



Reporting a Certified Sale/Printing Warranty

PRINTING CERTIFIED BY VOLVO WARRANTY DOCUMENTS

1. To print a Certified by Volvo Warranty, click "Print CPO Warranty." The print window opens.
2. To search for the pre-owned vehicle, click the drop-down arrow to select the stock number from the list of vehicles in your pre-owned inventory OR enter the model year, type, and chassis.
3. Click "OK." The Print Certified by Volvo Warranty window opens.
4. Enter a sale date or accept the current date that is displayed.
5. Enter the primary contact's information. You may have to scroll down to view all of the information.
6. Click "Update and Format Limited Warranty." The Print Limited Warranty window opens.
7. Click "Print Limited Warranty" to print the warranty.
(Print two copies: one for the customer and one for your records.)

DOCUMENT PROCESSING

The procedures for new Certified by Volvo warranties are handled through the UCR system. Once the vehicle is RDR'd, the charge and enrollment will be automatic. The charge will be applied to the retailer parts statement.

Note: The retailer will be charged only the first time the vehicle is reported as a Certified sale.

All pre-owned Volvos, whether Certified or non-Certified, must be entered through the UCR system except for retired service loaners and demos, which are RDR'd using the VISTA system. Please refer to Use the VISTA system to acquire retired service loaners and demos into inventory. Please follow the step-by-step instructions below.

To RDR a pre-owned vehicle:

1. Click "Used Cars" from the UCR system applications shell to enter the Used Car screen.
2. Click "RDR Used Car" from the list of menu items to open the RDR Used Car window.
3. To search for a pre-owned vehicle, click the drop-down arrow and select a stock number from the list of vehicles currently in your pre-owned inventory OR enter model year, type, and chassis.
4. Click "OK" to open the Volvo RDR Used Car window. The RDR Date, Sales Price, and Customer Information fields will already be populated for a Certified vehicle, as it is entered during the Print PO Limited Warranty step.
5. Click the drop-down arrow to select a salesperson.
6. Enter an RDR date or accept current date displayed.

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7. Enter the actual retail sales price excluding tax, title, and license. Do not use any decimals or commas.
8. Click the drop-down arrow to choose the type of sale.
9. Enter owner/customer/driver information. You may have to scroll down to view information.
10. Click "OK" to RDR the vehicle.

Note: Retired demo and service loaner vehicles must be Certified in the used car reported system but are RDR'd in VISTA using the second handover process

CANCELLATION OF SALE

You can "RDR Cancel" any vehicle that you previously RDR'd if it is done within one year of the pre-owned vehicle RDR date. If the vehicle was previously a retired demo or service loaner, contact the pre-owned sales manager.

To cancel an RDR:

1. Click "RDR Cancel" to open the RDR Cancel window.
2. To search for a pre-owned vehicle, click the drop-down arrow to select a stock number from the list of vehicles that you have RDR'd OR enter the model year, type, and chassis.
3. Click "OK" to open the Volvo Used Car RDR Cancel window.
4. Verify that this is the RDR for the vehicle that you want to cancel and click "OK." If this is not the RDR for the vehicle that you want to cancel, click "Exit."

Note: RDR cancellations for retired demos and service loaners occur in VISTA.

HELP PERFORMING THESE AND OTHER USED CAR APPLICATION FUNCTIONS

For more information on reporting a pre-owned sale through the UCR system and performing other functions within the Used Car application, refer to your copy of the Volvo Cars of North America Used Cars Retailer User Guide (available on Volvo Cars Portal) or contact the Volvo Support Center at (888) 426-3658 (toll-free).