



Vehicle Service Records **Explorer**

1. Introduction

Purpose:

The **Vehicle Service Records (VSR)** is a global system which provides the Volvo Dealer network with access to the service and repair history of Volvo trucks and buses. It is a web application accessed via the Dealer & Workshop Portal (EUD) and YourVolvoDealer (ID), and is available to all authorized Volvo Workshops.

VSR includes the following repair information for each workshop visit (subject to limitations):

- Date of repair
- Repair order number
- Repairing dealer (name, address, phone, fax, responsible market company, importer)
- Mileage at date of repair
- Dealer free text (description)
- Details of parts fitted (part number, part description, quantity)
- Details of labor operations (operation code, operation number and description, used time)
- Contract (service) information
- Warranty (claim) information

Business benefits:

VSR is designed to provide the Volvo Dealer Network with a consolidated, easily accessible record of all services and repairs carried out on Volvo vehicles by Volvo dealer/workshops, irrespective of the

country of origin of the vehicle or the location of the repairing dealer. Service and repair records concerning each vehicle are sourced from the dealer management system (GDS) of the repairing dealer/workshop and supplemented with additional warranty claim information and contract details held in the central warranty (UCHP) and contract systems (TSA). This means that VSR will be the "one stop shop" for accessing the service history of all Volvo vehicles. The benefit to the dealer (and customer) is that VSR is an easily accessible record which can be used to support the receptionists and technicians in their daily activities.

- Planning vehicle visits to the workshop
- Fault diagnostics
- Handling customer enquiries
- Avoiding repeat repairs
- Checking parts warranty entitlement
- Checking contract status
- Checking service history of used vehicles
- Alerts for stolen or scrapped vehicles
- Link to vehicle specification records

The fact that this tool is available, and is used as part of the workshop routines, shows the customer that the Volvo network acts together as one support group, sharing information for the benefit of the customer. Most importantly, this tool supports recognized dealer best practice which recommends that the recent service history of the vehicle is checked before starting any repair. In many cases valuable information is obtained which contributes to a quality repair and a high level of customer satisfaction.

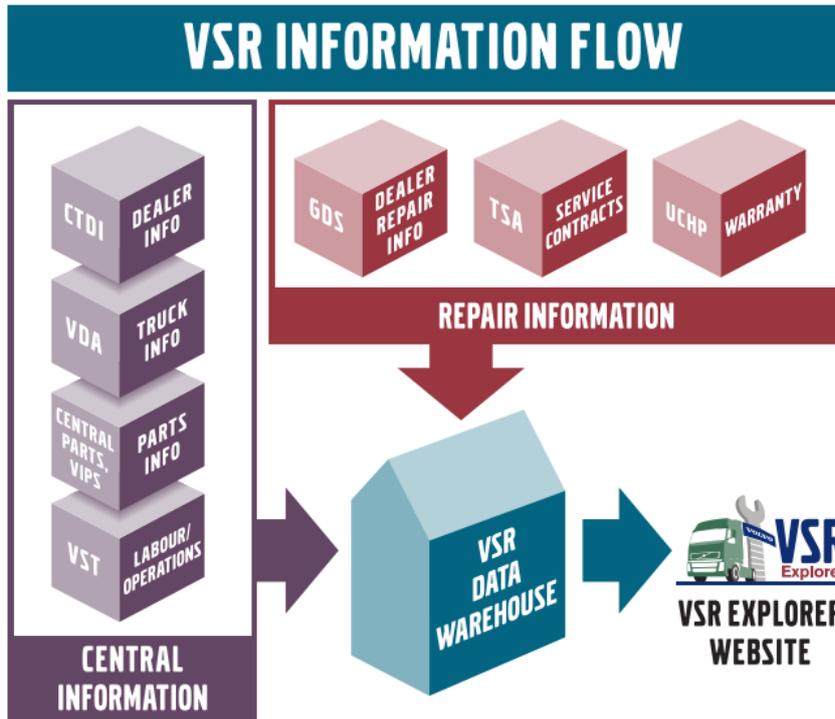
Useability:

The system has been designed from the start to be user friendly with easy access and no complicated set up procedures and no significant training requirements.

