- Adjustments including checks or adjustments to ignition components, fuel settings, belts, controls or control cables.
- Bosch fuel injection equipment or electrical components. The Robert Bosch Corp. warrants these items separately. Please refer to page 30 for warranty procedure instructions for Bosch products.

- Marine reverse gears / transmissions that are not manufactured or branded by Volvo Penta. Warranty coverage may be provided by the respective manufacturers.
- Other incidental or consequential expenses including loss of use, loss of income or inconvenience.
- Shop supplies used in performing warranty work (rags, grease, oil, etc.)

Refer to the applicable Volvo Penta limited warranty for complete coverage details.

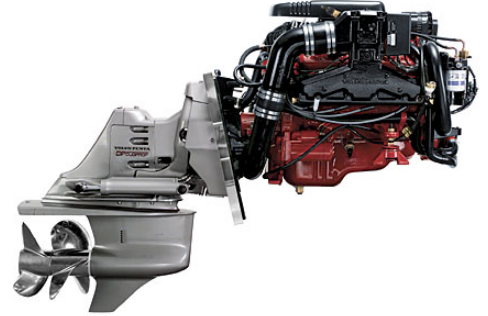
Warranty Coverage Summaries

Marine Leisure Applications - Gas

	Warranty Period	Hour Limitation
Engine Packages* below 450 PSHP	24 Months	None

Marine Commercial Applications - Gas

	Warranty Period	Hour Limitations
Engine Packages* below 400 PSHP	6 Months	400 hrs
Engine Packages* above 400 PSHP	Engines above 400 PSHP are NOT approved for commercial use	



OceanX Power Packages

	Warranty Period	Hour Limitation
Corrosion Coverage	48 Months	None
Volvo Penta of the Americas, Inc., warrants that each new Volvo Penta OceanX engine, transom shield, and sterndrive will not fail mechanically as a direct result of corrosion for a period of four years.		

* "Engine Package" Consists of Engine, Transom Shield, and Sterndrive (or IPS)
PSHP = Propeller Shaft Horsepower

Some states may require additional coverage for certain emission related components.

Refer to the Volvo Penta Warranty Statement originally provided with the product for complete details.

For complete details regarding warranty coverage, please refer to publication 47700967 and the Volvo Penta Marine Gasoline Engine Limited Warranty.

Marine Leisure Applications - Diesel

	Warranty Period	Hour Limitation	Base Engine Components Coverage**	Hour Limitation
D1, D2, D3 :				
Rating 5	24 Months	None*	N/A	N/A
D3 (110/130/160/190):				
Rating 5 Charter	12 Months++	800	N/A	N/A
D4, D6, D9, D12, D16:				
Rating 5	24 Months	None*	60 Months	2400 hrs

* This power rating is intended for leisure (pleasure) applications only which presumes operation by the owner for personal recreation and operating less than 300 hours per year

** Includes initial 24-month base warranty period. Covered Components: Block Casting, Crankshaft Forging, Connecting Rods, Camshaft Forging, Front Transmission Cover/Housing, Flywheel Housing, Intake Manifold, Exhaust Manifold, Fresh Water Pump Housing, and Oil Pan.

D3-110 / 130 / 160 / 190 engines with rating 5* when used in a charter application of six or fewer passengers are warranted for a period of one year or 800 hours, whichever occurs first.

For complete details regarding warranty coverage see publication 47700967 - Volvo Penta Marine Diesel Limited Warranty.

	Warranty Period	Hour Limitation
D3 OceanX Power Package Corrosion Coverage	48 Months	None
Volvo Penta of the Americas, Inc., warrants that each new Volvo Penta OceanX engine, transom shield, and sterndrive will not fail mechanically as a direct result of corrosion for a period of four years.		



Marine Commercial Applications - Diesel

	Warranty Period	Hour Limitation*	Base Engine Components Coverage**	Hour Limitation
Sterndrives:				
Rating 3	12 Months	800*	N/A	N/A
Rating 4	12 Months	800*	N/A	N/A
D5 – D7:				
Rating 1	12 Months	None	36 Months	6000 hrs
Rating 2	12 Months	3000*	36 Months	6000 hrs
D4*, D6*, D9, D11, D12, D13 6 – 16 Liter:				
Rating 1	12 Months	None	36 Months	6000 hrs
Rating 2	12 Months	None*	36 Months	6000 hrs
Rating 3	12 Months	None*	36 Months	6000 hrs
Rating 4	12 Months	800*	36 Months	2400 hrs
D3- 110/130/160/190** Charter Application Only				
Rating 5	12 Months	800*	N/A	N/A
			N/A	N/A

* Hour limitations are described in the Volvo Penta document “Rating Categories Used For Marine Diesel Engines” on page 22. For complete details regarding warranty coverage see publication 47700967. Not all engines are available in all rating categories.

** Includes initial 12-month base warranty period. Covered Components: Block Casting, Crankshaft Forging, Connecting Rods, Camshaft Forging, Front Transmission Cover/Housing, Flywheel Housing, Intake Manifold, Exhaust Manifold, Fresh Water Pump Housing and Oil Pan.

** This power is intended for pleasure craft applications, and can be used for high speed planing craft in commercial applications with special limited warranty, see limited warranty.

*Refer to EPA Guidelines in 40 CFR Part 94 at <http://www.epa.gov/oms/marine.htm> for use of certain rating 5 models in approved charter applications.



Marine Diesel Engines Rating Categories

Rating 1: HEAVY DUTY COMMERCIAL

This power rating includes commercial vessels with displacement hulls in heavy operation and running an unlimited number of hours per year.

- *Typical Boats:* Coastal fishing boats tug and push boats, and ferries.
- Load and speed can be constant, and full power can be used without interruption.

Rating 2: MEDIUM DUTY COMMERCIAL

This power rating includes commercial vessels with semi-planing or displacement hulls in cyclical operation and running less than **3,000** hours per year.

- *Typical Boats:* Most patrol and pilot boats, coastal fishing boats in cyclical operation (gill-netters, purse seiners, light trawlers), passenger boats and coastal freighters with short trips.
- Full power can be used a maximum of four hours per 12-hour operation period. Between full-load operation periods, engine speeds should be reduced at least 10% from the obtained full-load engine speed.

