

**V O L V O**

# MAINTENANCE & WARRANTY

Petrol | Recharge

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## INNOVATION FOR PEOPLE

Congratulations on the purchase of your new Volvo.

We are constantly evolving, using the best available technology to serve you, inventing new technology where none exists and combining technologies to deliver new experiences.

What differentiates Volvo from other automotive brands is that we always put people first. To pioneer innovations for a safer, cleaner, more enjoyable future. Delivering solutions that make people's lives easier, safer and better, comes as naturally as breathing. We do not settle for doing things the traditional way - not if we can make things easier for people, doing it the 'Volvo way'.

At Volvo Cars we innovate for a better life. Our focus is you and your world.

Even if you have owned a Volvo before, the next few pages offers you a guided tour of our outstanding service promise and innovations that include details about Volvo On Call, the Volvo Warranty and Maintenance Plan and your Volvo's service intervals.

So what are you waiting for? Go explore!

# VOLVO. RECHARGED

From the very beginning, Volvo Cars has been a brand for people who care about the world and those around them. Our mission is to make life easier, better, and safer for everyone.

Our unique heritage shapes our present and future. The first Volvo, the ÖV4, rolled out of the Gothenburg factory on April 14, 1927. Since then, we've celebrated many milestones, from the 1944 "Little Volvo" that made us an international car company, to the Volvo Duett, the iconic P1800, to our first fully electric SUV in 2019.

Safety has always been at the heart of Volvo. We've pioneered numerous safety innovations, including the first rearward-facing child seat, the three-point seatbelt, side impact airbags, City Safety, connected safety, and Lidar sensors to mention only a few. Being centred around people, safety and our environment is always at the core of what we do. We aim to provide the freedom to move in a personal, sustainable, and safe way. Providing new models of car ownership and services to simplify your life, always being committed to becoming a fully electric car company and achieving net zero greenhouse gas emissions by 2040. While we prioritize the safety of you, your passengers, and your surroundings.





# OUR COMMITMENT TO YOU

As a Volvo driver, you will find that life becomes a little easier and more convenient. This is because everything we do is based on what you as the driver my need and want. From the ergonomic comfort of the seats, the purified cabin air and intuitive connectivity, to the first class personal service offered at your Volvo dealership, everything in and around your Volvo is designed to fit you and your individual needs.

Volvo personal service is our guarantee of quality for you and your Volvo. It means expertly trained technicians using up to date equipment and Volvo Genuine Parts – keeping your Volvo, a Volvo!

This Warranty and Maintenance guide contain all the terms and conditions for your Volvo, including important information on connectivity and roadside assistance.

Your Volvo Plan is subject to various terms and conditions, which are explained throughout this document and in the Volvo Plan agreement. Please ensure you read and understand them.

## CARING FOR YOU

If it matters to you, it is everything to us. That is why your Volvo comes standard with:

- Datadot vehicle ID.
- Volvo On Call 24hr Roadside Assistance.
- Volvo Telematics vehicle tracking device from model year 20.\*
- Volvo On Call smartphone app, and so much more.

All designed to make life less complicated for you.

\* Stolen vehicle tracking is a paid service through Tracker.



## VOLVO ON CALL\*

Volvo On Call combines a mobile app connected services designed to make your life easier and more enjoyable. It provides you with direct contact to your Volvo as well as extra comfort, safety and 24 hour emergency assistance wherever there is cellphone reception – all from your smartphone via the Volvo Car App.

Volvo On Call is a subscription service available on all Volvo vehicles from model year 2020 (MY20). The basic roadside service and subscription comes standard at no additional cost for the first 5 years and can be extended after the initial free period at the owner's request, for a fee. The functions are available via the Volvo Car App as well as the ON CALL button and the SOS button situated above your Volvo's rear view mirror. The SOS button will remain a free call service to the call centre for the lifetime of the car. The SOS functions should be used for emergencies only.

The Volvo Car mobile App allows you to remotely control features on your connected car from your smartphone allowing you to lock the doors remotely, start your vehicle and log your latest business trip (provided the necessary permissions have been activated by you, in your Volvo).

**One app gives you control over your car's functions and access to a world of convenient services.**

\* Subject to cell phone reception.

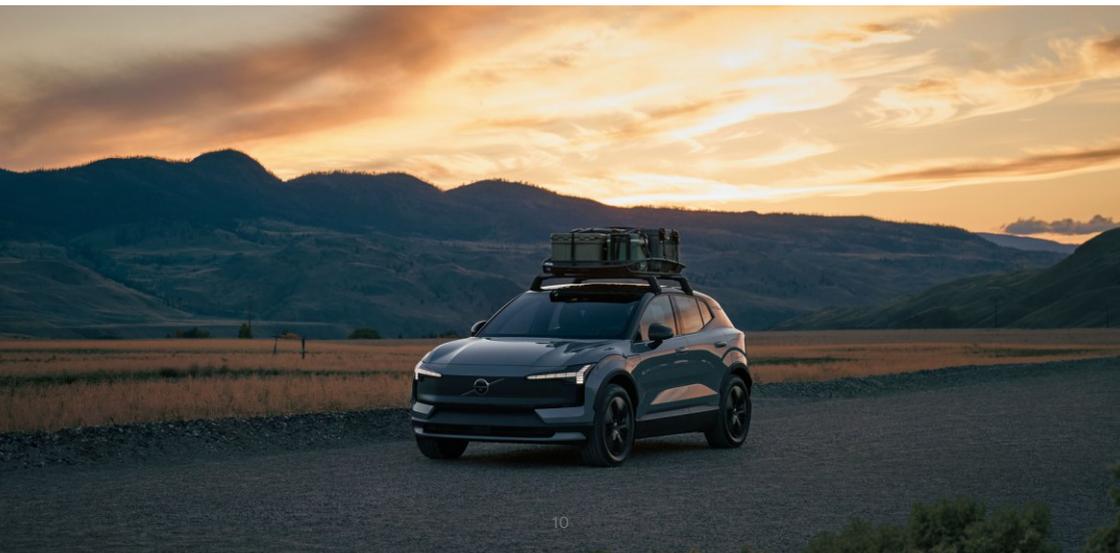


**Standard Volvo On Call services for South Africa, Namibia & Botswana:**

- SOS Emergency Services – SOS
- 24/7 Roadside Assistance – RSA
- 24/7 Call Centre Services

**Optional paid services for South Africa, Namibia & Botswana:**

- Stolen Vehicle Tracking – SVT and Stolen Vehicle Recovery – SVR, available for a monthly premium payable to Tracker, from My21. Refer to page 14 for details.



# VOLVO ON CALL

(Free for the first 5 years)

<https://www.volvocars.com/za/support/topics/volvo-on-call>

## Premium assistance, with the push of a button

You can contact Volvo On Call by the push of the On Call Button situated above your Volvo's rear-view mirror. Press and hold the button for 2-3 seconds and you car will dial through to the Volvo On Call Service Centre.

The SOS button must only be pushed if the emergency requires the activation of Police response, Fire Brigade or Ambulance call out.

### Flat tyre

In the event of a flat tyre we will provide the following:

- The towing supplier will assist with the change of tyre or assist you with the tyre repair kit.
- If you have removed the spare tyre or tyre repair kit, the vehicle will be towed\* to the closest Volvo dealership or tyre fitment centre.
- In the event of more than one damaged tyre, we will treat it as an accident (use accident towing).

### Fuel assistance

In the event that your Volvo runs out of fuel, we will provide the following:

- We will provide 5-10 litres of fuel. Please note this is subject to the closest filling station. You will be responsible for the cost of the fuel.
- If you have filled with incorrect fuel, we will assist with a tow\* to the closest Volvo approved dealership where the fuel will need to be drained. These costs will be for your account.

### Battery service

In the event that your Volvo will not start, we will provide the following:

- The cost of jump starting the vehicle is covered.
- If jump starting is unsuccessful, your Volvo will be towed\* to the closest Volvo approved dealership. The battery replacement will be handled by the dealer.

### EV Battery depletion

At your own cost arrangements will be made to transport the car to the closest charge point.

### Breakdown towing

In the event of a mechanical or electrical failure resulting in the vehicle needing to be towed\*, we will provide the following:

- The cost of towing\* the vehicle is covered.