- Access is via the Dealer and Workshop Portal (EUD) and YourVolvoDealer (ID), so no additional passwords or sign on is needed.
- It is an online (web) application so there are no local installation or setup issues.
- All the information is presented on one screen with popup windows, so no complicated menus to navigate through.

2. Source systems & data collection/flows

Information flow:



CENTRAL INFORMATION

CTDI
System that contains address information for Volvo dealers/workshops

VDA
Database that contains vehicle specifications

VIPS
Data warehouse that contains Volvo spare parts information

VST
System that contains Volvo operation numbers and standard times

REPAIR INFORMATION

GDS
Dealer management system for workshop planning and invoicing

TSA
System used to manage contract repairs

UCHP
Warranty system which contains warranty claim database

Limitations of data:

In common with other database systems, the quality of the data viewed or extracted from VSR is largely dependent on the quality of the input.

GDS - This is the main source of service and repair information. The data is only recorded from those dealers/workshops who are operating in GDS, using the workshop repair order function. No financial data is uploaded from GDS.

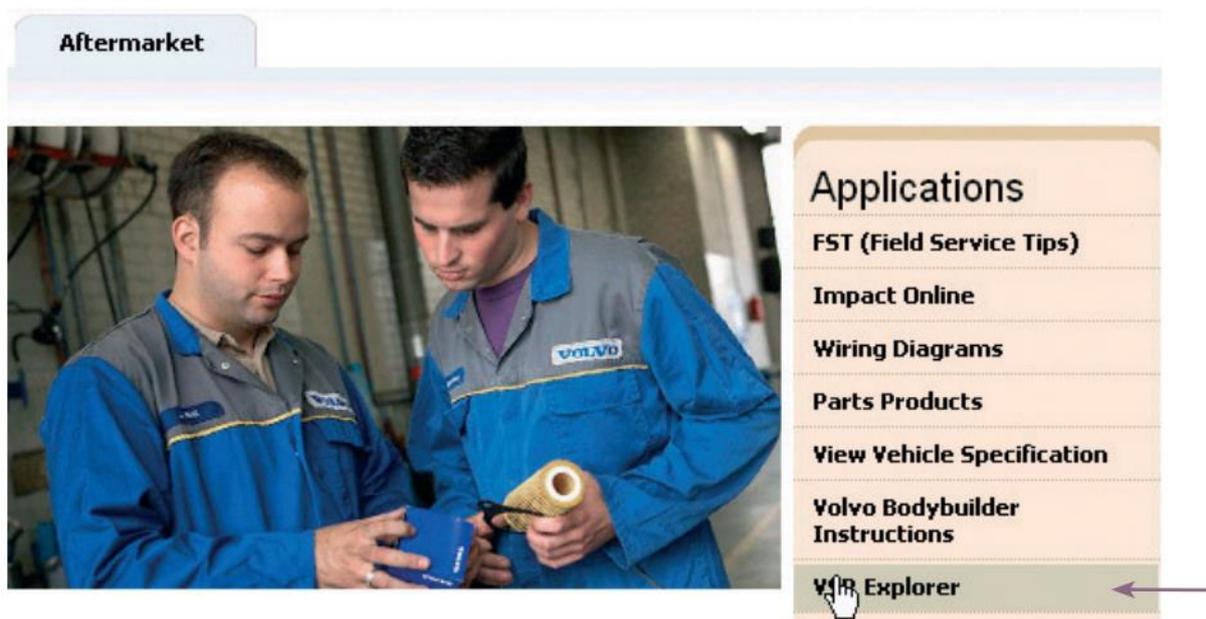
CTDI - System that contains dealer information. E.g. name, address, phone number and to which market company a dealer/workshop belongs to. It is each market company's responsibility to keep CTDI updated.

UHP - If there is additional claim information in UHP this is shown as additional information. If there are no matching GDS records the repair information will be taken from UHP.