Rating 3: LIGHT DUTY COMMERCIAL

This power rating includes commercial vessels with high demands on speed and acceleration, planing or semi-planing hulls in cyclical operation and running less than **2,000** hours per year.

- *Typical Boats:* Fast patrol, rescue, police, light fishing, fast passenger, taxi boats, etc.
- Full power can be used a maximum of two hours per 12-hour operational period. Between full-load operation periods, engine speed should be reduced at least 10% from the obtained full-load engine speed.

Rating 4: SPECIAL LIGHT DUTY COMMERCIAL

This power rating includes light planing craft in commercial operation and running less than **800** hours per year.

- *Typical Boats:* High speed patrol, rescue, Navy, Coast Guard, and special high speed fishing boats and charter fishing boats. These vessels must have a hull configuration and a power to weight ratio that provides for a minimum cruising speed of 25 knots.
- Full power can be used a maximum of one hour per 12-hour operational period. Between full-load operational periods, engine speed should be reduced at least 10% from the obtained full-load engine speed.

Rating 5: LEISURE DUTY⁺

This power rating is intended for leisure applications only, which presumes operation by the owner for his/her personal recreation and running **less than 300** hours per year.

- Full power can be utilized a maximum of one hour per 12-hour operational period. Between full-load operation periods, the engine speed should be reduced at least 10% from the obtained full-load engine speed.

⁺Refer to EPA Guidelines in 40 CFR Part 94 at <http://www.epa.gov/oms/marine.htm> for use of certain rating 5 models in approved charter applications.

Industrial Engines (Industrial and Power Generation Systems)

	Warranty Period	Hour Limitation	Base Engine Components Coverage*	Hour Limitation
Prime Power	12 Months	None	24 Months	12,000
Stand-By	24 Months	1,000	48 Months	3,000

* Includes initial 24-month base warranty period. Covered Components: Block Casting, Crankshaft Forging, Intake Manifold, Exhaust Manifold, Fresh Water Pump Housing, Flywheel Housing, Front Transmission Cover, Oil Pan, and Connecting Rod Forging.

For complete details regarding warranty coverage see publication 47701066 and the Volvo Penta Power System Engine Limited Warranty.



Limited Warranty Statement Summary - Replacement Parts and Accessories

When a part on an out-of-warranty Volvo Penta product fails, a Genuine Volvo Penta replacement part purchased by the retail customer or installed as part of a customer-pay repair is covered by a 12-month limited warranty.

If a factory-installed part fails during the factory warranty period, the replacement part used in the repair assumes the balance of the warranty coverage remaining for the entire Product under the original warranty

Any part not included in the shipment of a new Volvo Penta product is considered a replacement part or an accessory and covered by the 12-month Parts and Accessories limited warranty.

Warranty coverage begins:

- On the date the part or accessory was initially sold or installed; or
- When the part or accessory was installed in a new vessel by an Original Equipment Manufacturer; or
- From the date of retail purchase; or
- From the date the part or accessory was put into service on a product used for internal purposes by a Business Partner, (i.e., demonstrator model)

Suitable proof of ownership (such as a retail receipt or work order) is required to obtain warranty service and reimbursement. You are required to attach a photocopy of the sales receipt or repair invoice to the Warranty Claim Application as proof of coverage. Labor incurred for the removal and replacement of parts or accessories under this warranty may be claimed only if an authorized Volvo Penta Business Partner performed the original installation.

There is no travel reimbursement for replacement part delivery or installation.

WARRANTY PROCEDURES

Preparing and Submitting Claims to Volvo Penta

Specific instructions for preparing and submitting Warranty Claim Application forms are available:

On VPPN: Create your claim in the Warranty Center which can be accessed from either the Home Page or the Service & Warranty tab. Step-by-step instruction on creating and processing your claim may be downloaded at: VPPN: Service & Warranty, Warranty Information.

You will be guided through each step of the process.

On Paper Forms: Information is also available on the reverse side of the paper warranty claim application.

Time Limitation - The warranty repair must be completed within 30 days of the date of failure and the completed Warranty Claim Application form must be submitted to Volvo Penta within 30 days of the repair. *Applications that do not fall within the 30 days-to-repair and 30 days-to-submission time periods will be denied.*

One Repair Per Claim – You must complete one Warranty Claim Application for each complete repair performed on any serial numbered Volvo Penta product or for any part included under the Volvo Penta Parts and Accessories Limited Warranty. Unrelated repairs, even if on the same product, require separate Warranty Claim Applications.

Flat Rate Labor Codes – To ensure the appropriate and most current flat rate labor codes are used when filing a claim, go to VPPN: Work Operations, click on the “*Search*” button to the right of the heading “Flat Rate Code.” If you can not find the code for the assembly you are working on, verify that you have entered the proper assembly serial number (engine, TSK, or drive) at the beginning of the claim.

Record Keeping Procedures

1. Documentation of Repair Work - Work Orders

The following elements must be provided in each work order associated with a warranty claim. Incomplete information related to any of these elements may cause a claim to be delayed in processing or returned:

Fault Description: “Complaint, Cause, Correction” - Service writers and technicians share responsibility for providing sufficient detail on a work order regarding a repair.

- “Complaint” – Describe the customer’s concern regarding the product. This information must clearly specify the symptoms as described by the customer to assist the technician in identifying the cause of the problem.
- “Cause” – The technician must provide a short, but detailed description of the problem.

- "Correction" – The course of action taken by the technician to correct or repair the problem.

Customer Authorization: Each work order must provide evidence that the customer authorizes you to begin the diagnostic / repair process. Whenever possible, obtain the customer's signature. If a customer's signature cannot be readily obtained, the customer's approval can be received via fax or by the phone and include a notation on the work order that is unique to the customer (e.g., the last four digits of his / her social security number; mother's maiden name) as evidence that approval for the work. Your service manager must initial the work order in the absence of a customer's authorization.

Service Writer / Service Manager Signature: The individual responsible for the initial interview with the customer should sign the work order as confirmation of the customer's acceptance of the proposed work and authorization to proceed.