### Stand by you roadside service

In the event that you require roadside security, we will provide the following:

- Should you be stranded and feel unsafe, we can dispatch a service provider to wait with you until your towing assistance arrives.

**Accident tow**

In the event of an accident, we will provide the following:

- Arranging for the vehicle to be towed\* to the closest approved panel beater, the cost of the tow is covered.
- The towing provider will offer a courtesy drop off service within a 40 km radius, should it fall outside that radius any additional costs will be for your account.
- If you require a rental or taxi service, we can make the necessary arrangements (all costs will be for your account).

**Emergency transportation**

In the event of a mechanical or electrical failure resulting in the vehicle being towed\*, we will provide the following:

- Should you be more than a 100 km from your home or destination, a 24 hour rental vehicle will be provided to get you home or to your destination.
- The car rental vehicle is limited to 24 hours only.

**Normal rental condition apply:**

- A group "C" vehicle will be arranged (equivalent to a 1.6L or 2.0L, power steered, air conditioned vehicle).
- Standard rental policy applies.
- You will be liable for damages that may arise.
- If there is no rental vehicle available, we will arrange for the towing services to provide a family run.

**Overnight accommodation**

In the event that you require accommodation for the night, we will provide the following:

- Accommodation will be provided if you are stranded more than 100 km from home or your destination and there are no rental vehicles available.
- Accommodation will be covered for one night only, thereafter you will be responsible for the costs.
- Accommodation will include bed and breakfast only.
- Accommodation is limited to 4 passengers and the driver to the value of R500 per person for 1 night only.
- You will be asked to pay for the accommodation up-front and submit the invoice for reimbursement.

**Roadside repatriation**

In the event that your vehicle requires to be recovered from another Volvo dealer due to mechanical or electrical failure, we will provide the following. If your home is more than 100km away, we will look at the most cost effective options to assist you. The options include: a 24 hour vehicle rental or flight, for you to collect your vehicle and return home.

\* During office hours towing: your Volvo will be towed to the nearest Volvo approved dealer. After hours, the car will be safely stored at the service provider's premises and delivered to the nearest Volvo approved dealer. Only flatbed trucks allowed when towing breakdown vehicles.

**NOTE: International repatriation is not covered by this agreement. In the event that the vehicle is not drivable, it will be your responsibility to return the vehicle to South Africa and we will arrange for the vehicle to be taken to the nearest Volvo dealer.**

# FACILITATED MEDICAL EMERGENCY ASSISTANCE

## Emergency Response

We will facilitate a call to an emergency response service provider who will dispatch an ambulance, or a rapid response vehicle (helicopter), whichever is the most medically appropriate and logistically possible to the scene of the medical emergency. Where appropriate, lifesaving support will be provided to you, and where relevant you will be stabilised before transfer is provided to the nearest appropriate medical facility.

## Medical transportation

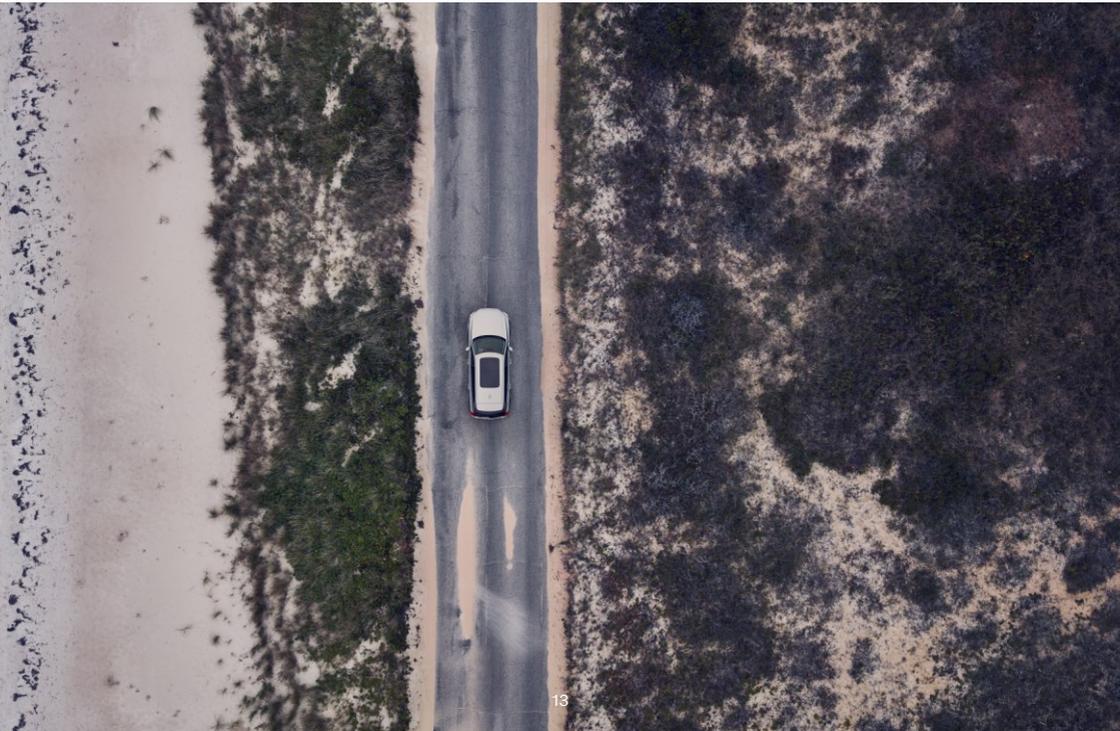
In the event of a medical emergency necessitating you to be transported to the nearest facility capable of providing medical care we will facilitate a call to a service provider.

## You can contact us as follows:

- Call us on 0800 MYVOLVO (0800 698 6586).
- Use your smartphone Volvo Car application.
- Volvo On Call button.
- SOS button, located above your rearview mirror.

## How will Volvo respond?

- If you call the assistance number or use your smartphone application: we will assess the situation and immediately dispatch the necessary services.
- Volvo On Call or SOS button: we will first try to contact you to establish the type of assistance required and then send one of our teams to the location of your vehicle.



## STOLEN VEHICLE RECOVERY

Your vehicle is factory fitted with a Volvo Telematics tracking device as part of the standard features and benefits of your new Volvo. To make use of the stolen vehicle recovery option, you must activate a contract, directly with Tracker, our authorised Roadside Assistance and Vehicle Recovery partner of Volvo On Call. You can contact them via the Volvo On Call app, or alternatively call 0800 MY VOLVO (0800 698 6586).

Includes the following:

- Theft Rescue
- Vehicle Recovery
- Remote Vehicle Immobilization and reactivation (In conjunction with SAPS)

### Vehicle Recovery\*\*

To prevent misuse, only Authorised Activators registered with Volvo can request that the Stolen Vehicle Recovery be activated. To assist Volvo On Call in recovering the vehicle, it is important that as much information as possible is provided when requesting activation. They will require:

- Full contract information.
- Full vehicle details

### To activate this service simply:

- **use the Volvo Car smartphone app, or**
- **call 0800 698 6586, select option 2. An agent is standing by to assist you.**

### What to do if your vehicle is stolen

If a vehicle has been stolen or hijacked and the incident has not been reported to the South African Police Service prior to calling Volvo On Call, the operators may activate the Stolen Vehicle Tracking immediately, but they will insist that a case number is obtained from the police within one (1) hour and that Volvo On Call is informed of the details. This is for your own safety, and is additional protection against fraudulent use of the Volvo On Call system. It is important to report any crime to the South African Police Service as quickly as possible after the event. With vehicle crime, the reporting of theft or hijacking to the South African Police Service is a legal obligation and is essential to assist in the recovery of your vehicle. Once reported and the Stolen Vehicle Tracking has been activated the car will no longer be visible on your Volvo Car smartphone app.

### Personal and vehicle details

The Authorised Activator will be asked a few critical questions regarding the theft, the vehicle and personal details (e.g. ID number and password). Remember, the more information provided to Volvo and the Police, the better.

### Consent

In order for Volvo to track your vehicle, we are required to obtain consent to empower the South African Police Service to act on your behalf. This is done by asking three questions, which must be answered positively.

\* Reviewed and adjusted annually.

\*\* Applicable to customers subscribed to Stolen Vehicle Recovery. Only available in South Africa. To activate this service, see page 15.

