



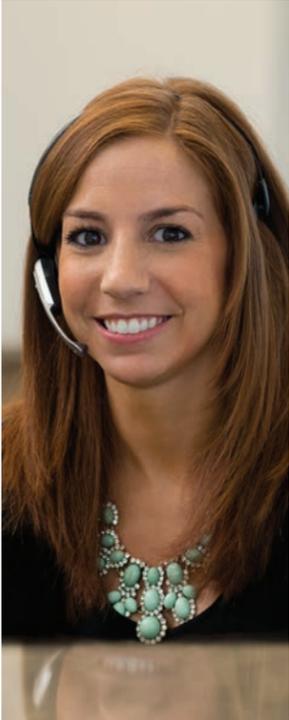
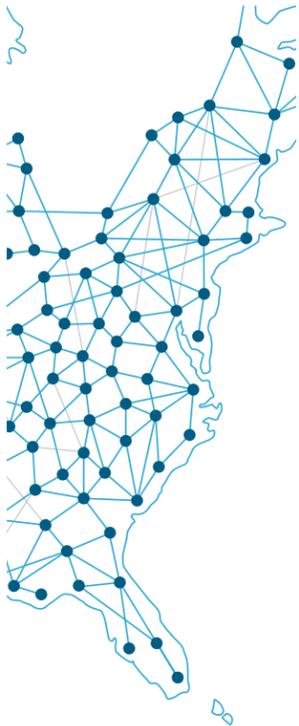
Volvo Trucks. Driving Progress

VOLVO TRUCKS UPTIME SERVICES

KNOW THE ROAD AHEAD



EVERYTHING YOU NEED TO KEEP YOUR BUSINESS MOVING FORWARD.



Volvo Dealer Network:
Making it all possible

Learn how our expansive network of dealers allows us to provide unparalleled service to businesses just like yours across North America.

pg. **06**

Uptime Management:
Keeping wheels turning

Explore a suite of services that help maximize uptime by identifying and solving potential problems before they impact your business.

pg. **10**

Preventative Maintenance:
Ready for whatever lies ahead

Get security and peace of mind with a scheduled maintenance plan performed by Volvo-trained experts throughout the Volvo dealer network.

pg. **16**

Protection Plans:
In for the long haul

Choose the coverage that's right for your business with Volvo Protection Plans designed to meet your needs and protect your investment.

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Ready for whatever lies ahead.

You know better than anyone that every second of uptime means increased revenue, maximized efficiency, and new opportunities. That's why you need a transport solutions partner that supports your business with innovative ideas to help you keep your trucks on the road and money in your pocket.



Volvo Dealer Network.

Our world-class dealer network means your trucks are never far from the quality care and maintenance you expect when you buy a Volvo truck. With more than 360 dealers and thousands of service locations across North America, Volvo Truck's Uptime Services help you through every step of a service event, and make sure your trucks stay where they belong—on the road.

Repairs are done fast and accurately by highly trained Volvo specialists. Our parts expediting team locates the parts you need quickly—making sure they are there when you need them.



No matter the route, we're there for your business.

Get access to a range of benefits through your Volvo dealer including, online parts ordering, credit for parts purchasing everywhere within the Volvo dealer network, Volvo trained specialists, and Volvo genuine parts.

Volvo Certified Uptime Centers

Across North America, Volvo Truck dealers are redesigning service bays and adopting standardized processes and workflows to speed repair time through faster diagnostics and more efficient service. To be certified as a Volvo Uptime Center, dealers must implement numerous modifications to their service processes, including the designation of uptime bays for repairs taking less than four hours, as well as revised service workflows to speed repairs.

- Uptime bays**
- Advanced bays**
- * If initial diagnostic reveals repair > 4 hours**



Uptime bays.

Designated for your shorter diagnostics and repairs, Uptime Bays prevent short jobs from getting caught behind long jobs.



Advanced bays.

Your truck will be routed to an Advanced Bay when initial assessment reveals that longer diagnostics or repairs are required.