Accurate Transaction Dates: All transaction dates (i.e., date of failure, repair date, claim filing date) should be recorded accurately to depict the actual sequence of events.

Engine Hours: The current engine hours must be recorded on the claim. Claims will not be accepted if the "Hours Used" field is blank. Failures that occur at initial start-up of a new engine should be shown as 0 hours, and the claim type selected should be Warranty Type 36 - Assembly Faults.

Technician Identification: Each work order should have at least one technician identified as the primary technician. Each technician should have his/her own unique identifier.

Accounting for Technician Labor Time: Actual time on the job (clock time versus flat-rate time) for a technician should be recorded on the reverse side of the work order either by hand, tear-tags or preferably, by use of a time clock. Regardless of which time recording method is used, the time recording should indicate the "time in" and "time out" on a job. This information can be used to confirm the allocation of a technician's time on given warranty repairs during a particular day. The lack of this information can be problematic if a warranty audit reveals inconsistencies in time usage in relation to a technician's actual workload. This basic measurement process can also assist service managers in assessing technician productivity and job efficiency.

Extra Time Labor Codes: If the repair does not have an assigned labor code, use the Extra Time Codes on the Partner Network to record the actual time used. Extra time codes require a detailed description of the work performed. Inadequate detail in this area may subject the claim to rejection, delay or charge back. Clearly state if you use "Extra Time" to cover a repair if a Flat Rate Code could not be found.

Parts Purchase and Disbursement Records: Include descriptions and serial numbers of installed parts on the work order. During a warranty audit, this information may be cross-referenced with records in your parts department to substantiate use of the parts charged to Volvo Penta for a warranty repair. Include a copy of the part requisition form in the customer's service file.

Secondary Repairs: A technician's visual inspection may reveal additional problems with the product beyond the initial work the customer requested or described. Service

management must authorize (initial) approval of warranty repairs that are not related to the customer's original complaint.

2. Documentation of Sublet Repairs

A copy of a sub-contractor's invoice must support all sublet work eligible for warranty coverage. This documentation should be filed in the customer's service record and include the following information:

- The name, address and phone number of the sublet facility
- The date of the repair
- The product's serial number
- A list of all parts used to complete the sublet repair: a description, part number and itemized cost
- A complete description of all work performed
- Separate parts and labor totals

Sublet repairs valued at \$500 or more must be approved by the Volvo Penta Warranty Administration Department.

3. Documentation of Pre-Authorized Repairs

Refer to section entitled **Prior Authorization for Major Component Replacement** on page 14. Replacement of major components covered by a Volvo Penta warranty requires prior authorization. A Business Partner may obtain preauthorization by telephone or by using the "Warranty Authorization Request" link on the left column of the VPPN Service & Warranty page.

Once authorization is granted, you will receive an authorization number which must be included on the Warranty Claim Application. Evidence of preauthorization should be included in the customer's file whenever approval by Volvo Penta is required to proceed with a warranty repair.

Procedures for Returning an Installed Failed Part

See the section titled "Parts Return and Scrap" on page 9.

Please be sure to sign and date the copy of the Warranty Claim Application form enclosed with the part to submit the claim for reimbursement.

All returned parts must be identified using Volvo Penta claim tag, part number 7750070, or a copy of the Warranty Claim Application from which may be printed from VPPN.

Prior to sending a part to Volvo Penta: Drain all fluids including fuel, lubricant, and coolant... We will charge you \$50 if this is not done. In addition, you will be held responsible by the shipping company for associated clean-up costs and damage caused if the package leaks during shipment.

Pack components securely - whenever possible, repack the returned part in the carton or crate in which the replacement component was originally shipped.

Shipping instructions - Unless otherwise instructed, return designated failed warranty parts with a copy of the completed Warranty Claim Application to:

In the US:

**Volvo Penta Warranty Returns
1400 Volvo Penta Drive
Chesapeake, VA 23320
Attn: Warranty Return Material**

In Canada:

**Volvo Penta Canada
7972 Enterprise Street
Burnaby, BC V5A 1V7
Attn: Warranty Returns**

In the US: Please use Volvo Penta UPS Parts Return program or FedEx PRP label ordered through Volvo Parts P/N 7796083 on items weighing less than 70 pounds. By using one of these two programs dealers will no longer need to claim freight charges on their Warranty Claim Application.

Do not return parts via airfreight unless specifically instructed to do so by a Volvo Penta representative.

For items too large or heavy to be shipped by parcel freight (over 70 pounds) **in the US**, please contact Roadway Special Services at 1-800-357-9199 and provide the following information:

1. Pickup Location
2. Number of Pieces and Estimated Weight
3. Warranty Authorization Number, Serial Number or Claim Number

You will establish the pickup location and date with Roadway Special Services. A bill-of-lading will be faxed to you prior to pickup. Roadway Special Services will not charge you for any freight expenses. **Roadway Special Services is only to be used for warranty items being returned to the Chesapeake, Virginia location.** Assemblies must be returned without oil and coolant; however, be prepared to provide a sample of each upon request on a case-by-case basis.

For Canadian shipping instructions please contact VPC Warranty Administration at 800-257-3682 ext.5229.

Replacement of Complete Assemblies vs. Repair - Volvo Penta recommends that whenever possible components are repaired or rebuilt rather than replaced. Assembly replacement is acceptable only when:

- The repair costs exceed the replacement costs
- The parts to complete the repair are not available from Volvo Penta
- The unit cannot satisfactorily be repaired

If a Volvo Penta Exchange Part is used for a warranty repair, return the core (with the other failed parts) as noted above. The exchange part number should be included on the Warranty Claim Application together with the other parts used in the repair. A credit for the core will be refunded after inspection of the part by the Warranty Administration Department.

Warranty Repair Procedures for Non-Volvo Penta Components

Robert Bosch Components - All Bosch mechanical fuel injection and electrical components installed on Volvo Penta products are warranted directly by the Robert Bosch Corporation. Volvo Penta will reimburse you for labor costs involving the removal and replacement of Bosch components warranted by Bosch. A copy of the Bosch Warranty Claim Form must be attached to the Volvo Penta Warranty Claim Application when submitting for a claim to Volvo Penta for labor and any reasonable shipping costs incurred.