TSA - If there is additional claim information in TSA these are shown as additional information. If there are no matching GDS records the repair information will be taken from TSA.

3. How to access VSR Explorer?

Access VSR by clicking on the “**VSR Explorer**” link at the Dealer & Workshop Portal (EUD) or YourVolvoDealer (ID):



4. How to use VSR Explorer?

Navigation:

When you visit VSR, you will see (by default) the next screen as home page:

On top at the right side (see **yellow** circle), you can see the **User ID** that is logged on (e.g. “TN93768”). Between brackets also the **Domain** is indicated, which can be **VCN** (internal Volvo network) or in most cases (from external Volvo network, like dealers via DWP) **WSS**.

Underneath the heading of VSR Explorer (see **red** box), you can see a menu bar with 3 menu items:

- **Home:** main page of VSR where repair information is searched, filtered and displayed.
- **About:** some additional side information and version history of all releases.
- **Help:** all required information you need to know to use VSR properly, including this VSR brochure in English, legend of icons and contact information of all DBS helpdesks.

Next panel (see **green** box) is the search area, where user can search the wanted vehicle to see repair information for.

Last panel (see **blue** box) is the filter area to filter through all repair events of the selected vehicle.

Underneath those areas, the results (repair records) of the searching/filtering are shown in grid/table lay-out for your selected vehicle.

Vehicle selection:

Searching a vehicle (Volvo truck or bus) can be done by using one of the three search fields. It's recommended to use only one search field at the time (because they are not combined during your search).

Those three search fields available are:

- **Registration nr:** E.g. “YL15UMW”, “ABC-123”, “ABC123”, etc.
- **Chassis nr:** can have 2 parts (chassis series and chassis number, separated by “-“ in between) and searching is done based on both (series and number) or only the last chassis number part. E.g.: “A-123456”, “B-740235”, “123456”, “740235” etc.
- **VIN nr (Vehicle Identification Number):** consists of 17 chars. E.g. “YV2RTY0C7HB805443”.

Important note!

Registration number and VIN number are both “*fixed*” searches: checking on equality of your input (so **no** “*wildcard*” search!). If one matching vehicle is found, it will immediately show the repair records in the result area underneath.

Chassis number is composed of chassis series and chassis number with “-“ in between (format like “XXX-XXX”). You can use that searching option by entering both chassis series and chassis number (with “-“ in between then), or only the last chassis number (part after and without mentioning “-“). Searching is based on “wildcard” search to enable searching part of the chassis number. If one vehicle is found, then repair records are immediately shown in the result area underneath. But if there are multiple vehicles matching your search criteria (“wildcard” search allows this), then the list of matching vehicles will be shown in list and user need to select the right one by pressing the “Select” button in corresponding line or user can also restart a new (maybe more precise) search:

Select vehicle from list of matching vehicles:

	Registr. nr	Chassis nr	VIN nr	Market type	Country	Year
Select	YL15UMW	B-740235	YV2RT40C6FB740235	FH13A62T	GBR	2015
Select		A-740235	YV2JSG0DXDA740235	FM13 64R	CHN	2013
Select	JRI4350	E-740235	9BVA502C18E740235	FH13 62T	BRA	2008
Select		N-740235	4VGWDEPGXVN740235	WIA64T	USA	1997

Vehicle Service Records display:

Once one vehicle is found matching user’s searching criteria, the repair records are immediately shown in underneath list (red box is the result area in underneath picture). In the search area, those 3 search fields will then be filled up with the specific items for selected vehicle. Also the age of the selected vehicle is mentioned under the title (if known):

Vehicle Service Records
VSR Explorer

TN93768 (WSS)

[Home](#) [About](#) [Help](#)

Search for vehicle

Registration nr YL15UMW	Chassis nr B-740235	VIN nr YV2RT40C6FB740235	<input type="button" value="Search"/> <input type="button" value="Clear"/>
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Filters

Function group (level 1) --- All ---	Function group (level 2) --- All ---	Payment code (PC) --- All ---	Code <input style="width: 80%;" type="text"/>
---	---	----------------------------------	--