## STOLEN VEHICLE RECOVERY SUBSCRIPTION

The Volvo On Call Stolen Vehicle Tracking / Recovery premium will be managed through Tracker Connect. This will be a paid service, applicable from all model year 2021 (MY21) vehicles onwards. The monthly subscription will be payable in advance directly to Tracker.

Customer subscription can be obtained as follows:

1. During the delivery phase, when the welcome call is being completed, the Volvo on Call agent will offer the Volvo on Call Stolen Vehicle Tracking / Recovery service. If you would like to activate the service, an agent will contact you to conclude the contract.
2. You may activate this service at any time by initiating a Volvo on Call call, from your Volvo Car phone app or the in car on call button and request the subscription with the call agent (applicable from My21).

The subscription is month to month and you can cancel at any time, by giving Tracker Connect 30 days' notice.

**Note: In order for Vehicle Tracking to be possible, the Driver Journal must be enabled in the Volvo on Call app.**



## FREQUENTLY ASKED QUESTIONS

### **Q. How will a recovered vehicle be returned to you?**

- A. The return of the stolen vehicle is arranged by Volvo's recovery partner in conjunction with the South African Police Service. In most instances, any cost incurred in returning the recovered vehicle to you, should it be found away from your home town, would normally be covered by your insurance company.

Volvo and its recovery partner Tracker, does not facilitate the return of recovered vehicles. All stolen and recovered vehicles are handed over to the South African Police Service and are impounded for further investigation and safekeeping. The National Emergency Call Centre 10111, will advise the client of which pound the vehicle was taken to, but all further arrangements will be between the client and the South African Police Service (Investigating Officer and / or Police pound).

### **Q. What must I do if my vehicle is stolen?**

- A. A theft notification via your Volvo App will inform you of an alarm trigger\*. Alternatively, you can contact the centre via your Volvo Car App or call us on 0800 MY VOLVO (0800 698 6586).

### **Q. Can Volvo guarantee the recovery of the vehicle?**

- A. By setting our vast infrastructure and resources in action, we will do everything in our power to recover your vehicle. The Volvo Telematics unit allows for the remote immobilisation of your vehicle, under authorized circumstances. However, certain circumstances are beyond our control, making it impossible to guarantee the recovery of every vehicle. Rest assured that with Volvo On Call and Tracker, you have the best possible protection at your disposal and the best chance of recovering your vehicle.

Unlike many third party installed tracking devices the Volvo telematics unit is integrated into the cars systems. If it is ever removed the cars systems and engine will simply not run.

\* Subject to the notification setting being activated.

**NOTE: In order for certain Volvo On Call features to be fully functional, your phone notification settings and the Volvo Car App driver journal must be enabled.**







## VOLVO GENUINE PARTS

Designed, tested and manufactured specifically for your Volvo.

From cabin filters to oil filters, wiper blades to windscreens, Volvo Genuine Parts are an essential part of a Volvo's make up.

Our commitment to safety goes far beyond the development of new, advanced features for your vehicle. One of the cornerstones of our safety thinking is to see the vehicle as a system in which every part interacts with the other parts in a specific Volvo model, to create a complete unit that performs optimally.

Any replacement components should always leave your Volvo in the same or better condition than it was before the part was replaced. Every single component is specially designed to work together with the other components in your vehicle and extensively tested to meet Volvo's strict safety requirements. Nothing is left to chance.

# VOLVO ACCESSORIES

Live your life to the full – Volvo Cars accessories allows you to create a Volvo that's perfect for the way you live.

Express your individuality by customising your Volvo with accessories designed around you, your passengers and your car. Whether it is a bicycle holder, a foldable towbar or a carrier for your canoes or surfboards, you are covered for your next holiday trip. You will find everything you need to keep the kids safe in your Volvo, including accessories that will make their traveling experiences comfortable and enjoyable.

To discover **accessories** that will enhance the refinement and versatility of your vehicle and your lifestyle, visit <https://accessories.volvocars.com/en-za>

**All genuine Volvo accessories fitted (e.g. Tow bar, body kit, etc.) will carry the warranty period of the vehicle.**

**All genuine Volvo accessories non-fixed (e.g. roof racks, bicycle racks etc.) will carry the 12 month warranty from parts purchased date.**

## QUALITY ASSURANCE INSPECTION

Owning a new Volvo is without a doubt an exciting experience. During the first few months of ownership you will have time to discover how well your vehicle performs and how to get the best use from its many features.

We want you to enjoy your Volvo and gain as much from it as you can. With this in mind, before your vehicle left the factory, it was thoroughly inspected, quality-assured and assessed, according to Volvo's specifications. Your Volvo dealer also inspected your vehicle before it was delivered to you.

In the unlikely event that something does go wrong, your vehicle is covered by a 60 months / 100 000 km (whichever occurs first) Warranty Plan and a 36 months / 60 000 km Maintenance Plan (whichever occurs first). The details of this Volvo Plan (Maintenance and Warranty) are covered in this document.





## BOOK A SERVICE

When it is time for service, and in some cases when your Volvo is in need of repair, a message will appear in the driver display and at the top of the centre display. The service date or reminder is determined by the days passed since the last service, hours that the engine has been running, or distance driven since the last service.

Contact your preferred dealer to book an appointment.

For more information or to find your nearest Volvo dealer, visit <https://www.volvocars.com/za/buy/research/find-a-dealer>

# WHAT TO EXPECT AT THE DEALERSHIP

## **Your Volvo dealer will:**

- Confirm the capacity available before confirming your appointment.
- Check the Volvo central systems and ensure any service actions or upgrades are carried out.
- Ask you if any other items need attention.
- If, for any reason, any of the maintenance work your Volvo dealer offers differ from the manufacturer's service schedule, your Personal Service Technician (PST) will let you know before the work is carried out.

## **While the work is being carried out:**

- All Volvo service centres use the latest service schedules for regular maintenance work.
- Qualified Volvo technicians ensure all repairs meet our standards.
- If for any reason the work cannot be completed in time, you will be notified and suitable arrangements will be made.

## **On collection:**

- You will receive a detailed explanation of work carried out.
- You will receive a report on any additional items found.
- You will receive a copy of the invoice detailing the work completed.
- You can inspect any parts that are replaced (**please advise the dealer if you require to inspect the replaced parts, when booking the service or repair**). While your vehicle is covered by the Volvo Plan, all parts will be retained by the dealer for auditing purposes.

## **Facilities and environment:**

- You are free to enjoy a range of refreshments in the comfortable waiting area.
- Access and facilities for disabled customers are provided.
- Volvo workshops carry the latest diagnostic and repair tools (including specialised Volvo equipment) to make repairs efficient and thorough.
- The workshop team are fully aware of our environmental commitments and will be happy to answer any questions you may have, or direct you to someone who can.
- All personnel (where relevant) are trained in minimising local environmental impact (e.g. noise, energy use, water use and proper waste management).



## CUSTOMER SATISFACTION

Volvo actively participates in customer satisfaction measurement processes and other associated recognition programmes. Your feedback is important to us and you may receive an email from us after you completed a service. We value your feedback and encourage you to take a moment to tell us about your experience and where we can improve. To ensure you have an opportunity to give your feedback, please provide the servicing dealer with your email address.

There is a customer complaint policy in place should you experience any problems.

- All customer complaints are logged on receipt, acknowledged and will be investigated and dealt with by your Volvo dealer.
- Should you feel that your complaint has not been resolved, please contact our Customer Relations Centre on 0800 MYVOLVO (0800 698 6586). Please also refer to page 53.

**You will find in the back of this digital document a list of all Volvo dealers, alternatively call 0800 MYVOLVO (0800 698 6586) or email: [volvocrc@volvocars.com](mailto:volvocrc@volvocars.com)**

**For more information or to find your nearest Volvo dealer, visit <https://www.volvocars.com/za/buy/research/find-a-dealer>**

# THE VOLVO PLAN

## **Drive with peace of mind**

If it matters to you, it is everything to us. The Volvo Plan includes a Maintenance Plan.

## **Warranty cover**

- 60 months or 100 000 km (whichever occurs first).
- 5 years unlimited Roadside Assistance.