The Bosch Authorized Service Dealer Directory outlines the Bosch Premium Warranty and lists all Central Distributors and Service Dealers in the U.S. and Canada. This directory is available directly from Robert Bosch Corp. on the Internet at www.boschservice.com or on VPPN (*Service & Warranty, Warranty Information, Bosch Authorized Service Dealers*).

The Bosch Central Distributor or Service Dealer requires verification that the components submitted to them have been taken from an engine covered under the Volvo Penta Limited Warranties. When delivering or mailing components to Bosch, please include a copy of the completed Volvo Penta Warranty Claim Application. Specify that the component is being submitted for repair or replacement under the Bosch limited warranty. You must provide proof of Volvo Penta warranty coverage and include a statement requesting Bosch warranty repair / replacement to avoid being charged by Bosch.

Transmissions - Only marine transmissions manufactured or branded by Volvo Penta are covered by the Volvo Penta Warranty. Transmissions produced by Borg-Warner / Velvet Drive, ZF/Hurth, Twin Disc, etc. are warranted by the respective manufacturer. Contact the transmission manufacturer's local distributor for warranty coverage information on the Internet at:

<http://www.velvetdrive.com/>

<http://www.ZF-Marine.com/Dealers>

<http://www.twindisc.com/>

Preparing a Pre-Delivery Commissioning Checklist

A First Launch or Pre-Delivery Commissioning (PDC) Checklist must be completed for each new Volvo Penta gasoline and marine diesel engine, including engines used in repowering. PDC forms are available on VPPN (*Service & Warranty, Warranty Statements, Marine Gas or Marine Diesel*) or directly from Volvo Penta Warranty Administration.

- Diesel Engines First Launch Checklist - Publication 7797298
- "Re-power Checklist" – Publication 7797299
- Gas Engines – General Pre-delivery Inspection

The procedure for this process differs between gasoline and diesel engines.

PDC - Gasoline Engine Procedure: The boat owner does not have to be present for the PDC, but you should review the PDC Checklist and provide a copy as a part of the delivery process. The boat owner must sign the document. You should retain a copy of the PDC Checklist in the owner file.

PDC – Marine Diesel Procedure (includes Re-power): The completed PDC Checklist must be submitted to Volvo Penta Warranty Administration along with the warranty registration card within 30 days of the delivery date to the first retail customer. Do not submit this information with a warranty claim form. A copy of the PDC Checklist should be retained in the customer's file.

If completing this process on the Volvo Penta Partner Network, follow these steps:

1. Go to the Warranty Center
2. Download or print the PDC – Diesel or PDC – Re-power forms
3. Complete inspection with the boat owner present, complete the PDC Checklist and request their signature on this document
4. Register the Product on-line and check the PDC box; a PDC claim number will be generated
5. Enter PDC claim number on PDC form
6. Mail or Fax the PDC document to Warranty Administration in the US at 757-436-5152 or in Canada at 604-872-4606.

If the product is already registered as a demonstrator, update the Owner Registration Form, check for correct information, check the PDC box, and press update.

SITUATIONS

What to do if a Claim is Rejected or Charged Back

Upon receipt of a rejected warranty claim, your service department should thoroughly review the reason for the rejection. Keep in mind that Volvo Penta's Limited Warranties apply to defects in material or workmanship only. If you request review of a claim decision, follow these procedures:

- Make a copy of the rejected claim and all supporting documentation.
- State the reason(s) and the supporting detail for the appeal
- Submit these copies with a letter of explanation to:

In the US:

**Volvo Penta of the Americas, Inc.
1300 Volvo Penta Drive
Chesapeake, VA 23320
ATTN: Product Support Manager**

In Canada:

**Volvo Penta Canada
7972 Enterprise Street
Burnaby, BC V5A 1V7
Attention: Warranty Manager**

The warranty claim will be re-evaluated and a decision will be made within 15 days from receipt of this information. All requests for appeal must be made within 30 days of the original rejection date.

This same procedure will be applied to warranty claims that are charged back. Charge backs will occur for claims that are duplicates, unsubstantiated or which do not meet the requirements stated in this manual.

In the Event of a Warranty Audit

Periodically, Volvo Penta will conduct audits of warranty transactions at the sites of various Business Partners. This process is designed to provide both parties with feedback essential to maintaining an efficient and effective warranty program. Warranty audits assist us manage overall warranty costs that, if left unchecked, would hamper our ability to offer a competitively priced product line.

If we notify you of an impending warranty audit, we will ask you to make the following information available for review on your premises during normal working hours:

- Customer Service Files (organized alphabetically)
 - Completed work orders
 - Approved Warranty Claim forms
 - Parts requisition forms
 - Sublet invoices (if applicable)
 - Pre-Delivery Commissioning Checklists (if applicable)
 - Any other documentation relevant to repairs
- Parts Transaction Data
- Technician Time Cards
- Travel Logs (diesel only)

We will notify you if other information is needed.

Information must be readily accessible by the audit review team. Failure of the warranty audit may subject the Business Partner to disciplinary action including up to termination of the Volvo Penta Agreement.

Volvo Penta also reserves the right to contact your warranty customers, without the express permission of the Business Partner, to discuss any details of the customer's warranty experience.

Warranty Review Program

Business Partners with abnormal or extraordinary warranty expense levels may be placed in a Volvo Penta Warranty Review Program. Volvo Penta may impose one or more of the following procedures to assist in improving warranty performance:

- Prior approval of all warranty repairs
- On-site claims review
- On-site parts scrap-out
- Increased parts retention period or 100% parts return
- Special labor controls
- Mandatory attendance at Volvo Penta Warranty Training

You will be notified in writing if Volvo Penta requires your business to participate in the Warranty Review Program.

Service Campaigns

On occasion, Volvo Penta may issue a *Volvo Penta Campaign Service Bulletin*. *Campaign Service Bulletins* will be sent to all authorized Business Partners even though some campaigns affect relatively few Business Partners. Each bulletin provides specific campaign information and instructions. Your reimbursement will only cover the specified service task(s) on covered products.

