

V O L V O

# The Easiest Way To Keep Your Volvo's Value

Volvo Car Service Plan Plus



## Forget About Servicing Costs When You've Purchased Your New Volvo<sup>1</sup>

When you purchase our Volvo Car Service Plan Plus together with your new Volvo<sup>1</sup>, you'll know that it will be taken care of in the best possible way for years to come, by Volvo-trained technicians using Volvo Genuine Parts. Regularly scheduled service performed by your authorized Volvo dealer will not only keep your Volvo trouble-free but also ensure that its value is kept at the highest level. By making a one-off payment that covers the first three or five services you won't have to give servicing costs a single thought for up to five years. This Plan also covers Wear and Tear items which you can enjoy worry-free ownership with virtually no maintenance expenses.

### Volvo Car Service Plan

- Covers 3 or 5 services, carried out every 12 months and/or at 20,000 km intervals (Petrol and Plug-In Hybrids) whichever occurs first.
- Coverage for Wear and Tear items, such as wiper blades and brake parts. Covers replacement in conjunction with servicing.
- Includes free software updates, a personal service contact (offered by Volvo Personal Service certified dealers), a complimentary health check of your car and car wash at every servicing.
- Factory-trained technicians, using Volvo Cars' servicing technology and only Volvo-approved lubricants and parts.
- Valid at any Volvo authorized workshop in Malaysia.
- One-off payment can be included in financing plan if you prefer to pay monthly.
- Guards against potential price rises.
- Fully transferable to the next owner, can increase the resale/trade-in value of your Volvo.

<sup>1</sup> Volvo Electric Car comes with Service Maintenance, Wear and Tear Included; service interval of 12 months and/or 30,000km, whichever comes first.



## Easy For You, The Best For Your Volvo

Besides the technical maintenance service, we offer you several additional benefits that are always included when you bring your car in for servicing at a Volvo workshop:

### **Free Software Updates**

At Volvo, we're constantly developing and improving the software for our cars with hundreds of engineers constantly working with optimising the electronic modules that manage the car's functions.

This means that your Volvo can get a little better at every servicing, since free software updates are always included. Examples of functions or systems that can be optimised include air conditioning, engine and driver information.

### **Health Check**

We connect your Volvo to our computerized diagnostics system to check that all safety systems function correctly. As part of the health check, we also check the status of the battery. Many of today's devices (such as mobile phones, navigation units etc) draw power from the battery – by checking the status we offer you peace of mind.

### **Car Wash**

It's always nice with a spotlessly clean and newly-washed car, and therefore we will wash your Volvo for you every time you have it in for service at our workshop.

**Personal service contact** (offered by Volvo Personal Service certified dealers)  
With Volvo Car Service, you always have your own personal service contact, who is specially trained by Volvo and who can answer your questions. Your personal service contact stands by to book an appointment for service for you or to order other work, such as tyre changes or car care.



# Volvo Car Service Plan Plus

Regularly servicing at your authorised Volvo workshop is the best way to ensure trouble-free motoring. It is the only workshop guaranteed to offer you the unique combination of Volvo Genuine Parts, Volvo-unique methods and the expertise of specially trained Volvo technicians. We “live and breathe” Volvo, and we know the cars like our own pocket. With our Volvo Car Service Plan Plus, the services are covered together with Wear and Tear items that may need to be replaced if necessary.

## Examples of Service Actions

- Change engine oil<sup>2</sup>
- Change oil filter<sup>2</sup>
- Change cabin air filter
- Change spark plugs – according to service interval<sup>2</sup>
- Change air filter – according to service interval<sup>2</sup>
- Change fuel filter – according to service interval<sup>2</sup>
- Change brake hydraulic fluid (if required)
- Software update
- Read-out fault codes
- Check seat belts
- Check battery
- Check wiper blades
- Check tyre pressure
- Check tyre condition
- Check coolant system and anti freeze degree
- Check for engine oil leaks<sup>2</sup>
- Check for transmission oil leaks
- Check suspension
- Check driveshaft joints & gaiters
- Check condition of brake/fuel lines & hoses<sup>2</sup>
- Check brake pads & discs
- Check parking brake
- Check engine compartment fluids<sup>2</sup>
- Reset service reminder indication

## Wear And Tear Items That Are Covered Include:

- Wiper blades
- Brake pads
- Brake discs
- Brake fluid
- 12V battery

The Service Plan Plus covers only replacement of Wear and Tear items performed in conjunction with the 3 or 5 first services that are included in the agreement.