## **Maintenance cover**

- 60 months or 100 000 km (whichever occurs first) Maintenance Plan.



# THE MAINTENANCE PLAN

The following section, along with the Volvo Plan agreement, describes the cover you enjoy for any scheduled or unscheduled maintenance that may occur, as well as, the terms and conditions, limitation, exclusions and other important information, for your vehicle.

## **The Plan provides:**

- Scheduled servicing. (Oil, fluids and filters)
- Non scheduled maintenance. (For parts that wear out, brakes, wiper blades etc.)

This agreement is being offered to you in addition to any rights and remedies you may have under the contract of sale or otherwise whether at common law or pursuant to the Consumer Protection Act, or otherwise and such rights and remedies are not reduced or affected by this Volvo Plan (Maintenance and Warranty) in any way.

Any of our authorised Volvo dealers are happy to answer any questions you may have, alternatively contact our Customer Relations Centre on: **0800 MYVOLVO (0800 698 6586)**.

## **The way we handle your personal information**

We collect personal information from you for the purpose of administering this Volvo Plan and for processing and assessing any claims in relation to this Volvo Plan. You can choose not to provide this information, however we may not be able to provide you with the product or service you have requested which might include any **service notifications and / or safety recalls**.

Volvo Cars South Africa will need your consent to disclose information about you to other dealers, vehicle manufacturers, insurers, and credit providers or as required by law. In the event of a claim, we may disclose information and / or collect additional information about you from investigators / legal advisors.

**Should you change your contact or address details, update the changes in your Volvo app under personal information or use this link:**

**<https://volvoid.eu.volvocars.com/Account/?language=en&market=ZA>**

This will ensure that your Volvo Plan agreement remains valid Volvo will also be able to schedule any future safety recall or free component replacement with you.

## AGREEMENT

The Volvo Plan agreement is an agreement between you and us and is made up of:

- The Volvo Plan agreement, certificate, and
- The Volvo Plan agreement, terms and conditions.
- This digital document.

Together these PDF documents, set out the terms and conditions of this Volvo Plan agreement. It is your responsibility to make sure that the details contained in this agreement are correct.

Subject to Volvo receiving the fully completed Volvo Plan agreement, within 30 days of the date of registration, we agree to provide scheduled servicing and non-scheduled maintenance of the vehicle during the period of cover, subject to the terms and conditions of the Volvo Plan.

## PARTIES TO THE AGREEMENT

This policy document (service and warranty book) and the Volvo Plan agreement completed and signed by you, form part of the contract with you (the owner of the vehicle). The Volvo Plan is part of the features and benefits of your vehicle and is managed by Volvo Car South Africa and therefore remains with the vehicle. In the event of a sale, the balance of the plan will be transferred to the new owner.

All Volvo Plan claims are only claimable at an Authorised Volvo dealership within the borders of South Africa, Namibia and Botswana. The policies are not transferable to any other country.

## COVER

### Period of cover

**Plan period:** 60 months (from the date the vehicle was first put into operation and activated by Volvo on the Warranty system).

**Plan kilometers:** 100 000 km (whichever occurs first) limited to 5 services only on combustion engines and plug in hybrid cars. 2 Services only on pure electric vehicles.

This agreement shall commence from the date the warranty was activated by Volvo on the warranty system. This agreement will cease:

1. On the date the term of 60 months has elapsed from the date the warranty was activated by Volvo on the warranty system;  
or
2. When the total distance travelled reaches the term of 100 000 kilometers whichever of the two occurs first.

Please also see cancelling the Volvo Plan on page 32.

### **What is covered under the maintenance plan**

- **scheduled servicing**
- **non-scheduled maintenance**

### **Fully electric cars, the following wear and tear items are included**

- **wiper blades**
- **brake discs and brake pads**

### **Plug in hybrid and combustion engine cars, the following components are covered**

- **wiper blades**
- **brake discs and brake pads**
- **starter battery**

### **Where to take your vehicle?**

To obtain scheduled servicing, non-scheduled maintenance and / or mechanical failure repairs please return the vehicle to any authorised Volvo dealer.

In case of a vehicle collision or accident, please return the vehicle to a **Volvo approved body and paint repair centre** to effect these repairs. For more details and an updated list of repair centres, refer to <https://www.volvocars.com/za/own/service-and-maintenance/body-and-paint>

### **What is covered under the maintenance plan?**

#### **Scheduled servicing**

Subject to the terms and conditions of this Volvo Plan agreement, commencing from the date of first registration or the date the vehicle was first put into operation, the vehicle will be provided with scheduled servicing as specified in this book applicable to the vehicle under normal use and operating conditions in South Africa, Namibia and Botswana.

#### **Non-scheduled maintenance**

Subject to the terms and conditions of this Volvo Plan agreement, commencing from the date Volvo activated the warranty on the Volvo warranty system, the vehicle will be provided with non-scheduled maintenance as specified in this digital guide applicable to the vehicle under normal use and operating conditions in South Africa, Namibia and Botswana.

## LIMITATIONS AND EXCLUSIONS

The following items are **specific** (but not limited to) **exclusions**, not covered by this Volvo Plan agreement. (Also see section 5 and 6 of the Volvo Plan agreement).

- Internal and external trim, body work and paint that arises due to normal wear and tear.
- All accessories and electrical wiring / components (including software) that are not Volvo approved.
- Additional maintenance and repairs that may be required as a result of:
  - the vehicle being operated in severe or unusual conditions;
  - any modification made to the vehicle (other than a modification made by or at the direction of Volvo);
  - accident damage, abuse, misuse or consequential damage as a result of such actions;
  - failure to use the vehicle in accordance with the instructions contained in the owner handbook;
  - failure to ensure that the vehicle is properly, regularly and punctually serviced in accordance with the instruction and set service schedule specified by Volvo. Also see consequences of late service on page 38;
  - The vehicle having been serviced by a person and / or entity other than an authorised Volvo dealer;
  - The use of used or non-genuine Volvo parts;
  - Any repairs required as a result of continued operation of the vehicle once a defect or fault has occurred (including loss of lubricants and coolant);
  - Any consequential loss, damage or liability incurred as a result of a mechanical failure (including personal liability).
- Any items covered by the Warranty Plan will not be covered under this section.
- All top-up fluids, such as (but not limited to) top-up oil, anti-freeze, brake fluid, windscreen washer solution and air conditioning refrigerant.
- Contaminated fuel and any damages that arises from the use of incorrect fuel in the vehicle.
- It does not cover vehicles that are or have been used in any form of motoring competition.
- The only other wear and tear component not set out in the previous section on page 28, is water damage due to blocked sunroof drains, which will be excluded.

### Other limitation

- The Volvo Plan excludes liability for any lost time, inconvenience, loss of transportation or any incidental or consequential damage you (or anyone else) may incur as a result of a defect covered by this Warranty.

## **Tyres**

Tyres and tyre tubes are not covered by the Volvo Plan. Volvo passes on to the owner the original tyre manufacturer's warranty. The dealer must resolve any problems on behalf of the customer with the tyre manufacturer's agent.

## **General**

Any damage caused to glass, lights, indicators, paint, internal or external trim, that is as a result of normal wear and tear is not covered under this agreement.

The following **limits and exclusions** apply to the consumable parts and / or maintenance adjustments listed below.

## **Wheel balancing and wheel alignment**

This is not covered by the warranty or maintenance agreement.

## **Engine battery replacement**

For more information refer to Batteries page 44.

## **Wiper blade replacement**

The Volvo Plan includes the replacement of wiper blades due to normal wear and tear – this is **limited** to only one set per year. The replacement will be at the discretion of the Volvo retailer and Volvo Car South Africa.

## **Brakes and brake pads**

Limited to be replaced only when reaching the minimum specification or as authorized by Volvo. Abnormal loads and speeds may result in premature wear or damage to the brake pads / discs. If premature wear is detected replacement will be at the discretion of Volvo Car South Africa. An owner contribution may be requested.

Normal brake wear:

Front Brakes  $\pm$  30 000 km

Rear Brakes  $\pm$  50 000 km

Full electric vehicles 60 000 km or more when driven in one pedal mode.

Brake pad replacement will be assessed by your personal service technician.