Servicing Business Partners are required to perform campaign inspections and/or modifications for owners all campaigned products, regardless where the product was purchased. Please note the affected serial number range and carefully follow all campaign procedures. Most campaign claims should be filed on the Partner Network unless specifically instructed otherwise.

When the product is in dealer inventory, or a boat with the service campaign problem is in for another repair, do not return the boat to the customer until the identified problem is corrected. To do otherwise may be a violation of Federal Law.

Warranty registered owners will be notified by letter regarding a service campaign and will be directed to the nearest Volvo Penta dealer for service.

Warranty Publications

The following warranty related publications can be ordered directly from the Volvo Penta Parts Department:

Publication:

- 7750080 Warranty Claim Application Forms (maximum 1 pack per order, 25 forms per pack)
- 7796083 Warranty Parts Return Pre-Paid FedEx PRP Labels (pack of 10)
- 7750070 Warranty Parts I.D. Tag
- 7799298 First Launch Commissioning Checklist and Payment Application Form (Carbonless Forms)

The Following items can be downloaded from the Partner Network at <https://www.vppn.com> free of charge.

- 47700967 North American Limited Warranty (Marine Gasoline, Marine Diesel, Parts and Accessories)
- 47701066 North American Limited Warranty (Industrial and Power Generation Systems, Parts and Accessories)
- 7737692 Volvo Penta International Warranty Statement (For products outside North America)
- 47700636 Volvo Penta of the America's Warranty Policy and Procedures Booklet
- 7732657 Blank Warranty Registration Cards
Labor Rate Update Form

Supplement - Warranty Coverage Guide

This section of the manual is intended to provide expanded explanation regarding some of the most frequent issues pertaining to Volvo Penta warranty claims. This summary is provided solely as a convenience to the reader, and does not modify or change Volvo Penta's Warranty Policies and Procedures.

Accessories - Covered by Volvo Penta for 24 months if originally installed on boat with a complete engine package or for 12 months if retail sold or installed by a Business Partner.

Bellows – typically considered a maintenance item. Holes in the universal joint bellows are usually caused by contact with foreign objects or excessive rpm at high tilt positions. A manufacturing defect in the bellows itself may be covered.

Consequential Expenses - Haul-outs, storage, towing, hotels, meals, loss of time, loss of income, loss of use of product, boat rental, fuel or lubricant usage, telephone calls, or any other consequential items not specifically covered in the limited warranty are the customer's responsibility.

Detonation Damage - Damage from detonation or pre-ignition is not typically considered a warrantable failure. Contact the Product Support Department prior to starting any detonation related repairs.

Diagnostic Time - Unless specifically listed separately, the time allowances in the Flat Rate Guide include diagnostic time. If there is no flat rate code for the operation, or if additional diagnostic time is required, a detailed explanation should be given on the claim. A Volvo Penta Service Department Representative must authorize extraordinary labor requests and provide an authorization number before repairs are made.

Diesel Fuel Injection Components – Many fuel injection components for diesel engines are warranted directly by Robert Bosch Corporation. Refer to the Bosch Component Warranty section on page 30 for details. R&R labor will be paid by Volvo Penta if the component repair is covered by Bosch.

Drive Belts - Considered a maintenance item unless damaged by a failed part covered under warranty.

Filters, Oil – Considered maintenance items unless replaced as part of a warranty repair procedure.

First Retail Customer – This is the initial owner of the product and may either be an individual consumer or a business entity. Warranty coverage begins on the date the product is delivered to first retail customer or placed into demo service.

Goodwill Claims - Goodwill is **not** warranty. Requests for goodwill coverage of a repair will only be considered if special reasons and circumstances are present. Volvo Penta approval of a goodwill request does not set precedent for approval of future goodwill requests. Any approvals for goodwill coverage must be accompanied by an authorization number provided by Product Support.

Impellers - Considered a maintenance item unless damage is caused by a warranted part.

Labor Rate Reimbursement - Labor rate reimbursement is based on the Business Partner's hourly retail labor rate as approved by Volvo Penta. Labor rates are subject to review by Volvo Penta and are valid for a minimum of one year from the date of approval. *Labor rate is conditional on fulfilling contractual obligations with Volvo Penta, including regular service school attendance, subscription to the Volvo Penta Partner Network, and other requirements as outlined in the Terms and Conditions of your Volvo Penta Agreement.* Requests for labor rate increase may be submitted using a Labor Rate Update Form found in the Dealer Information section of Partner Network.

Major Component - Major components include full assemblies such as bobtail engines, long blocks, transom shield assemblies, complete sterndrive assemblies or the upper or lower gearcase assembly, turbochargers, diesel fuel injection pumps, thrusters, IPS drives or the upper or lower IPS gearcase assembly, SUS steering motors.

Normal Maintenance Items – Include, but are not limited to: engine tune-up, checking, cleaning and gapping of spark plugs and breaker points, setting carburetors, adjusting air gap on electronic distributors, adjusting drive belts, checking and adjusting timing, changing oil and filters, checking and adjusting throttle and shift cables, recalibrating EDC controls, repairing improperly run and/or bent shift control cables, impellers, bellows and most rubber parts. Normal maintenance items are not covered under warranty and are the owner's responsibility.

Oil, Oil Filters, Lubricants and Fluids - Considered maintenance items unless replaced as part of a warranty procedure.

Pre-Delivery Commissioning (PDC) and First Service Inspection (FSI) - Considered the responsibility of a Business Partner (the PDC) and boat owner (the FSI).

Replacement Parts (Over-the-Counter Sales) - Covers defective parts only (no labor) for 12 months, no hour limitation, from the date of original parts purchase. Labor expense may only be claimed if an authorized Volvo Penta Business Partner originally installed the part.

Shelf Life Period – This is the period of time during which an unsold Product may be stored and remain suitable for use. The total amount of time Volvo Penta allows for warranty eligibility and coverage of unsold products is no more than 48 months from the date the Product was shipped from the factory and includes shipping, transit, and inventory time, hull/machine construction, and any applicable warranty coverage. All warranty coverage will end when the Product has aged beyond 48 months from date of shipment.

