



March 1, 2019

To: Parts Managers
From: Parts Business
Subject: Restricted Parts Order process

VOLVO CAR USA
CUSTOMER
SERVICE

Dear Retailer Partners,

Effective March 1, 2019 Volvo Car USA is restricting sale of several highly specialized parts to Volvo Certified Collision Facilities. The motivation for this initiative is to ensure that, in the event that one of these parts does need to be replaced, it is replaced by a highly skilled trained professional. In this way we can ensure that our vehicles will perform the same in any future events as it did when it first rolled off the assembly line. The parts that are restricted will be for Collision related repair items. If you have a VCCF that is in need of one of these parts you may order it as a "Drop Ship" through the Parts Application. As part of the order process you will be provided a drop down list of authorized "Ship To" VCCF locations. The Parts Application will only accept one of these locations to complete order placement. If you attempt to order a Restricted Part on a Critical or Stock order to be delivered to a Non VCCF operation the order will be cancelled.

Part Numbers currently restricted:

31420641	Wheel House FT	31448135	Frame rail Left Outer
31672516	Wheel House FT	32234473	Frame Rail Left Outer
32234476	Wheel Housing RT	32216502	Wheel Housing Left
31656588	Frame rail LT	31463418	Wheel Housing Left
31656589	Frame Rail RT	32216503	Wheel Housing Right
31672514	Wheel Housing RT		

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