# GENERAL

## Vehicle service requirements

It is a condition of this Volvo Plan agreement that you maintain, use and operate the vehicle in a proper manner within Volvo's specified capacity and operating limits and to ensure that the vehicle is properly, regularly and punctually serviced in accordance with the instructions and recommendations specified for the vehicle by Volvo, as outlined in this book.

To obtain scheduled servicing, non-scheduled maintenance and / or mechanical failure repairs, please return the vehicle to any authorised Volvo dealer.

Volvo recommends a fuel quality of ultra low sulphur PPM (50 PPM or lower Sulphur) content for all diesel variants and EN 228, ASTM 4814 or JIS K 2202 or similar. Highest octane lead-free for petrol variants. Our recommended engine oil grade is 5W-30 grade A5/B5 fully synthetic oil. For the new Drive-E engines use oil with a viscosity of 0W20 conforming to Volvo specification VCC RBS0-2AE.

## Volvo Cars recommends the use of Castrol Edge Professional in the new Drive-E engines.

Oils play a key role in enabling downsizing of engines. However, downsizing leads to higher temperatures and pressures within the engine and the right oil is essential to meet these challenges. Using the correct oil makes a considerable contribution to the engine's durability, while reducing fuel consumption and CO<sub>2</sub> emissions.

Your Volvo is born with **Castrol EDGE Professional**. This oil has been specially developed in collaboration between Castrol and Volvo cars. It plays a key part in the engine's performance. The technology of the Drive-E powertrains puts special demands on the properties of the oil given the high temperature and pressure within the engine.

For more information on the purchase of Castrol top-up oil, contact your Volvo dealer.

### Claim recovery

If you make a claim on this Volvo Plan agreement where we believe costs could be recovered from another party, we reserve the right to take action to recover money paid by us. When we do this we may need to take such action in your name, and therefore you must cooperate with us and provide us with any information we may require. We will pay for any legal expenses.

## TRANSFERABILITY

Only you are entitled to make a claim or receive a benefit from this Volvo Plan (Maintenance and Warranty) agreement. The Plan will remain with the vehicle as it forms part of the standard features and benefits of the car.

If you sell your vehicle, the remainder of the Plan period will be transferred to the new owner of the vehicle, on receipt by Volvo of the new owner's information, contact details and the completed Volvo Plan agreement. The Volvo Plan can only be transferred, if the Plan is still valid. There is no charge for the transfer.

**Please note:** Any Volvo still covered by the Volvo Plan, purchased from a non-authorized Volvo dealer, must be presented to an approved Volvo dealer, for a quality check and to facilitate in the transfer of ownership of the Volvo Plan and the completion of the Volvo Plan agreement.

## CANCELLING THIS VOLVO PLAN

Should you opt to remove the Maintenance Plan (5 year / 100 000 km (whichever occurs first) at point of sale only, your warranty will default to a two year international warranty. You will not be able to reinstate the Plan.

In the following events the Volvo Plan will be cancelled or suspended at the discretion of Volvo:

- In the event of the vehicle being written off or stolen and deemed un-recoverable, the Volvo Plan, Service Plan will cease to apply to the vehicle.
- In the event of the vehicle being in a collision, the Warranty will be suspended. We will reinstate the Warranty subject to the vehicle being repaired at an **approved Volvo body and paint repair center** and subsequently checked by an authorized Volvo dealer.
- In the event that a vehicle is deemed uneconomical to repair and written off, the warranty will be canceled. If such a vehicle is put back into service by salvage operators the warranty will not be reinstated.
- In the event of the vehicle not being properly maintained and / or used according to the details set out in this document and you have not fully complied with the terms and conditions of the Volvo Plan agreement, the vehicle Warranty will be canceled. All maintenance part replacements will be subject to authorization based on whether the part would have needed replacing had the vehicle been properly and timeously maintained.

In all cases, no refund will be applicable.

# MAINTENANCE PLAN AGREEMENT EXPLANATION

The following questions and answers are intended to assist you in understanding this agreement. The meaning of certain words is set out under the heading "Definitions" on pages 49 - 50 of this document.

## **1. Where should you take the vehicle for service or repair?**

For any scheduled servicing, non-scheduled maintenance and / or mechanical failure repairs, the vehicle must be returned to any Volvo approved dealer (within South Africa, Namibia and Botswana).

To ensure that your vehicles' maintenance and warranty remain validated, in the event of any collision damage, return your vehicle to a Volvo approved body and paint repair centre. (Accident towing is covered by your Volvo Roadside Assistance)

## **2. What should you do if the vehicle becomes inoperative or unsafe as a result of a mechanical failure covered by this agreement?**

If the vehicle cannot be driven, or cannot be driven safely, you should contact any Volvo approved dealer or Volvo Roadside Assistance on 0800 MYVOLVO (0800 698 6586) or use the On Call button as soon as possible to arrange any necessary parts replacement, adjustments and / or repairs.

## **3. What should you do in an emergency if we are not available to provide assistance?**

If in an emergency, a parts replacement, adjustment and / or mechanical failure repairs is required - of any kind covered by this agreement - to enable the vehicle to be operated safely you should contact our Volvo Roadside Assistance number on 0800 MYVOLVO (0800 698 6586) or use the On Call button.

## **4. Do you have to bear any costs or expenses in connection with this agreement?**

Except as stated below, parts and labour used and supplied in carrying out scheduled servicing, non-scheduled maintenance and mechanical failure repairs as a result of a manufacture defect, are at no cost to you.

It is your responsibility to deliver the vehicle to the dealer's premises and to collect it from these premises when the parts replacement, adjustments and / or repairs have been completed. You will be required to bear all the costs and expenses incurred in taking the vehicle to, and in collecting from, the premises, unless you and the servicing dealer otherwise agree. Also refer to the terms and conditions as set out in the agreement for further details.

**Important things to note:**

There may be some instances where parts replacement, adjustments and / or repairs cannot be authorised until the vehicle has been dismantled. In these cases, we will need your authority to dismantle the vehicle for proper diagnoses prior to commencing with any parts replacement, adjustments and / or repairs. Provided that the problem is covered by this agreement, parts replacement, adjustments and / or repairs will be authorised. In instances where the problem is not covered by this agreement, you will be responsible for all costs associated with dismantling and repairing the vehicle and any other related costs.

## SUMMARY

- Type of plan:** Maintenance Plan
- Plan period:** 60 months (from first date the warranty was activated by Volvo on the warranty system).
- Plan kilometers:** 100 000 km (whichever occurs first), limited to 5 services only on combustion engine and plug in hybrid vehicles. Limited to 2 services only on full electric vehicles.

**Cover**

- 1) Scheduled servicing.
- 2) Non-scheduled maintenance repairs.

**Exclusions**

For detail of the exclusions of this Volvo Plan agreement, see page 42 of this document and the terms and conditions as set out in the Volvo Plan agreement (Section 5 and 6).

**Contact details**

Volvo Customer Care Line: 0800 MYVOLVO (0800 698 6586)

Volvo Customer Care Email: [volvocrc@volvocars.com](mailto:volvocrc@volvocars.com)

Roadside Assistance: Volvo On Call button

**To ensure your maintenance contract remains valid please update your contact details on your Volvo account:**

**<https://volvoid.eu.volvocars.com/Account/?language=en&market=ZA>**

**Changes in ownership must be administered by an approved Volvo dealership to ensure the contract remains valid.**

**NB! A new contract must be completed with any change in ownership.**



## SERVICE INTERVALS

**Volvo cars that run on petrol require a service every 20 000 km or 12 months, whichever occurs first. Volvo pure electric, high voltage battery, cars require a service every 30 000 km or 24 months, whichever occurs first.**

You will have a service history booklet that was issued with your Volvo, where the dealer can record your Volvo's service history and damage repair quality assessment.

Your Volvo has a built-in service reminder – a message will appear in the information panel on the dashboard. You can access the message using the information stalk or in your car's menu, in the centre display touch screen.

Should your Service reminder **NOT APPEAR** and the service is due by either time or mileage, please contact your Volvo dealer immediately. **It is your responsibility as the owner, to ensure that the regular servicing is done on time in accordance with the service schedule set out in this document.**

Therefore the combustion and plug in hybrid vehicles service interval period is measured in

- Time (12 months) and / or
- Mileage (20 000 km) whichever occurs first, irrespective of the service reminder (limited to 5 services) and,

The full electric vehicle service interval period is measured in

- Time (24 months) and / or
- Mileage (30 000 km) whichever occurs first, irrespective of the service reminder (Limited to 2 services only on the full electric drive trains).