Storage Damage - Damage caused by improper or prolonged storage is not covered under warranty. This includes, but is not limited to, gummed cooling or fuel systems, dried and cracked belts, hoses and seals, paint flaking and lifting, seized components, corrosion, and freeze damage.

Volvo Penta Service Training Program

Volvo Penta is committed to maintaining a service training program that keeps you at the forefront of delivering a quality service experience to your customers. Each year Volvo Penta's service school curriculum is evaluated and updated to incorporate the most recent developments in Volvo Penta products and service techniques. Class sizes are kept small to allow "hands-on" learning or offered via the internet. Applications for enrollment are processed on a first-come, first-served basis determined by the date they are received.

The benefits of maintaining technical training certifications:

- The ability to remain in compliance with your Volvo Penta Agreement
- Increased technician efficiency and productivity
- Higher customer satisfaction translating into long-term customer relationships
- Increased job satisfaction for technicians
- Full reimbursement of your approved warranty labor rate

With multiple training facilities in the U.S. and Canada, a range of scheduling options and e-Learning options, accessibility to Volvo Penta technical training has never been easier. To learn more, go to the training tab in Partner Network.



FORMS & DOCUMENTS

Partner Network Claim-In-Process

View Claim

Claim Header

Claim Number	16167385	VP Serial Number	1012611481
Warranty Type	PRODUCT WARRANTY	Campaign Number	
Customer/Dealer Number	0	Authorization Number	1-LJ830D
Failure Date (mm/dd/yyyy)	02/23/2009		

Product/Owner

Owner Name	VALDES	Model Name	D12D-D MP
Spec. Number	868997		
Type of Use	1 - Pleasure		
Shelf Expire Date (mm/dd/yyyy)		Expiration Date (mm/dd/yyyy)	04/03/2010
Delivery Date (mm/dd/yyyy)	04/03/2008		
Hours/Distance Used	138	Unit of Measure	Hours

Fault

Repair Date (mm/dd/yyyy)	03/27/2009	Customer/Dealer Reference Number	LOS BEBIT
Reason Code	25 - WATER LEAK/INGRESS		
Function Group	2529 MISCELLANEOUS		
Failed Part Number (No check digit)	3836126	EXHAUST PIPE ELBOW	
Fault Description	CUSTOMER COMPLAINED OF SALT WATER LEAK AT RISER, PIN HOLES A T WELD ON RISER, R AND R RISER WITH ALL NEW HARDWARE AND GAS KETS		

1-1302100285

Work Operations

Labour Rate		Total Labour Hours	2,9
--------------------	--	---------------------------	-----

Flat Rate Code	Hours	Text
25507	0,5	TURBO CHARGER - CHECK
25245	0,3	HOSE, EXHAUST - R&R
17001	0,5	CLEAN ENGINE SPACE
19924	0,2	PACK AND SHIP FAILED PART TO WARRANTY
20009	0,4	ENGINE - TEST RUN, AFTER REPAIR.
25232	1	EXHAUST BEND/ ELBOW - R&R

Volvo Penta Parts Replaced Under Warranty

Parts Number	Qty	Description	Retail Price	Trade Price
981000	6	FLANGE SCREW		
3836126	1	EXHAUST PIPE ELBOW		
813644	1	HOSE ATTACHMENT		
940183	6	HEXAGON NUT		
941908	6	SPRING WASHER		
863353	3	GASKET		
479972	6	STUD		

Travel

Description	Rate	Amount
Travel Time	0	
Distance	0 Miles	
Other Costs		

Sublet

Sublet Description MACHINE SHOP REMOVE BROKEN BOL

Sublet Cost

Message to dealer

CLAIM WILL BE PROCESSED WHEN PARTS ARE RETURNED
RETURN ALL PARTS TO CHESAPEAKE WITHIN 30 DAYS.

Credit Note

**** WARRANTY CREDIT NOTIFICATION ****

VOLVO PENTA OF THE AMERICAS*PUERTO RICO*
 1300 VOLVO PENTA DRIVE
 CHESAPEAKE, VA 23320
 Tel.757-436-2800 EXT 7012
 Fax.757-436-5152 (WARRANTY)

Customer No. . . :
 Claim No. . . . : 61560730
 Customer Ref. . : SA !
 Date : 8/10/02
 Our Ref. : Warranty
 Credit Note No : 849231
 Page : 1

Work Specification	Flat Rate	Hours	Rate	Amount
IGNITION SWITCH - REPLACE	36411	.5		
Total Labor			68.25	34.13

Part No Description	Qty	Price	Disc.	Amount
864277 STARTER SWITCH	1	173.89	15.00	147.81
Total Parts				147.81

Travel Time	Rate	Distance	Rate	Other Cost	Tot travel
1.00	61.43	18	.35	.00	67.73
Total Sublet					10.00

MESSAGE TO DEALER : RETURN FAILED PARTS TO WARRANTY FOR INSPECTION.
 SUBLET ADJUSTED FOR SHIPPING.

Total Claim 259.66
 Credit Total (USD) 259.66

Product Registration Update Form

**VOLVO
PENTA**

Volvo Penta of the Americas, Inc.

1300 Volvo Penta Drive
Chesapeake, VA 23320

Phone 757-436-5100
FAX 757-436-5153

PRODUCT REGISTRATION UPDATE FORM

This form is to be used to update ownership information with Volvo Penta in the event of a change of address or transfer of ownership. FAX or Mail to the above address.

Product Information:

Engine serial number(s) _____

Other components serial number(s) _____

(Note: All Volvo Penta serial numbers are 10 digits long).