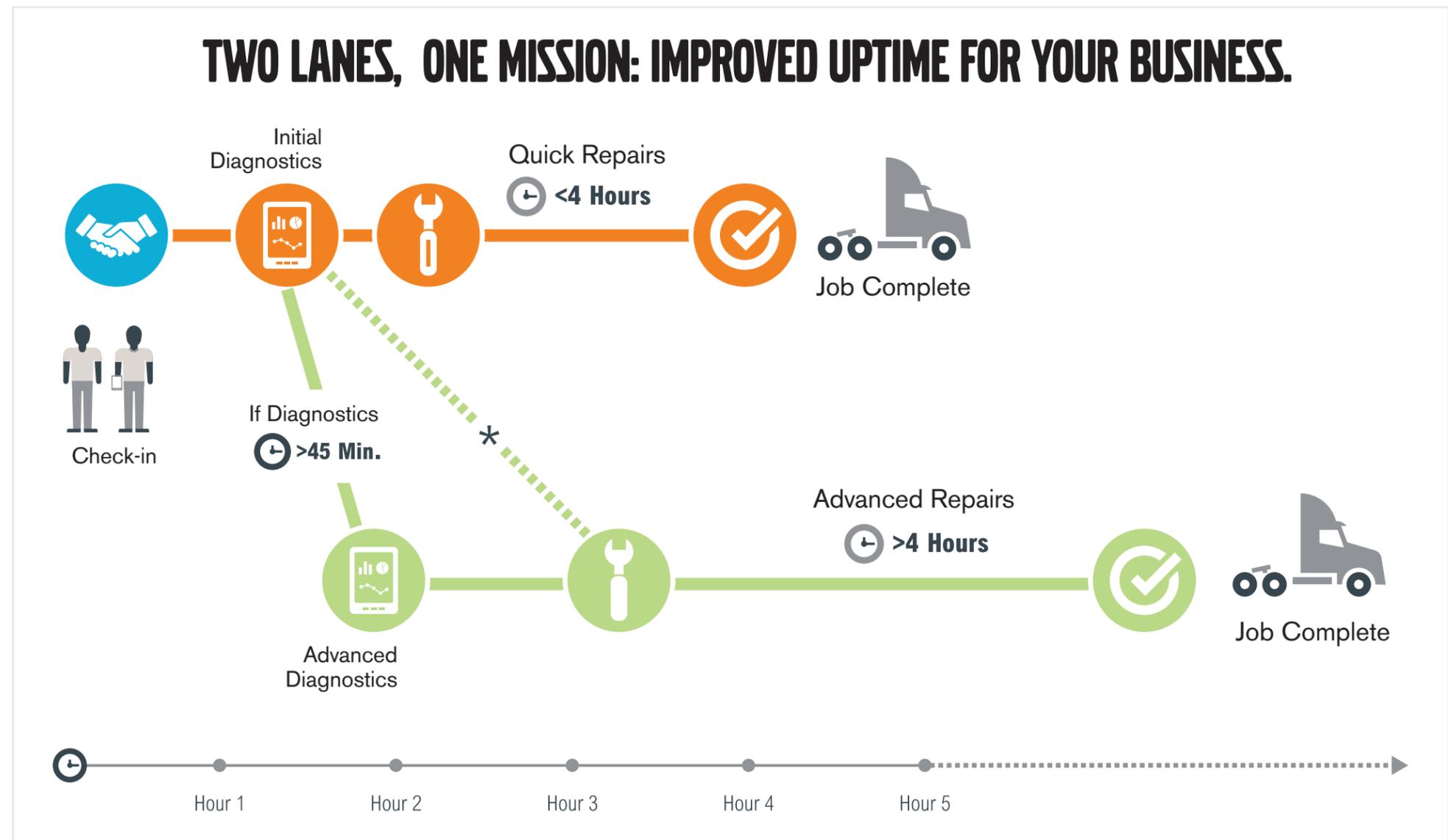
Customer advantages.

EFFICIENT CHECK-IN that provides immediate vehicle information

FASTER DECISIONS for your trucks, drivers, and loads

DRIVE-IN SERVICE, no appointment necessary

INCREASED UPTIME for your business



The Volvo Uptime Center.

The state-of-the-art Volvo Uptime Center offers around-the-clock assistance anywhere in the United States and Canada. Within minutes, your driver is connected to a member of Volvo Action Service, a team of highly trained uptime experts who can quickly manage service, schedule repairs, and tackle any other issue that happens on the road.

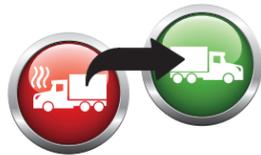
Real people. Real solutions. Real fast.