Normally, the number of kilometers the vehicle has been driven determines when a service should be performed, but time is also a determining factor. For example, if your vehicle is only driven a short distance each year, it should still undergo the prescribed annual service. In such cases, time is the determining factor. However, if the vehicle is driven a great deal, mileage determines when a service should be performed.

A combination of **time and mileage** (whichever occurs first), **determines the service interval** for your particular vehicle. It is essential to follow the service programme that has been developed for your Volvo. Maintenance that has not been performed according to the prescribed Volvo service program, or which has been carried out improperly will result in the suspension or cancellation of your set Volvo

Warranty.

The general extent of the service programme is listed in the following pages. If your Volvo is used for towing or driven in unusually dusty (harsh) conditions, your vehicle may require some additional maintenance – please consult your Volvo dealer if applicable.

**Important things to note:**

- **The general maintenance and upkeep of your Volvo remains your responsibility. Please ensure that you fully understand your obligations under the Warranty and Volvo Plan programme (details of which is contained within this document and the Volvo Plan agreement).**
- **For more details on late services please refer to the CONSEQUENCES FOR LATE SERVICES on page 38.**

## SERVICE SCHEDULE

All services are carried out according to manufacture specifications. Service items may differ between Volvo models and engine types. Service check lists will be provided for, by your servicing dealer, for the prescribed service required on your Volvo.

**Important things to note!**

- **Should your service reminder not illuminate and the service is due by time or mileage, please contact your Volvo dealer.**
- **Combustion engine and plug in hybrid vehicle services must be carried out at 20 000 km or 12 month intervals, whichever occurs first.**
- **Full electric intervals at 30 000 km or 24 months, whichever occurs first.**

**IT IS YOUR RESPONSIBILITY TO ENSURE YOU BOOK AND SERVICE WELL IN ADVANCE BEFORE THE ABOVE PARAMETER IS EXCEEDED.**

If you require more information and advice regarding your specific needs, driving conditions or a detailed service schedule for your vehicle, please contact your Volvo dealer.

## CONSEQUENCES OF LATE SERVICES

It is important to note that failure to follow the set service intervals as detailed in this Maintenance and Warranty document, may result in the cancellation of your Volvo's warranty.

In the event that your Volvo is not serviced according to these set service intervals, it may be flagged for late servicing on the Volvo Warranty System. Warranty repairs required for the engine, gearbox, differential, fuel system and cooling system may be thoroughly reviewed by the repairing dealer for possible damage related to the late servicing of the vehicle, and subsequent repairs may not be covered by the Volvo Warranty.

Should your Volvo be late for a service, depending on the time and mileage of your vehicle and the next service due, Volvo Maintenance Plan may combine services, in which case it will count as two services. However, if your Volvo overruns by 20 000 km or 12 months or 30 000 km or 24 months, you will have missed a service and the Warranty on the engine, gearbox, differential, fuel system and cooling system will be cancelled.

Such a vehicle will not be eligible for the warranty reinstatement of the above-mentioned components, or the purchase of an extended warranty or maintenance plan and will only qualify for an extended service plan.

No refund of the Volvo Maintenance Plan is offered to vehicles that are written off or exported to countries outside of the South African, Namibian or Botswana borders.



## WARRANTY

The Volvo vehicle warranty does not in any way affect your statutory rights and gives you remedies, including arbitration in addition to those under any contract of sale. It is also transferable to any subsequent registered owner of the vehicle.

Should any component of the vehicle require repair or replacement as a result of an unexpected component failure attributable to faulty materials or workmanship during the manufacturing process, such components will be repaired or replaced, at Volvo's discretion, free of charge by any Volvo dealer.

### **The Volvo Warranty covers:**

- Manufacture Defects
- Paint and corrosion
- Volvo batteries
- Volvo Roadside Assistance
- Volvo accessories

The details, terms, conditions, limitations and exclusions of the cover are described in the following pages.

# COVER

**Period of cover**

**Plan period:** 60 months, or

**Plan kilometers:** 100 000 km (whichever occurs first)

This agreement shall commence on the date the warranty is first activated by Volvo on the warranty system. The activation date will coincide with the date the vehicle was first put into operation.

**This agreement will cease:**

1. On the date the term in months has elapsed from the date the vehicle was first put into operation; or
2. When the total distance traveled reaches the term in kilometers, whichever occurs first.

Please also see cancelling the Volvo Plan on page 32.

**Parties to the agreement**

Please refer to page 27 of this document.

**Transferability**

Please refer to page 32 of this document.

**Cancellation**

Please refer to page 32 of this document.

**Countries where you have cover**

Your vehicle is covered within the borders of the Republic of South Africa (RSA), Namibia and Botswana. The Volvo Plan (Maintenance and Warranty) is subject to the exclusive jurisdiction of the South African courts and any payment shall be in South African currency. For more details refer to Warranty and Maintenance cover when touring on page 28.

If your vehicle is damaged outside these borders, it must be brought back to South Africa, Namibia or Botswana at your own cost. (also see vehicle recovery options covered under Volvo Roadside Assistance on page 14).

**Manufacture defect repairs:**

Subject to the terms and conditions of this agreement, commencing from the date of first registration, if the vehicle suffers a mechanical / electrical failure as a result of a manufacture defect, we will pay the cost of having the components repaired or replaced by an authorised Volvo dealer.

- Parts used by Volvo to comply with this warranty will be covered for the remainder of the period of the new vehicle warranty, as if they were originally fitted parts.
- All Volvo accessories and spare parts purchased from a Volvo dealer, come with their own specific guarantees. Please ask your Volvo dealer for details at the time of purchase.

**Paint and corrosion**

Please refer to page 43, Warranty - Paint and Corrosion.

**Volvo batteries**

Please refer to page 44 for more information and specific cover. High Voltage full electric vehicle and plug in hybrid batteries refer page 44.

**Warranty on Volvo accessories**

Volvo has a proud heritage in providing smart solutions to enhance your lifestyle, fitting perfectly with the design of your Volvo – without compromising on safety or comfort. So whatever you need to expand your world and the capabilities of your Volvo, you will find a Volvo accessory to make it happen.

Our designers have created a wide range of stylish and practical accessories to choose from. For more details please contact your Volvo dealer or visit [www.volvocars.com/za/Accessories](http://www.volvocars.com/za/Accessories)

**All Genuine Volvo fixed accessories (e.g. Tow bars, body kits etc.) carry the vehicle warranty, if fitted after the warranty has started, the warranty will then be in place for the remainder of the period.**

**All genuine Volvo non-fixed accessories (e.g. Roof racks, bicycle kits etc.) carry the 12 month warranty from the purchase date.**

## LIMITATIONS AND EXCLUSIONS

The following limitations and exclusions are applicable to this Warranty:

- The Warranty does not cover items that are subject to adjustment or replacement during normal routine service or maintenance, unless the work is required as a direct result of a manufacturing or material defect.
- Replacement or "top-up" of consumable fluids, for example, but not limited to, oils, anti-freeze, brake fluid, windscreen wash solution and air conditioning refrigerant are not covered under this Warranty.
- Wheel alignment and balancing.
- Tyres and tyre tubes are not covered by this Warranty. Volvo passes on to the owner the **original tyre manufacturer's warranty**. The dealer must resolve any problems on behalf of the customer with the tyre manufacturer's agent.
- Contaminated fuel and any damages that arise from the use of incorrect fuel in the vehicle.
- It does not cover vehicles that are or have been used in any form of motoring competition.
- Any damages caused to glass, lights, indicators, paint, internal or external trim, that is as a result of normal wear and tear is not covered under this agreement.
- Where you fail to ensure that the vehicle is properly, regularly and punctually serviced in accordance with Volvo's set maintenance schedules and service instructions. (Also see consequences for late service on page 38).
- Internal and external trim, body work and paint that arises due to normal wear and tear.
- All accessories and electrical wiring / components that are not Volvo approved.
- Any mechanical / electrical failure as a result of the vehicle being operated in severe or unusual conditions.
- Volvo will not be responsible for repairs / replacement of any component that is a direct result of unauthorized modifications of the vehicle or any parts modification. (For example, but not limited to: exhaust systems, audio sound equipment and entertainment systems, tracking units, performance enhancement devices, park distance control units, drive trains, tow bars or any other non-Volvo approved accessory.)
- Window tinting and protective films ("smash and grab").
- Any second-hand or used parts fitted.
- Any additional repairs required as a result of:
  - Accident damage, abuse / misuse, or consequential damage as a result of such action.
  - Failure to use the vehicle in accordance with the instructions contained in the owners handbook.
  - The vehicle having been serviced by a person other than an authorized Volvo dealer.
  - Any repairs required as a result of continued operation of the vehicle once a defect or fault has occurred (including personal liability).
  - Costs covered by any other warranty or entitlement during the vehicle warranty.
  - The use of used or non-genuine Volvo parts.
  - Any water damages as a result of blocked sunroof drainage.