Repair history B-740235

Age: 2 years, 7 months

PC	Type	Code	Description (Original)	#
		VO-20789440	AMBER MARKER LIGHT	1
		GB2-SUN05	SUNDRIES VALUE	1
2017-07-13 - Mileage: 196885				
		AP	Invoiced by Amy Pearson	
			C: Tacho NW C: Contact fault to tacho graph C: Replace	
			A: Replace tachograph and calibrate. Connect PC, programme	
			K factor, carry out tachograph chassis programming, replace hardware	
		VO-3830600	Tachograph, replace	0.2
		VO-3831400	Tachograph, calibration	1
		VO-1701000	Connect-disconnect of diagnostic tool	0.2
		VO-1703000	Parameter, programming	0.2
		VO-1790300	Synchronize control unit data	0.1
		VO-1709200	Replace control unit, programming	0.1
		VO-3710200	Electric wires and connections, check	0.4

		VO-85020811	TACHOGRAPH, EXCH	1
2017-06-08 - Mileage: 193962				
		AP	Invoiced by Amy Pearson	
		VO-2330600	Fuel filter, replace (one)	0.4
		VO-1751300	Engine, oil and filter, replace. Lube	0.4

Repair records are grouped by repair date (formatted "yyyy-mm-dd"), mileage and order number. By default, repairs records are sorted from most recent to oldest (sorting can be reversed by user).

Descriptions are by default shown in original language, but user has possibility to show English translation (if available). "Repair without detail info" as description is indicating there is an ongoing repair that has not been finished or reported yet.

Stolen or scrapped:

Users get warning when selected vehicle has been stolen or scrapped. This warning comes in red on top of the repair events grid/table:

Repair history A-736045

WARNING: This vehicles has been stolen!

Age: 5 years, 6 months

Repair history B-678739

WARNING: This vehicle has been scrapped!

Age: 4 years, 2 months

Column headings:**Repair history B-740235**

Age: 2 years, 7 months

Show oldest repairs first

Show English description

PC	Type	Code	Description (Original)	#
		VO-969289	VIPS MA/FE M08	1
		VO-976445	VIPS MALE M08-9	1
2016-09-09 - Mileage: 118644				
		VO-1701000	Connect-disconnect of diagnostic tool	0.2
		VO-1701200	Fault codes, reading	0.2
		VO-3710200	Electric wires and connections, check	0.4
		VO-3710000	Repair connection.	0.1
		VO-8150000	Dash strip/rebuild.	0.3
		LO-19300	Breakdown assistance customer premises	1.5
		10600	Service van charge.	
2016-07-06 - Mileage: 100018				
		VO-6412600	Wire, steering wheel adjusting	0.6
		VO-2584600	SCR system, test	0.5
		VO-2580800	Pump unit, remove	0.7
		LO-2594500	Overflow valve, replace. Pump unit	0.3
		VO-2581100	Dosage unit, remove refit	0.6
		VO-2589600	Injector, aftertreatment, clean	0.4
		VO-2581000	Pump unit, install	0.6
		LO-2592000	Exhaust aftertreatment system, service	0.6
		VO-2546300	NOx conversion, test	0.5
		VO-82615474	PEDAL ARRANGEMENT	1
		VO-21687870	OVERFLOW VALVE	1
2016-04-22 - Mileage: 78330				

In the repair information table/grid, the next columns are shown on top:

- PC (payment code) with next possible icons:
 -  Warranty
 -  Service contract
 -  Internal
 -  Retail / Customer
- Type with next possible icons:
 -  Spare part
 -  Text
 -  Performed operation
 -  Other
- Code can be part number or labor operation or other information.
- Description: part description or text description associated with the Volvo VST operation number. It is the original description (by default) but user can also choose to show English translation (if available).
- # (quantity / hours): quantity for each part or number of hours for labor operations.

Under those header columns, all repair information is grouped by repair date, mileage and order number (this last is not mentioned in the grouping text).

