

## New Zealand MY24 Volvo EX30 Customer Information Sheet - Towbar Accessory

If you have bought or are thinking of buying a MY24 Volvo EX30, please be aware that this model does not have the wiring needed for a Volvo authorised towbar. This is due to a variation in the factory production.

If you wish to tow a trailer or a bike rack with your EX30, we recommend the NZ Towbar, which is a third-party, non-authorised towbar designed to be fitted to the MY24 EX30. However, please be aware that the EX30 will operate differently with the NZ Towbar as opposed to a Volvo authorised towbar and there are limitations with the compatibility.

Here's a breakdown of the key differences and considerations identified when the EX30 is fitted with an NZ Towbar\*:

### 1. Operational Differences:

- Specific differences include the **need for manual disengagement of the rear automatic braking system** when towing and reverse gear is selected. Turn off rear automatic brake to avoid engaging it.
- Additionally, when towing, the vehicle will **emit a low beep** when reverse gear is selected to acknowledge the presence of a towed item.

### 2. Adaptive Cruise Control:

- It is **not recommended** to use Active Cruise Control/Pilot Assist functions when towing, as it may not be able to handle all situations, especially when carrying a heavy load. The ACC/Pilot Assist function is supplementary driver support intended to facilitate driving and help make it safer – it cannot handle all situations in all traffic, weather and road conditions.

### 3. Trailer Stability Assistance:

- Trailer stability assistance will **not be available** when using the NZ Towbar. It will not intervene in the event of snaking and the vehicle's systems will not actively stabilize the trailer in such situations.

### 4. Infotainment System Limitations:

- **No faults related to the towbar**, such as towbar unlocked, trailer fault, or trailer lights fault, **will be notified** via the EX30 infotainment system.

**\*Disclaimer:** Although we have tested the NZ Towbar on the EX30, the provided information is not exhausted for all situations and there may be other differences or limitations that Volvo NZ has not detected or tested. The specific operation may vary depending on the design of the trailer or bike rack.

## Where can I find more information about the NZ Towbar?

The NZ Towbar is manufactured and supplied by the same supplier who manufactures and supplies our Volvo authorised towbars, however this towbar is not an authorised Volvo towbar. You can find more information about the NZ Towbar from your retailer or from the supplier's website <https://www.bestbars.co.nz/>

Please note that some of the Volvo support web pages on the [volvocars.co.nz](http://volvocars.co.nz) and [volvocars.com](http://volvocars.com) website are not accurate for a NZ MY24 Volvo EX30 fitted with an NZ Towbar. The below web pages are only accurate for overseas models with a Volvo authorised towbar. Please disregard them if you have an NZ Towbar fitted to your EX30.