**Other limitation**

- The Volvo Plan excludes liability for any lost time, inconvenience, loss of transportation or any incidental or consequential damage you (or anyone else) may incur as a result of a defect covered by this Warranty.

**Volvo recommended fuel and engine oil:**

Volvo recommends a fuel quality of ultra low Sulphur PPM (50 PPM or lower Sulphur) content for all diesel variants and EN 228, ASTM 4814 or JIS K 2202 or similar (highest octane) lead-free for petrol variants. Our recommended engine oil grade is 5W-30 grade A5/B5 fully synthetic oil. For the new Drive-E engines use oil with a viscosity of 0W20 conforming to Volvo specification VCC RBS0-2AE.

**Volvo Cars recommends using Castrol Edge Professional in the new Drive-E engines.**

## PAINT AND CORROSION PROTECTION

**Paint****Warranty period**

The Warranty covers any faults and deviations in the vehicle's paint surface that have occurred due to a defect in materials or paint application from the factory (according to applicable paint requirements).

The paint Warranty begins at the same time as the new vehicle Volvo Plan (Maintenance and Warranty) and is valid for the prescribed months or kilometers in the agreement (whichever occurs first).

**Corrosion****Warranty coverage**

Should any part of the vehicle's bodywork be perforated by rust corrosion, the panel(s) affected by the perforation will be investigated. If found to be a manufacturing or material defect, the defect may be repaired by a **Volvo dealer** or **Volvo body and paint repair centre**.

The corrosion protection Warranty begins at the same time as the new vehicle Warranty and is valid for the prescribed months or kilometers in the agreement (whichever occurs first).

It is up to the discretion of Volvo Car South Africa to repair any rust or corrosion defect under Warranty. The corrosion protection Warranty is issued on an international basis but national variations may exist.

## PAINT AND CORROSION PROTECTION EXCLUSIONS

The paint and corrosion protection Warranty's exclusions are detailed below.

Volvo is not responsible for any repair or replacement that is required as a direct result of:

- failure to properly maintain the paint and bodywork in accordance with Volvo's instructions;
- factors beyond Volvo's control, such as environmental hazards including – but not limited to – industrial fallout, storm damage, bird dropping, acid rain and damage (including stone chips, scratches and use of any unsuitable cleaning agents);
- accident repairs using materials or repair methods not approved by Volvo;
- alterations of the vehicle from Volvo's original specification;
- accident repairs done by non-approved Volvo repair centres.

For more information or a list of our approved agents, contact us on 0800 MYVOLVO (0800 698 6586) or visit <https://www.volvocars.com/za/own/service-and-maintenance/body-and-paint>

## BATTERIES

Every Volvo genuine battery is of the highest quality and carefully dimensioned for reliable performance in your Volvo.

### Warranty coverage

- 60 months / 100 000 km (only applicable to vehicles covered by the original Warranty).
- 12 months / unlimited mileage (parts warranty – all vehicles no longer covered by the Volvo Plan).
- Full electric vehicle batteries and plug in hybrid, high voltage (HV) lithium batteries, 96 months / 160 000 km cover if the efficiency is below 70%.

**NB: An HV battery's serviceability and preference will be applied to replacing only faulty cells to bring the battery back to the correct state of health.**

In the instance where a battery requires replacement, and is still covered by the Volvo Plan or parts warranty, your Volvo dealer will first do a full assessment. Any replacement of the battery will be done at our discretion.

- Batteries used by Volvo to comply with this Warranty, or the parts warranty will be covered for the remainder of the period of the new vehicle Warranty or parts warranty, as if they were originally fitted parts.

- All Volvo accessories and spare parts purchased "over the counter" from a Volvo dealer, come with their own specific guarantees. Please ask your Volvo dealer for details at the time of purchase.

### **Exclusions**

This Warranty does not cover

- Discharged batteries that can be recharged and returned to service.
- Damage due to charging system failure, negligence, abuse, accident damage or improper use and installation.
- Damage due the vehicle standing for long periods.

**Preventing premature battery failure, requires the vehicle to be driven for a minimum of 15 minutes (consecutively) every week. It is the owner's responsibility to maintain the battery should the vehicle not be in use for long periods of time.**

## **OWNER'S RESPONSIBILITY**

The following points affect the validity of your cover and failure to abide by them may result in a claim being declined or cancellation of this agreement.

### **Vehicle maintenance**

Good vehicle care and maintenance starts at home and you must take all reasonable steps to keep your vehicle in proper working condition. Your owner's manual and this service and warranty document describe the proper care and use of your vehicle. Proper maintenance and usage will prevent major repair expenses resulting from misuse, neglect or inadequate maintenance, and may help increase the value when you sell your vehicle.

You will find details of some simple checks that the owner or operator should carry out on a daily, weekly or monthly basis, in your owner's manual. Also refer to the in-car manual found in the menu of the center display. It is very important that services are carried out throughout the life of the vehicle, at the prescribed distance or time intervals (whichever is sooner) detailed in this document.

**Service and repairs**

Failure to perform the required maintenance on time and in accordance with Volvo's service intervals can invalidate the Warranty. Volvo Plan coverage will be limited to specific affected parts.

Ensure that you present your vehicle to a Volvo dealer for any warranty repairs as soon as a concern is detected. This will minimise consequential avoidable damage on your vehicle and eliminate unnecessary cost for your own account. The Warranty excludes any consequential damages caused from driving with a malfunction.

Your Volvo dealer will do a full diagnosis to assess the nature of the concern and obtain the necessary authorisations before a repair is completed.

**Car and leather care**

Both the interior and exterior of your Volvo requires specific care and maintenance. It is your responsibility to ensure that the required maintenance is carried out as specified in your owner's manual.

Your Volvo's leather upholstery is chromium-free and is treated to preserve its original appearance. Because leather is a natural product, it ages and acquires a beautiful patina over time. The leather is refined and processed so that it retains its natural characteristics. It is given a protective coating, but regular cleaning is required in order to maintain both characteristics and appearance. Your vehicle's leather must be cleaned and treated with the specialised Volvo leather care products, at least once per year (or more if required).

Volvo offers a comprehensive product range to care for your entire Volvo, for more details ask your Volvo dealer. Please refer to your owner's manual for full car care details and requirements.

**Paint and corrosion protection warranty**

Ensure that you maintain the paint and bodywork of your Volvo with regular cleaning in accordance with our instructions. Make sure that you present your vehicle to an approved Volvo dealer for any warranty repair or service as soon as a defect is detected. This will minimise the effect a defect has on your vehicle and the nature and extent of the repair needed.

**Tyres**

To ensure even tyre wear pattern, it is recommended to rotate your vehicle's tyres every 10 000 km (as per tyre manufacturer requirements) and to check / reset the wheel alignment regularly.

## MISCELLANEOUS INFORMATION

### **Warranty and maintenance cover when touring**

The Volvo Plan only provides you with cover as set out in this document, while your vehicle is operated within the borders of South Africa, Namibia and Botswana.

When touring and your vehicle requires urgent attention from any other Volvo repair centre outside the borders of South Africa, Namibia and Botswana, only warranty components will be covered. In such cases the dealer should seek advice from us prior to completing the repairs.

You will be responsible for the payment of such repairs and may claim the costs back from a Volvo approved dealer on your return. Such refunds will only be processed on submission of the invoice, any other relevant documentation and the displaced parts (where possible). It will be your responsibility to provide the required information and parts to your local Volvo dealer.

