

# Service Manager Bulletin

TITLE:

**New Repair Method Available**

<b>GROUP:</b> 51	<b>NO:</b> 003	<b>ISSUING DEPARTMENT:</b> Warranty	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2022-08-02	<b>STATUS DATE:</b> 2022-08-02
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**“Right first time in Time”**

## Reference TJ 35833 and SE-013

Volvo Car USA, LLC is pleased to announce that a new repair method has been approved as an option to correct customer concerns of vibration while braking. This new method of disc resurfacing, using an approved **On-Car Brake Lathe** (*See Shop Equipment bulletin 013 for brake lathe options*), reduces possible lateral runout due to minor variations in mating surfaces between the hub and a replacement disc.

## COVERAGE GUIDLINES:

This new repair method is available to be performed on vehicles as a first repair attempt during the New Vehicle Limited Warranty (US) or the New Vehicle Warranty (Canada).

## RETAILER RESPONSIBILITY

Vehicle history must be checked in Warranty Inquiry to verify this repair is a first repair attempt on the concerned axle. A valid printout from an approved On-Car Brake Lathe (*See Shop Equipment bulletin 013 for brake lathe options*) showing the VIN with the measurements for lateral runout and thickness *before* resurfacing, and the lateral runout and thickness *after* resurfacing. Also, the VIDA printout showing specifications for the current vehicle is required to be attached to support the claim.

If the thickness measures below the minimum specification as outlined in VIDA (before or after resurfacing) then proceed to disc replacement and retain the disc(s) for Technical Material Analysis per the *Document Defects* section of the [TMA Warranty Parts Handling Guidebook](#).

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## CLAIMING INSTRUCTIONS

Retailers are required to submit a long form claim for reimbursement. The following claiming information must be followed when submitting a claim for processing.

All jobs require a printout from approved **On-Car Brake Lathe** (*See Shop Equipment bulletin 013 for brake lathe options*), showing the VIN, before resurfacing lateral runout and thickness, and after resurfacing lateral runout and thickness along with VIDA printout showing specifications for current vehicle are required to support a claim, attached to the work order. The sequence number from this printout should be added in the claim text on line 2 after the Technical Journal reference (TJ 35833).

Claim Type: 01  
Cause Code: 45  
CSC Code: V4  
Main OP: 98767-2 Brake disc lathe front incl. brake pads  
98768-2 Brake disc lathe front excl. brake pads  
98770-2 Brake disc lathe rear incl. brake pads  
98771-2 Brake disc lathe rear excl. brake pads

If replacing discs after resurfacing add:

51141-3 Brake disc front x1 replace Qty. 2  
51241-3 Brake disc rear x1 replace Qty. 2

Separate claims are required when performing repairs on both the front and rear during the same visit.

## FAQ

**Q:** What do I do in the event our approved on-car brake lathe damages a disc causing replacement to be needed?

**A:** With any workshop equipment, a certain level of maintenance and training is required. Replacement of discs due to equipment malfunction, lack of maintenance, or proper training will not justify the usage of the above operations in conjunction with disc replacement. In these cases, proceed with disc replacement following the VST as if resurfacing was not attempted and retain the disc(s) for Technical Material Analysis per the *Document Defects* section of the [TMA Warranty Parts Handling Guidebook](#).

**Q:** Is this a required repair method for warranty repairs?

**A:** No, this is an optional repair method that has been approved as a first repair attempt during the New Vehicle Limited Warranty (US) or the New Vehicle Warranty (Canada).

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**Q:** Will retailers be required to purchase an approved on-car brake lathe if we already have one that is not on the special tool bulletin?

**A:** An on-car brake lathe will not be a required tool at this time, however, use of this approved method does require an approved **On-Car Brake Lathe** (*See special tool bulletin for brake lathe options*). *Claims made by retailers that cannot furnish the required documents from the approved equipment will have claims adjudicated appropriately.*

**Q:** We have a vehicle that is back in the workshop with vibration pulsation identified on the previously repaired axle. What is the proper repair method?

**A:** As noted, this repair method has only been approved as a first repair attempt during the New Vehicle Limited Warranty (US) or the New Vehicle Warranty (Canada).

**Q:** What if the initial measurements report the disc is already or close to the minimum thickness specification or the runout is too great to be corrected while remaining above the minimum specification?

**A:** In these cases, proceed with disc replacement following the VST and retain the disc(s) for Technical Material Analysis per the *Document Defects* section of the [TMA Warranty Parts Handling Guidebook](#).