Support from the Uptime Center through Volvo Action Service is available at no charge for 2 years with every Volvo truck and offers access to these services and more.



Roadside assistance.

If your truck can't make it to the repair facility, we'll bring the help directly to your truck with 24-hour roadside assistance anywhere in the U.S. and Canada.



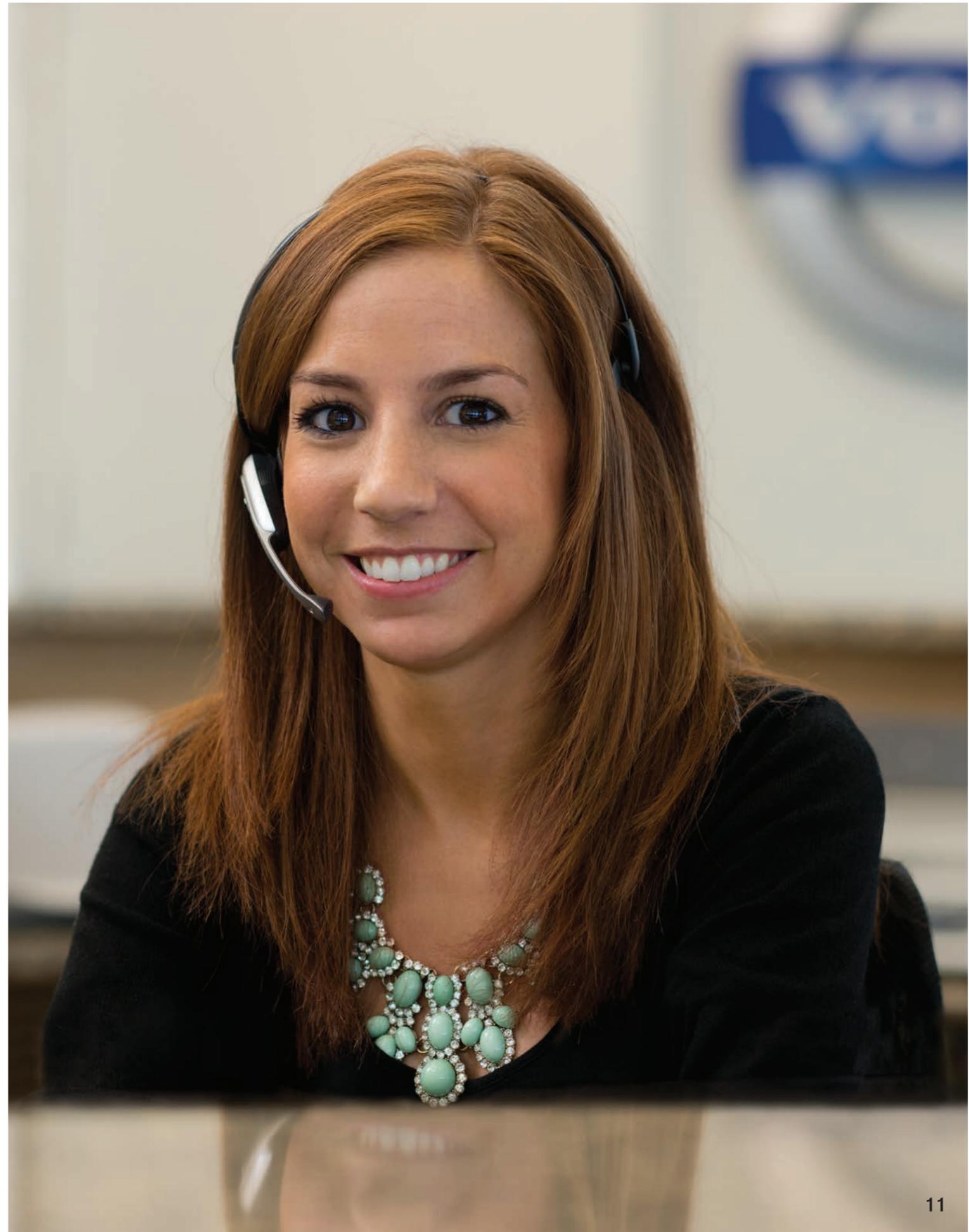
Load forwarding.

When an unplanned service event keeps your truck from making its delivery, our team will help find you one that can. We'll help you coordinate rentals or arrange for the load to be delivered by another fleet.