Additional information:

Per grouping (repair date, mileage and order number) in the repair events, user can choose to click one of the three icons (on the left) or on the grouping title itself to get more detailed information (if available).



 Clicking on this icon will show dealer information in new popup window

 Clicking on this icon will show service contract information in new popup window

 Clicking on this icon will show warranty (claim) information in new popup window

Clicking on the grouping title (in this example: "2016-07-06 – Mileage: 100018") will show all available detailed information in new popup window:

Vehicle Service Records
VSR Explorer

Home About Help

Repair history details B-740235 on 2016-07-06

Search for vehicle

Registration nr: YL15UMW | Chassis nr: B-740235

Filters: Function group (level 1): --- All ---

Filter Clear

Repair history | Age: 2 years, 7 months

PC	Type	Code
		VO-96
		VO-97
		2016-09-1
		VO-17
		VO-17
		VO-37
		VO-37
		VO-81
		LO-19
		10600
		2016-07-1
		VO-64
		VO-25
		VO-25
		LO-25
		VO-25
		VO-82
		VO-21687870

Repair details

Registration nr	Chassis nr	VIN nr
YL15UMW	B-740235	YV2RT40C6FB740235

Repair date	Repair mileage	Order nr
2016-07-06	100018	2007356

Service records

Dealer info

Crossroads Truck and Bus Ltd (importer nr 1320)
Pheasant Drive
Birstall
WF17 9LR
Great Britain
☎ (01924) +44 1924 425000
📠 (01924) +44 1924 441111

Service contract

Warranty info

Print Close

OVERFLOW VALVE | 1

2016-04-22 - Mileage: 78330

In fact, it's always the *same* popup window that is shown for that repair date, mileage and order number, but depending on the icon that has been clicked 5 panels are collapsed and/or extended (if there is information for that part):

VSR Explorer
Vehicle Service Records

Repair history details B-740235 on 2016-07-06

Search for vehicle
 Registration nr: YL15UMW
 Chassis nr: B-740235

Filters
 Function group (level 1): --- All ---

Repair history
 Age: 2 years, 7 months

PC	Type	Code
W	W	VO-96
W	W	VO-97
W	W	2016-09-01
W	W	VO-17
W	W	VO-17
W	W	VO-37
W	W	VO-37
W	W	VO-81
W	W	LO-19
W	W	10600
W	W	2016-07-06
W	W	VO-64
W	W	VO-25
W	W	VO-25
W	W	LO-25
W	W	VO-25
W	W	VO-25
W	W	VO-25
W	W	LO-25
W	W	VO-25
W	W	VO-82
W	W	VO-21
W	W	2016-04-01
W	W	VO-8600100
W	W	VO-8600200
W	W	VO-1701000
W	W	VO-3815800
W	W	VO-3312200
W	W	VO-22861085
W	W	VO-1166000

Repair details

Registration nr	Chassis nr	VIN nr
YL15UMW	B-740235	YV2RT40C6FB740235

Repair date: 2016-07-06
Repair mileage: 100018
Order nr: 2007356

Service records

Dealer info
 Crossroads Truck and Bus Ltd (importer nr 1320)
 Pheasant Drive
 Birstall
 WF17 9LR
 Great Britain
 ☎ (01924) +44 1924 425000
 📠 (01924) +44 1924 441111

Service contract

Contract nr	Type	Status	Duration
40019299	2RR	Closed	24 months

Registration	Expiring	Start	Closure
2015-10-27	2017-08-16	2015-08-17	2017-12-29

Latest repair: 2017-08-12
Mileage: 203685

Warranty info

Claim 383422 - Job 1

Part	Operation	Defect code	Description
82615474			PEDAL ARRANGEMENT
6412600			Wire, steering wheel adjusting mechanism, replace
82			Material crack

Claim 383422 - Job 2

Part	Operation	Description
21687870		OVERFLOW VALVE
2594500		Overflow valve, replace. Pump unit

Credit note:

Red lines in the repair history refer to credit note:

Repair history A-123456



Age: Unknown

Show oldest repairs first

Show English description

PC	Type	Code	Description (Original)	#
		LO-12500801	ATTACHE RAPIDES	2
		LO-12500836	COSSE	1
		VO-948702	RUBAN SERRAGE	5
	*	VARIA	PETITES FOURNITURES	
2004-07-08 - Mileage: 581082				
		VO-1751900	faire appoint huile moteur	0.1
		LO-20096100	APPOINT D'HUILE MOTEUR	5
			HUILE MOT TD MA	
			graissage avec controle	
		VO-1752400	GRAISSAGE AVEC CONTROLES,SUIVANT LE	0.9
			PLAN DE GRAISSAGE EN QUESTION, CABINE	
			COMPRISE	
2004-07-07 - Mileage: 602623				
			depannage aire sur garonne a montauban reparation sur place	

Filtering:

It can be very useful to be able to find repairs related to vehicle's specific problem or repairs for a certain payment code or repairs by specific (operation or part) code. This filtering is done in the filter area, for example:

Filters

Function group (level 1): Function group (level 2): Payment code (PC):

Code:

There are 4 filtering criteria possible:

- **Function group (level 1):** parts and operations are associated to function groups.
- **Function group (level 2):** more detailed filtering by function group (level 2) is only enabled for filtering when user has already selected a function group level 1.
- **Payment Code (PC):** 4 different values possible to filter on (Contract, Internal, Retail and Warranty).
- **Code:** filtering on operation code or part code by "wildcard" filtering, so it means selecting only those repairs with (part or operation) codes containing the input entered by user.

Languages and translations:

The VSR application is available in English only, but the data content is in the (original) language of the repairing dealer. However, a limited translation function into English is available. This function is activated by clicking on the button "Show English description" on top of the repair events grid.

Repair history A-123456

Age: Unknown Show oldest repairs first Show English description

PC	Type	Code	Description (Original)	#
			Month Of January	
			Please journal it to 7453 - 762902	
2018-01-03 - Mileage: 1				
	*	8910000	STAFF WELFARE 2018	
			WEEK 1 2 and 3	
	■	RC-Q895394	DUST MASKS FFP3S	2
			lsv11096/jb	
	■	RC-1881105	ARCO HIVIS B/WARMER	1
			LSV11096	
	*	INVAMC	INVOICED BY ANDY McALLISTER	
			QUERIES TO BE RECIEVED WITHIN 7 DAYS	
			CONTACT CREDIT CONTROL 0151 549 3000	
			***** THANKYOU FOR YOUR CUSTOM *****	
2017-12-30 - Mileage: 1				
			Dec 2017 staff	

If there is no English translation available for text, the original text is set italic. To return to the text in original language, click on the button “*Show original description*”. Note that local parts, local operation numbers and the repairing dealer’s free text are not translated.

Repair history A-123456

Age: Unknown Show oldest repairs first Show original description

PC	Type	Code	Description (English)	#
			<i>Month Of January</i>	
			<i>Please journal it to 7453 - 762902</i>	
2018-01-03 - Mileage: 1				
	*	8910000	STAFF WELFARE 2018	
			<i>WEEK 1 2 and 3</i>	
	■	RC-Q895394	DUST MASKS FFP3S	2
			<i>lsv11096/jb</i>	
	■	RC-1881105	ARCO HIVIS B/WARMER	1
			<i>LSV11096</i>	
	*	INVAMC	INVOICED BY ANDY McALLISTER	
			<i>QUERIES TO BE RECIEVED WITHIN 7 DAYS</i>	
			<i>CONTACT CREDIT CONTROL 0151 549 3000</i>	
			<i>***** THANKYOU FOR YOUR CUSTOM *****</i>	

Printing:

There are 3 places in VSR Explorer where you can print some information by clicking on the print icon

 or Print button:

- List of matching vehicles if your search ended up in multiple vehicles matching your entered criteria:

VSR Explorer
Vehicle Service Records

Home About Help

Search for vehicle

Registration nr: Chassis nr: 12345 VIN nr: Search Clear

Filters

Function group (level 1): --- All --- Function group (level 2): --- All --- Payment code (PC): --- All --- Code: Filter Clear

Select vehicle from list of matching vehicles: 

Registr. nr	Chassis nr	VIN nr	Market type	Country	Year
Select	M722-12345	1M1AN07Y4DM012345	CHU613	USA	2013
Select	M748-12345	1M1AX09Y7CM012345	GU713	USA	2011
Select	M052-12345	1M2AX18CXBM012345	GU813E	PER	2010
Select					
Select	40-169-56				
Select	6038SH35				
Select	480RC22				
Select	0487 GX82				

Vehicle Service Records (VSR) - List of matching vehicles - Google Chrome

about:blank

VSR Explorer
Vehicle Service Records (VSR Explorer)
List of matching vehicles

Registration nr: - Chassis nr: 12345 VIN nr: -

Registr. nr	Chassis nr	VIN nr	Market type	Country	Year
	M722-12345	1M1AN07Y4DM012345	CHU613	USA	2013
	M748-12345	1M1AX09Y7CM012345	GU713	USA	2011
	M052-12345	1M2AX18CXBM012345	GU813E	PER	2010
	M744-12345	1M1AW09Y5BM012345	CXU613	USA	2010
	M542-12345	1M1AK06Y56N012345	CXN613	USA	2006
40-169-56	B10M-12345	12345	B10M	ISR	1986
	N7-12345	YV2N07GA5GA12345	N7 42R		1986
6038SH35	F7-12345	Y F7 012345	F7 42R	XXX	1981
480RC22	F10-12345	Y F10 012345	F10 42R	XXX	1980
0487 GX82	F89-12345	Y F89 012345	F89 42R	XXX	1975

- List of repair records as shown in the result area (using selection, filtering, sorting and translation as shown on screen on the moment of printing):

The screenshot displays the VSR Explorer web application. At the top, the logo and title 'Vehicle Service Records VSR Explorer' are visible, along with the user ID 'TN93768 (WSS)'. Below the navigation bar, there is a search section for vehicle details including Registration nr (YL15UMW), Chassis nr (B-740235), and VIN nr (YV2RT40C6FB740235). A 'Filters' section allows for selection of function groups and payment codes. The main area shows the 'Repair history B-740235' for a vehicle aged 2 years and 7 months. A red box highlights a specific repair event, which is expanded in a popup window. This popup window shows a detailed table of repair records for the date 2017-08-03 at a mileage of 203685. The table includes columns for PC, Type, Code, Description (English), and #.

PC	Type	Code	Description (English)	#
2017-08-03 - Mileage: 203685				
REM	*		Invoiced by: Rebecca Brashill	
			Carry out intermediate service	
			UK Intermediate service. Safety check and chassis grease at OLI period or DTP inst	2.2
			and chassis grease at OLI period or DTP inst	
			inst	
			Environmental Charge	
			Carry out air cleaner insert filter replace as per vosp	
			Filter insert, air cleaner, replace. Only valid for primary filter	0.1
			Only valid for primary filter	
			Replace fuel tank ventilation filter as per vosp	

- Detailed repair information shown in the popup window for one specific repair event (defined by repair date, mileage and order number):

Vehicle Service Records (VSR) - Repair history detail B-740235 on 2015-12-29

Registration nr: YL15UMW | Chassis nr: B-740235

Repair details

Registration nr	Chassis nr	VIN nr
YL15UMW	B-740235	YV2RT40C6FB740235

Service records

Code	Description (English)	#
VO-1776800	Carry out intermediate service. UK Intermediate service. Safety check and chassis grease at OLI period or DTP inst and chassis grease at OLI period or DTP inst	2.2
11500	Environmental Charge	
SKP	Invoiced by: Sarah Pearson	
GB2-SUN05	SUNDRIES VALUE	1
GB3-SHE85121020S	ENG OIL VDS4 10W30 LTR(BULK)	2.5