We will assess the extent of the repairs and the Volvo dealer will refund you in local currency. This will be done at the discretion of Volvo Car South Africa.

**Please note: Repatriation is not covered by this agreement or the Volvo Roadside Assistance. In the event where the vehicle is not drivable, you will be responsible to bring the vehicle within the border of South Africa, Namibia or Botswana and we will arrange for the vehicle to be taken to the nearest Volvo dealer.**

### **The Warranty and consumer law**

This Warranty is a manufacturer's warranty that supplements and does not affect your legal rights under the vehicle purchase agreement with your selling dealer or under applicable national legislation governing the sale of consumer goods.

### **Fraud and dishonesty**

If you, or anyone acting on your behalf, submits a claim, or any information or documentation relating to any claim that is in any way fraudulent, dishonest, exaggerated or withheld, we will reject your claim and the Volvo Plan (Maintenance and Warranty) will be cancelled.



# VOLVO PLAN – DEFINITIONS

Words appearing in this agreement that are important have the following meaning and are highlighted in bold text.

**Authorised Volvo dealer** means a dealer appointed by Volvo Car South Africa to sell new and / or used vehicles of the kind marketed from time to time by Volvo Car South Africa. They are also appointed by Volvo Car South Africa to retail Volvo genuine parts and perform scheduled servicing, non-scheduled servicing and any mechanical repairs which are deemed necessary.

**Volvo approved body and paint repair centre (ABR)** means a body and paint repair centre appointed by Volvo Car South Africa to repair new and / or used vehicles to the original Volvo high quality and safety standards.

**Volvo** means Volvo Car South Africa (Pty) Ltd.

**VAT** means the Value Added Tax as detailed by the applicable tax legislation (goods and services) in the Republic of South Africa.

**Manufacturer's vehicle Warranty** means the standard Warranty for Volvo passenger vehicles, the terms of which are contained in this document and the owner's handbook.

**Manufacture defect** means the failure of a component due to manufacturing defect.

**Modification** means any addition; deletion or alteration made to or from the vehicle.

**Owner** means the owner of the vehicle for the time during the Volvo Plan (Warranty and Maintenance Plan) period of cover.

**Owner handbook** means the owner's manual or operator's handbook for the vehicle, or any other literature that is approved by Volvo and provided by Volvo or an authorised Volvo dealer to the owner in relation to the vehicle.

**Period of cover** means the Volvo Plan (Warranty and Maintenance Plan) agreement period described under the sub heading period of cover.

**Perforation** means a hole that penetrates the bodywork caused by corrosion from the inside or underside as a result of faulty manufacturing or materials.

**Scheduled Servicing** means the normal / standard-scheduled services including replacement of the related parts and labour. Scheduled servicing applies to the vehicle being used under normal use and operating conditions in South Africa, Namibia and Botswana.

**Selling dealer** means the authorised Volvo dealer from whom the vehicle was purchased and who is authorised to perform scheduled servicing and non-scheduled servicing of your Volvo vehicle.

**Term in months** means the term of this contract agreement expressed in months as prescribed by Volvo on the Volvo Plan agreement certificate.

**Term in kilometers** means the term of this contract expressed in kilometers as prescribed by Volvo on the Volvo Plan agreement certificate.

**Terms and Conditions** mean the terms and conditions as set out in this document and the Volvo Plan agreement as agreed on between you and us.

**Vehicle** means the vehicle described in the Volvo Plan agreement certificate.

**Volvo On Call** means the Volvo onboard telematics unit, related service and roadside assistance.

**Volvo Plan** means the Maintenance and Warranty policies that come standard with your Volvo.

**Volvo Plan agreement certificate** means the Volvo Plan agreement certificate containing details specific to you, the vehicle and this Volvo Plan.

**We, us** and **our** means Volvo Plan, Maintenance and Warranty plans and Volvo Car South Africa.

**Written off** means without limitation, that the owner insurer or financier of the vehicle deems that the vehicle has been so severely damaged that it is no longer economical to repair.

**You** and **your** means the person(s) named in the Volvo Plan agreement certificate.



## BODY AND PAINT

Volvo takes great care in approving body and paint repair centres that use only Volvo genuine parts and the latest Volvo repair methods when repairing your Volvo to its original manufacturer's specifications.

Should your Volvo's bodywork ever need attention, do not take any short cuts as they will inevitably serve to reduce the value of your investment in a quality car. Only Volvo approved body and paint repair centres possess the equipment and expertise needed to carry out bodywork repairs, to the original Volvo specification. No other methods and no compromises are tolerated. You can therefore rest assured that your repaired Volvo will be returned to you in the pristine condition for which Volvo is universally acclaimed.

In the event of any repairs done by a non-approved repairer, the applicable warranty cover on the related components (this includes any consequential damage as a result of the accident and/ or repair) will be affected and the warranty will be suspended until the vehicle has been repaired to standard and a comprehensive quality inspection has been performed by a Volvo Dealer. The cost of the inspection will be for your account or could be covered by your insurer.

Important things to note:

- Your Volvo's Warranty will be affected should any repairs be carried out by a Non-approved Volvo body and paint repair centre.
- The following pages contain a section for your Volvo dealer to complete during inspections, after an accident or bodywork repair.

## WINDSCREEN REPLACEMENT

Windscreen glass is not just glass anymore! The glazing technology enhances functionality that is not necessarily visible to the naked eye.

Your Volvo's genuine windscreen is an integral safety component designed to work with the safety technology in your Volvo. Volvo windscreens make use of optical elements on telemetric and other optical sensors, whose accuracy is crucial for the proper operation of your Volvo's active safety systems. It also aids your Volvo's structural integrity, contributing up to 15% of the whole-body rigidity, preventing deformation.

Your Volvo's windscreen should only be supplied by a Volvo dealership and may only be installed on site of an approved Volvo dealership or body and paint repairer. Correct fitment is crucial for the passive system as the passenger airbag especially presses against the windscreen when deploying. If the screen comes dislodged, the airbag will deform incorrectly as the person moves into the airbag

To find your nearest Volvo approved body and paint repair centre, call us on 0800 MY VOLVO (0800 698 6586), use Volvo On Call or visit <https://www.volvocars.com/za/own/service-and-maintenance/body-and-paint>



## CUSTOMER EXPERIENCE

### **You can lodge a complaint**

If your Volvo dealer was not able to resolve your concerns and you are still unhappy and wish to lodge a complaint with Volvo, you may do so in writing or by telephone at:

Tel: 0800 MYVOLVO (0800 698 6586)

Email: [volvocrc@volvocars.com](mailto:volvocrc@volvocars.com)

You may also lodge your complaint with an independent body.

### **Motor Industry Ombudsman**

Website: [www.miosa.co.za](http://www.miosa.co.za) (online complaint form)

Email: [info@miosa.co.za](mailto:info@miosa.co.za)

Tel: 0861 164 672

Fax: 086 630 6141

# VOLVO APPROVED DEALER LIST

Dealer Name	Contact number	Region
Volvo Cars Gaborone . . . . .	+267 365 6000 . . . . .	Botswana
CMH Volvo Cars Fourways . . . . .	011 700 4700 . . . . .	Gauteng
CMH Volvo Cars Pretoria . . . . .	012 431 2500 . . . . .	Gauteng
Tom Campher Volvo Cars . . . . .	011 726 8103 . . . . .	Gauteng
Volvo Cars Bedfordview . . . . .	011 621 6400 . . . . .	Gauteng
CMH Volvo Cars Umhlanga . . . . .	031 571 2600 . . . . .	KwaZulu-Natal
Volvo Cars Namibia . . . . .	+264 83 330 5080 . . . . .	Namibia
CMH Volvo Cars Cape Town . . . . .	021 413 9800 . . . . .	Western Cape
Rola Volvo Cars Somerset West . . . . .	021 841 8555 . . . . .	Western Cape

**To locate your nearest Volvo Dealer via your mobile phone, please visit:**  
<https://www.volvocars.com/za/buy/research/find-a-dealer>

## APPROVED BODY REPAIRER (ABR)

**To locate your nearest ABR, please visit:**  
<https://www.volvocars.com/za/own/service-and-maintenance/body-and-paint>





**V O L V O**