Parts expediting.

Our team minimizes repair delays by locating the parts you need and making sure they are where you need them, when you need them.





Remote diagnostics.

Remote Diagnostics can help avoid unexpected downtime by monitoring your Volvo engine, I-Shift, and aftertreatment 24/7. Standard in every Volvo powered truck, Remote Diagnostics offers a range of unique benefits; including enhanced proactive diagnostics, detailed analysis of critical fault codes for repair planning, immediate communication if actions are required, and streamlined service procedures. It's a powerful service that reduces average diagnostic times by 70% and average repair times by 22%.

With a dedicated team of professionals available around the clock at Volvo's world-class Uptime Center in Greensboro, NC, Volvo goes beyond diagnostic technology to deliver actionable solutions.

How it works:

We focus on the top 50 powertrain service issues and categorize each event according to severity.



Yellow cases

are fault codes that do not interrupt truck operation and can be addressed at a later date. By identifying these faults and proactively making an appointment for repair, you can avoid a potential unplanned stop.



Red cases

are fault codes that disrupt truck operation, causing an engine de-rate or even a shutdown, and require immediate repair. Remote Diagnostics provides the technicians with critical information ahead of the truck's arrival so they can get right to work fixing the issue instead of having to first diagnose the problem.



Volvo Geo-fencing keeps an eye on your fleet.

Geo-fencing establishes a virtual perimeter (using GPS coordinates) around each of Volvo's North American dealer locations. Your trucks are identified each time they come in for service, allowing the team at the Volvo Uptime Center to better monitor your service.



ASIST Service management platform.

Volvo's service management platform, ASIST, is a simple, web-based tool that lets you monitor vehicle status, receive electronic estimates, approve repairs, issue purchase orders, and communicate directly with your dealer—regardless of your truck's location. ASIST consolidates all maintenance events and communication in one place so you can avoid invoice and repair surprises. And for trucks with Remote Diagnostics, ASIST also provides seamless communication between the service manager, the truck, your dealer, and the team at the Volvo Uptime Center.



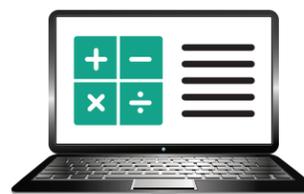
Manage assets with ease.

Access information on all your equipment and important contacts in a single place. Make notes on fleet processes and individual assets to guide the service process.



Streamline communication.

Never hear a busy signal again. The ASIST dashboard gives you access to every active service event with a click of a button, while customized service alerts keep you informed every step of the way, exactly the way you want.



Ensure accurate estimates.

Know exactly what you're paying for. Online access to estimates lets you review, comment on, and approve all estimates before any work is performed. And with easy access to all maintenance documentation, you can always be sure the invoice matches your approved estimate.



Reduce costs and downtime.

Efficiency drives savings. ASIST services generate proven uptime by getting your trucks diagnosed, repaired, and back on the road faster.

Premium maintenance plan.

For best results, plan ahead. Preventative maintenance plans improve vehicle uptime, increase productivity, and provide peace of mind by making sure all required maintenance is done efficiently. Choose from a full menu of services and get access to Genuine Volvo Parts, warranty adjustments, service programs, and performance updates at pre-planned maintenance intervals.



Volvo Genuine Parts.

The right parts, when and where you need them.



Volvo-trained truck specialists.

Repairs done fast and accurately by highly trained Volvo specialists at Volvo service centers around the country.



Proactive repair management.

Every service event triggers an automatic check for pending maintenance, recalls, and service programs.



Volvo Protection Plans.

Take the worry and stress out of unforeseen repairs and effectively manage costs over the life of your truck with a Volvo Protection Plan. We offer a variety of plans that can be customized to your needs—you choose the length and extent of coverage that best suits your specific application.



Key benefits of a Volvo Protection Plan:

Avoid future cost increases.

Lock in current labor rates and parts prices.

Enhanced resale value.