Dealer info

Crossroads Truck and Bus Ltd (importer nr 1320)
Pheasant Drive
Birstall
WF17 9LR
Great Britain
☎ (01924) +44 1924 425000
☎ (01924) +44 1924 441111

Service contract

Contract nr	Type	Status	Duration
40019299	ZRR	Closed	24 months

Registration

Registration	Expiring	Start	Closure
2015-10-27	2017-08-16	2015-08-17	2017-12-29

Latest repair

Latest repair	Mileage
2017-08-12	203685

Print **Close**

Exporting to Excel:

VSR allows exporting the repair records to Excel by clicking on the Excel icon  :

Vehicle Service Records
VSR Explorer
TN93768 (WSS)

Home About Help

Search for vehicle

Registration nr: YL15UMW Chassis nr: B-740235 VIN nr: YV2RT40C6FB740235 Search Clear

Filters

Function group (level 1): --- All --- Function group (level 2): --- All --- Payment code (PC): --- All --- Code: Filter

Clear

Repair history B-740235

Age: 2 years, 7 months Show oldest repairs first Show original description

PC	Type	Code	Description (English)	#
			2017-08-03 - Mileage: 203685	
*	REM		Invoiced by: Rebecca Brashill Carry out intermediate service	
		VO-1776800	UK Intermediate service. Safety check and chassis grease at OLI period or DTP inst and chassis grease at OLI period or DTP	2,2
*		11500	Environmental Charge	
		VO-2562700	Carry out air cleaner insert filter replace as per vosp	
		VO-2341400	Filter insert, air cleaner, replace. Only valid for primary filter Only valid for primary filter	0,1
		VO-1820300	Replace fuel tank ventilation filter as per vosp Filter for fuel tank ventilation, replace replace	0,1
		11360	Steam clean complete vehicle take for MOT ind: testfee	
*		11330	Wash of vehicle truck/bus	2
		VO-3710200	only	
		VO-3550200	MOT - HGV PIT FEE	
*			MOT - 3 AXLE FEE	

The repair events will be exported exactly as shown in the application (so as selected, filtered, sorted and translated) on the moment of exporting to Excel. Note that the grouping of repair events (per repair date, mileage) is lost during export to Excel, so repair date and mileage will be repeated in every row in Excel.

FAQ – Frequently Asked Questions

Q. How far back in time do the records go?

A. This depends on where the vehicle has been maintained. If it has been maintained by a Volvo Dealer using GDS then the records will go back several years or at least to when the dealer started uploading the GDS records to the central database. Warranty records can go back as long as 5 years.

Q. I do not want other dealers to see my charges for parts and labor.

A. The purpose of VSR Explorer is to deliver a better view on the technical history of the truck so financial information is never shown.

Q. What about customer names, addresses, phone numbers etc.

A. These are not displayed in VSR.

Q. I sometimes repair other makes of vehicle. Are these repair details stored in the VSR?

A. No, only Volvo trucks and buses.

Q. When I click on the dealer info icon  there is no information about the repairing dealer.

A. Work is currently ongoing to clean and update this database (CTDI). However, in the meantime it is possible that some dealers in some markets have not been updated. In such cases a suitable message will be displayed in the pop up dealer information box.

Q. The payment code indicated that the repair shown is a contract repair  but there is no icon available to show contract information 

A. There can be two reasons:

1. The contract repair hasn't been submitted to the contract system (TSA) yet. Scroll down to a previous contract repair that have the contract icon  and click on that for contract information.
2. It is a local contract and there is no information available for this contract in the contract system (TSA).

Q. Is VSR available for customers?

A. No, it is an internal Volvo system for use by authorized Volvo truck and bus dealers and workshops, Volvo truck and bus market companies / importers and VTC/VBC personnel.

5. Technical Requirements

How to access:	Dealer & Workshop Portal (EUD) or YourVolvoDealer (ID)
Registration and password:	Contact the dealer administrator
Cost:	Free of charge
Helpdesk:	DBS helpdesk (Dealer Business Support)