Request type:

Change of address Change of ownership

New owner and / or new address information (proof of ownership required):

Name _____

Address _____

City _____ State _____ ZIP _____

For transfer of ownership only:

Original owner (if known) _____

Reselling dealer (if any) _____ Transfer date _____

Contact in the event that additional information is needed (proof of ownership required):

Contact Name _____

Telephone _____ Fax _____ E-Mail _____

Pre-Delivery Commissioning Checklist – Diesel Engines

VOLVO PENTA OF THE AMERICAS, INC. First Launch Commissioning Checklist and Payment Application

Engine Model	S/N	Hull or Certificate No	
Transmission brand	Model	Ratio	S/N
Prop size	Prop Rotation	Single/Dual station	
Single/Twin Installation	Port/Starbord Engine		
Boat Brand	Model	Year	L.O.A
Weight as tested (lbs):	Fuel: E ¼ ½ ¾ F	Water: : E ¼ ½ ¾ F	
Additions : Tower Canvas Genset Dingy Davits Bottom Paint Other:			
Application: Commercial Pleasure Hours Rating: 1 2 3 4 5 HP:			
Inspecting Dealership:			
Street Address	(City)	(State)	(Zip)
Dealer Number	PDC Claim number	Phone Number	

INSTALLATION CHECK

Engine securely lagged or bolted down	Oil level, engine, and transmission
EDC installed to Volvo Penta specifications	Fuel lines, tank vents and fittings proper and secure
Couplings secure	Primary filter secure; no leaks
Sea cock open; not leaking	Shaft logs/stuffing box; no leaks
Sea strainer secure; no leaks	Battery polarity/switches ok

ENGINE CHECK – BEFORE STARTING

Controls – operation/adjustment	Fuel system primed; vented; no leaks
Belts – condition and adjustment	Warning lights; alarms working
Cooling system – filled and purged	All water and oil drains tight

ENGINE CHECK – AFTER STARTING

Oil pressure – cold	Recheck transmission oil
Exhaust system – no leaks	Oil leaks: engine transmission
Sea water cooling supply – no leaks	Max RPM no load
Fresh water cooling system – no leaks	Idle speed neutral
All instruments reading normally	Alternator output: Volts

SEA TRIAL Conditions: Ambient Temperature: Seas: Wind:

Oil pressure – hot	Turbo boost, max throttle
Water temperature – hot	Turbo boost, cruise throttle
Verified max RPM underway	All systems normal during test
Reference RPM/Speed (300 RPM below rated RPM) average up/downwind :	RPM mph/kn
Maximum speed up-wind: mph/kn	Maximum speed down-wind: mph/kn
Speed measured by: GPS Radar Gun Other	Alignment acceptable: Yes Needs adj.

WHEN BOAT IS IN POSSESSION OF RETAIL OWNER – COMPLETE THE FOLLOWING

Owner's name and address	
Warranty registration card mailed	Volvo Action Service explained to owner
Warranty terms explained	Maintenance schedule reviewed
First Service Commissioning explained	Owner's manual reviewed
SeaKey activated	Explain EVC operation (if equipped)

OWNER'S SIGNATURE

INSPECTING TECHNICIAN'S SIGNATURE

Date & Place of Inspection Delivery Date:

Original: VPA

Copy 1: Owner

Copy 2: Dealer

Publ. No. 7797298 rev. 12-21-07

Repower Checklist and Exception Report

VOLVO PENTA OF THE AMERICAS, INC. Repower Checklist and Exception Report

Engine Model _____ S/N _____ Certificate No _____

This is a supplement to the Start Up and Sea Trial Checklist. Please fill out completely if this is a prototype installation or repower, or is otherwise not a standard production boat installation. Also, list any defects found or corrections that need to be made. General comments pertaining to the installation will be appreciated.

SECTION A

Shaft diameter	Fuel supply hose, size and length:
Shaft angle	Primary fuel filter: Brand Model
Engine inclination, static	Sea strainer type
Engine inclination, under way	Sea strainer size
Exhaust size at turbo elbow	Water intake size, inside diameter:
Exhaust size at mufflers	Battery type and size:
Make of muffler	Exhaust back pressure – full load:
Muffler size and type	Exhaust back pressure – cruise:
Total exhaust length	Exhaust temperature – full load:
Exhaust flex section at turbo – length	Exhaust temperature – cruise:
Distance turbo C/L to Static water line:	Battery cable length
Adequate ventilation	Battery cable gauge
Engine room depression	Gauges and alarm: Volvo Penta Other
Adequate clearance for servicing engine	EDC installed to Volvo Penta specification

SECTION B

List conditions that need correction.

Comments

Owners Signature _____ Inspecting Technicians Signature _____

Date & Place of inspection: _____

Please leave attached to Checklist and Payment Application and return to:

Volvo Penta of the Americas, Inc.
1300 Volvo Penta Drive
Chesapeake, VA 23320

Original: VPA

Copy 1: Owner

Copy 2: Dealer

Publ. No. 7797299-0

Pre-Delivery Commissioning Checklist – Gasoline Engines



Volvo Penta of the Americas, Inc.

1300 Volvo Penta Drive
Chesapeake, VA 23320

GENERAL PRE-DELIVERY INSPECTION ALL GASOLINE I/O DRIVE SYSTEMS

To insure the highest level of product satisfaction and reliability, Volvo Penta requests that the delivering dealer complete the following Pre-Delivery Inspection checklist and keep a copy on file.

- Check tightness of all engine mounting bolts.
- Check tightness of transom shield mounting hardware.
- Inspect all bellows for proper installation and, where applicable, the markings "UP" and "Drive" are oriented correctly.
- Check tightness of bellows clamps and all hoses.
- Check engine alignment using appropriate alignment tool.
- Install sterndrive per Volvo Penta instructions and check tightness of all fasteners.
- Coat propeller shaft with approved grease and install correct size propeller(s).
- If sterndrive or transom shield is to be painted, only use paint expressly developed for this purpose. Do not paint anodes. Do not allow copper base anti-fouling paint to contact the sterndrive, transom shield, or any bonded underwater fittings.
- Check engine and sterndrive lubrication levels. *Caution:* Do not overfill.
- Lubricate all grease fittings and linkages following service recommendations.
- For inboard transmission systems, check propeller shaft alignment, tightness of shaft flange fasteners, stuffing box operation, and fluid level in inboard transmission.
- Check fluid levels in the power trim system and if equipped, the power steering and fresh water cooling systems.
- Check drive belt(s) tension.
- Check steering for correct operation and tightness of all fasteners. The steering arm should not contact the transom cut-out at full travel.
- Check battery condition, including battery cable connections and minimum amp requirements.
- Check wiring harness connections for tightness. Secure any loose wiring.
- Check tightness of all water, fuel, and exhaust clamps, fittings and drain plugs.
- Check tightness of flame arrestor.