## General Terms

The Volvo Car Service Plan Plus is valid for the first three or five scheduled maintenance services of the vehicle. All elements of Volvo scheduled servicing are covered by the Volvo Car Service Plan Plus you have chosen, in accordance with Volvo Cars' recommendations. That includes wear and tear, functionality and safety checks and actions performed at specified service intervals such as e.g. replacement of spark plugs and air filter. It also covers labour as well as material, such as oils, fluids, software and spare parts included in Volvo Genuine Service.

What's not included in the agreement is refill of oils and fluids between normal scheduled

maintenance occasions and material or fluids not included in Volvo Car Service according to Volvo's recommendations.

The validity is connected to the vehicle and the agreement will continue to be valid for the chosen number of scheduled maintenance services even if there has been a change in ownership. Scheduled maintenance can be performed at any Volvo Car authorised dealer within the country.

A more detailed Terms & Conditions is available at page 8.

<sup>2</sup> Not applicable to Volvo Electric Cars.

### **Volvo-Approved Engine Oil - Only At Volvo Workshops**

Using the right oil and oil filter when servicing is very important for the performance of the engine. At your Volvo workshop, you will always get what's best for your Volvo.

#### **Some Facts About The Engine Oil:**

- All Volvo engines are filled with a specially adapted synthetic oil at the factory
- This oil has been specially engineered by Castrol together with Volvo to meet special demands with regard to service life, starting characteristics and fuel consumption
- It is only available at authorised Volvo workshops
- It improves the efficiency and performance of the engine and contributes to better fuel economy
- It features special micro filtration technology and remains stronger for longer



# Volvo Car Service Plan Plus Terms & Conditions

## 1. Applicability

These general terms and conditions for Volvo Car Service Plan Plus are valid for new Volvo cars. The terms and conditions are applicable only to the specific vehicle you have purchased and form part of the contract for sale and purchase of the vehicle.

## 2. Term and early termination etc.

a) This agreement is valid for a fixed, sequenced number of scheduled maintenance services of the vehicle. When these have occurred the agreement is terminated without any prior notice. The agreement is also considered terminated when such services should have occurred in accordance with the service intervals stated in the owner's manual and service and warranty handbook of the vehicle and the customer has not delivered the vehicle to a Volvo authorised workshop for Volvo Genuine Service.

b) This agreement is, in addition to above, also valid for a limited range of wear and tear components and operations. These components and related operations are covered for the same period and mileage as the scheduled maintenance and are subject to the same termination regulations as stated in 2a above.

c) Wear and Tear items are covered for wear and tear only. Should items need to be changed for any other reason than wear and tear this can be charged to the customer.

d) If the agreement is terminated beforehand the customer has no right to any refund of payments already made.

e) The validity of the agreement is connected to the vehicle and will therefore under normal circumstances still be valid during the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.

f) The validity of the agreement is connected to the market in which it is originally sold. Scheduled maintenance service as well as wear & tear operations according to this agreement can be invoked at optional Volvo Car authorised workshop within that market.

g) Volvo Cars has the right to terminate this contract with immediate effect if the conditions for Volvo Car's operations in the market change significantly due to circumstances outside of Volvo Car's control and these circumstances significantly complicate Volvo Car's ability to perform its duties according to this agreement. The Parties have the right to terminate the agreement with immediate effect if the other party performs a severe or repeated breach of its obligations under this the agreement.

h) A termination of the agreement does not free the customer from any obligations that arose before the termination of the agreement.

## 3. Price and payment

a) Volvo Car Malaysia pricing of this agreement is based on a, by the customer, chosen number of services and the included wear and tear components and operations. Volvo Car Malaysia will invoice the total price of this agreement no later than at time of delivery of the vehicle. Volvo Car Malaysia dealer network will act as an agent for Volvo Car Malaysia in this transaction.

b) The price which is stated in the agreement is the total price for the workshop's services according to this agreement. The agreement cannot be prolonged or otherwise extended.

c) The customer shall pay the agreed price in advance, no later than at time of vehicle delivery.

d) Payment shall be made in such a manner as stated by the dealer in question.

e) If the customer orders scheduled maintenance services and/or wear & tear work according to this agreement and this is carried out after the termination of this agreement the customer shall pay for these services according to the normal price- and payment conditions of the workshop in question.