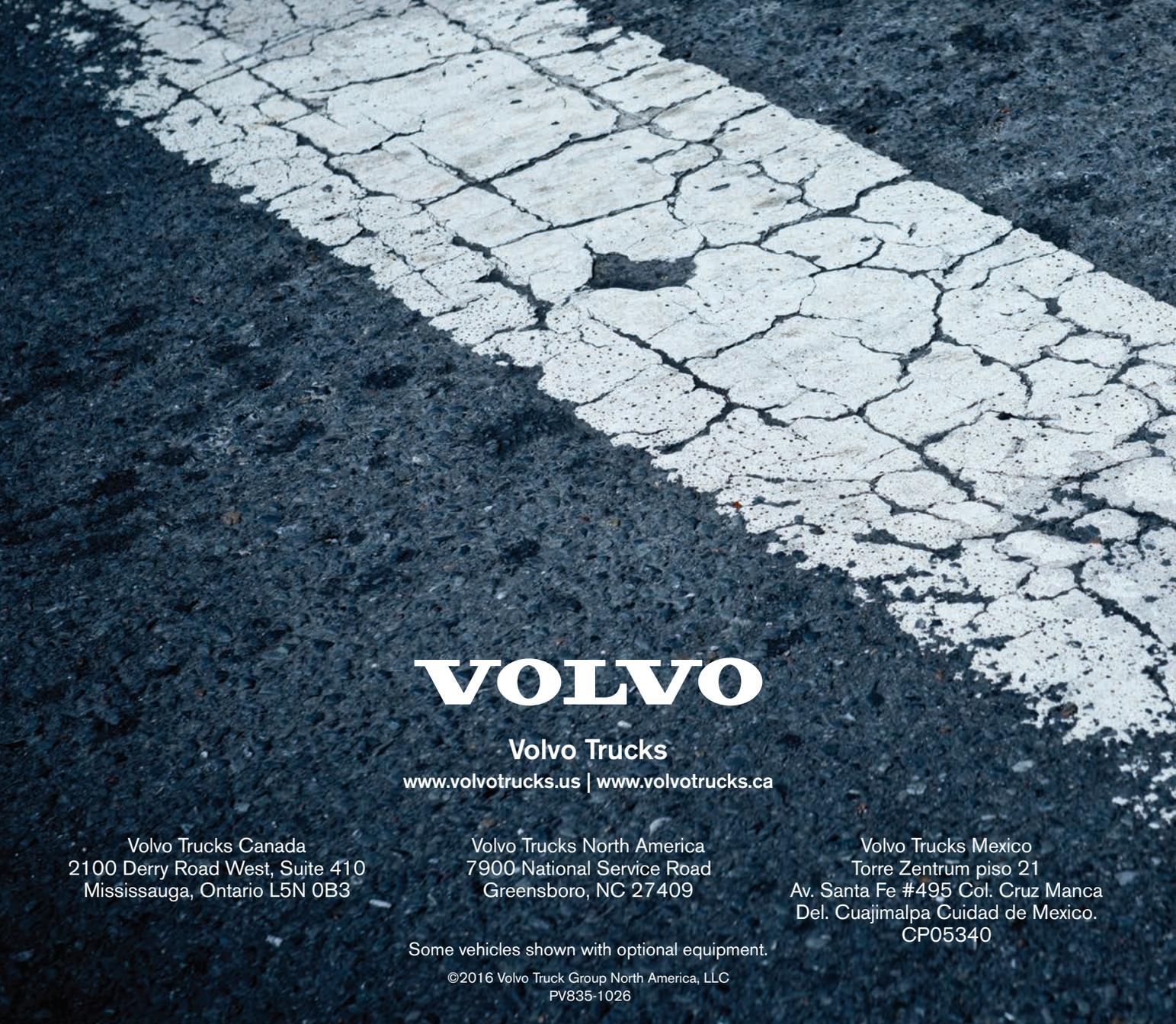
Most plans are transferable, adding value to your vehicle.

A network of service.

Your Volvo Protection Plan is honored at over 360 dealerships nationwide.

Learn more: USA: Uptime.volvotrucks.us | CAN: Uptime.volvotrucks.ca





VOLVO

Volvo Trucks

www.volvotrucks.us | www.volvotrucks.ca

Volvo Trucks Canada
2100 Derry Road West, Suite 410
Mississauga, Ontario L5N 0B3

Volvo Trucks North America
7900 National Service Road
Greensboro, NC 27409

Volvo Trucks Mexico
Torre Zentrum piso 21
Av. Santa Fe #495 Col. Cruz Manca
Del. Cuajimalpa Ciudad de Mexico.
CP05340

Some vehicles shown with optional equipment.

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PV835-1026