Start engine and check that:

- No leakage of fuel, water or exhaust gas occurs.
- Engine oil pressure and voltage readings are normal.
- Check that engine temperature and charging systems are within specifications throughout RPM range.
- All gauges, instruments, and alarms operate correctly.
- All steering, shift, and throttle controls operate correctly.
- Engine ignition timing and idle RPM are within specifications.
- Power trim operates correctly.
- Water test boat to insure correct operation of steering, shift/throttle controls, and instrumentation. Check to insure that Wide Open Throttle engine RPM is within recommended range with customer's typical load.

Review with the new owner/operator:

- Operator's manual and power package operation including controls and instruments.
- Service and maintenance schedules including First Service.
- Warranty statement and owner's obligations, and Volvo Action Service.

Complete the Volvo Penta Warranty Registration by obtaining all serial numbers directly from the product serial number plates and enter the information online or mail the registration card.

Mail the registration card to:

Warranty Registration
Volvo Penta of the Americas, Inc.
1300 Volvo Penta Drive
Chesapeake, VA, 23320

Pre-delivery Inspection labor and any parts expense are not covered by the Volvo Penta Limited Warranty.

Authorized Warranty Claim

VOLVO PENTA

Volvo Penta of the Americas, Inc.

Authorized Warranty Claim

Page 1
4/9/2009

Issue ID: 1-12301156501	VPA Service Rep: JAMES KOONTZ	Date Fallure: 3/30/2009 6:34:42 AM
Authorization ID: 1-AICAS6	Date Issued: 3/31/2009 11:40:07 AM	

Owner

MR. CUSTOMER
110 N.ANY RD.
SAN JOSE, CA

Dealer

Name: MARINE SERVICE & REPAIR (123456)
Address: 2345 MARINA RD.
City: LOS ANGELES
State / ZIP: CA / 95456
Phone: +2098765432
Fax: +2098910112
Contact Name: JOE BOATTECH

Installation

Hull Number: ANA00255H708
Type of Use: Pleasure
Installed In: ALLBRAND
Number of Engines: 1

Summary of Cost

Labor:	\$89.00 x 2.60 = \$231.40
Travel Miles:	\$0.00 x 0.00 = \$0.00
Travel Hrs:	\$0.00 x 0.00 = \$0.00
Parts:	\$0.00 x 0.00 = \$0.00
Sublet:	\$0.00 x 0.00 = \$0.00
Misc:	\$0.00 x 0.00 = \$0.00
Approved Authorization Total:	\$231.40

Product	Serial Number	Spec Number	Delivery Date	Failed Unit
SX-A 1.60	4202183199		01/23/2009	<input checked="" type="checkbox"/>
TSK SX-ALT42	4151136620		01/23/2009	<input type="checkbox"/>
5.0GL-H	4012198261		01/23/2009	<input type="checkbox"/>

Guide Code	Comments	Description	Rate	Hrs/Miles	Total
44105		Test Run Before Repair	\$89.00	0.30	\$26.70
44102		Drive R&R	\$89.00	1.00	\$89.00
44106		Test Run After Repair	\$89.00	0.30	\$26.70
19934		Pack & Ship Failed Unit	\$89.00	0.50	\$44.50
44100	Drive inspection	EXTRA TIME - DRIVE/ IPS (MUST PROVIDE DETAILS)	\$89.00	0.50	\$44.50
Total					\$231.40

Description of Failure:

Complaint: drive noise then engine stall Cause: drive locked up, gear lube was fill, dealer has removed caps for inspection and has found gear and bearing damage, photos attached Correction: R&R drive unit due to upper gear failure

Description of Repair:

SX/DPS Drive Replacement

Parts Disposition:

RETURN FAILED PARTS TO VOLVO PENTA WARRANTY DEPARTMENT. SEE ATTACHED RETURN INSTRUCTIONS.

Dealer Comments:

Dealer Signature:

Date:

**ALL WARRANTY CLAIMS ARE SUBJECT TO AUDIT AND FAILED PARTS INSPECTION
WARRANTY CLAIMS RECEIVED AFTER 30 DAYS FROM DATE OF REPAIR ARE NORMALLY
DENIED**

Parts Total \$0.00	Labor Total \$231.40	Travel Total \$0.00	Sublet Total \$0.00	Claim Total \$231.40	Labor Total 2.60 Hrs
Failed Part No 21130882	Function Group 0944	Reason Code 82	Type 31		Auth No

Warranty Labor Rate Update Form

VOLVO PENTA OF THE AMERICAS, INC.

1300 VOLVO PENTA DRIVE
CHESAPEAKE, VA 23320

800-445-2628 EXT. 7012 / 7645
757-436-5152 WARRANTY FAX

WARRANTY LABOR RATE UPDATE FORM

It is Volvo Penta of the Americas, Inc. policy to pay the Dealer's standard retail labor rate when reimbursing for warranty repairs if the following conditions are met: * †

- The Dealer has on staff at least one employee who has attended a relevant Volvo Penta Service School within the past twenty-four months.
- The Dealer's requested rate is reasonable and competitive within the Dealer's market area as determined by Volvo Penta.

This form can be used to update the Dealer's hourly labor rate on an annual basis. Please complete this form and mail or fax to: Volvo Penta of the Americas, Inc. Warranty Department (fax 757-436-5152).

Dealer Code	_____	Date	_____	Tel.	_____	Fax	_____
Dealership Name	_____						
Address	_____						
City	_____	State	_____	Zip	_____		
Posted Retail Labor Rate	_____	Average Area Market Rate	_____				
Requested By	_____	Title	_____				
Signature	_____						
Technician's Name	_____						

Volvo Penta Use Only, do not write below this line.

New Approved Rate _____ Partial Increase _____ Disapproved

Last Changed _____ Effective Date of Increase _____

Notes: _____

Approved By _____

* Your labor rate will be reduced by 10% if you have not attended the required service school in the last 2 years, 15% if not within the last 3 years and 20% if not within the last 5 years.

† Your labor will not be adjusted unless you are subscribed to the Volvo Penta Partner Network.
<http://www.volvopenta.com/partnernetwork>