## 4. Fixed number of services

The agreement includes a fixed, sequenced number of services. These shall be carried out according to Volvo Car's recommendations. Scheduled maintenance service is depending on time and annual mileage and can therefore occur with different time intervals.

## 5. Definition of wear & tear coverage

The agreement further includes the following wear & tear components and associated work operations:

- Brake disc
- Brake pad
- 12V battery
- Wiper blades (front and rear)

## 6. Workshop obligations

### 6.1 Extent of the agreement

Assuming that the customer has fulfilled his obligations according to the terms

and conditions of the agreement the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

a) **Volvo Genuine Service** in accordance with Volvo Car's recommendations, including wear and tear-, functionality- and safety checks as well as actions performed at specified service intervals such as e.g. exchange of spark plugs and air filter. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in Volvo Genuine Service.

b) **Wear and tear repairs** and replacements of the items covered according to section 5a of this contract.

c) **Wear and tear repairs** are subject to the professional judgement of the authorised Volvo workshop and cannot be claimed by the customer unless the professional judgement of the authorised Volvo workshop deems it necessary. The authorised Volvo workshop is obliged to perform covered, needed, wear and tear operations without customer orders, in conjunction with Volvo Genuine Service.

### 6.2 The following is not included in the agreement

a) Refill of oils and fluids between normal scheduled maintenance occasions.

b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations, unless specifically stated in section 5.

c) Components other than those specified in either section 5 of this agreement or in Volvo's scheduled maintenance.

### 6.3 Fulfillment of work

a) Volvo Genuine Service as well as wear and tear repairs and replacements are carried out by Volvo authorised workshops in the country in which the agreement is signed.

b) The customer has the right to choose any authorised workshop within the country for carrying out the Volvo Genuine Service and wear and tear repairs and replacements.

c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service or repair/replacement need and made the car available for service at the workshop.

## 7. Customer obligations

The customer's right to maintenance service and wear and tear repairs requires the customer to pay in accordance with the agreement and that the need for service and/or wear and tear repair requested by the customer have incurred during the agreement period. For the agreement to be valid it is further required that the customer:

a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.

b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.

c) At own expense delivers the vehicle to a Volvo authorised workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 8. Transferring the agreement

If the customer sells or otherwise transfers the vehicle to a new owner, the agreement follows the vehicle. Any remaining service occasion and wear and tear repairs in this agreement can then be used by the new owner according to herein specified conditions.

## 9. Disclaimer

This agreement does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance or wear and tear repair.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions.

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this agreement, the parties shall seek to resolve these by mutual agreement.

Consumers can turn to the municipal consumer guidance or seek help to determine the case at the Consumer Complaints Board. The contract is governed by National Law and any disputes arising herein will be dealt by the territorial competent National court.



## Service by Volvo

No matter what your car needs, we will take care of it for you. And since life should be simple, we have our own approach to service that's personal, efficient, and which takes care of you as well as it takes care of your car. We call it Service by Volvo and it offers everything you need in the simplest way possible.

### **VOLVO CAR MALAYSIA SDN BHD** (482430-K) • **Authorised Dealers:**

• **KUALA LUMPUR** • FEDERAL AUTO CARS (Federal Highway 03-2260 1411) • SISMA AUTO (Jalan Bukit Bintang 03-2166 5155) • SISMA AUTO SG. BESI (Sungai Besi Expy 03-5569 8311) • **SELANGOR** • FEDERAL AUTO CARS (Glenmarie 03-5569 4880) • INGRESS SWEDE AUTOMOBILE (Mutiar Damansara 03-7732 9666) • SIME DARBY SWEDISH AUTO (Ara Damansara 03-7623 3200) • SIME DARBY SWEDISH AUTO (Setia Alam 03-5870 1188) • **PENANG** • FEDERAL AUTO CARS (Jalan Sungai Pinang 04-281 7300) • WESTERN CIRCLE (Juru 04-508 0888) • **PERAK** • iROLL IPOH (Jalan Raja Permaisuri Bainun 05-246 1618) • **MELAKA** • SEONG HOE MOTORS (Melaka 06-282 2653) • **JOHOR** • PEKIN AUTO (Johor Bahru 07-562 6011) • **SABAH** • SEBANGGA MITSINBO (Kota Kinabalu 088-309 888)

For further details, please refer to your nearest authorised dealer. Terms and conditions apply. Effective date: **9 December 2024.**