

V O L V O

# INCREASED PROTECTION

Extended Service Contract



[VOLVOCARS.CA](http://VOLVOCARS.CA)

## Confidence Behind the Wheel

Effortless power, superb drivability, and intuitive technology that keeps you connected and in command—every Volvo is designed around you to make driving safer and more enjoyable. And because nothing is as important to us as your well-being, we offer added assurance with the Volvo Increased Protection Extended Service Contract. Drive into the future with more confidence, knowing you'll always be taken care of if the unexpected happens.

CONTACT YOUR LOCAL VOLVO RETAILER, CALL OUR TOLL-FREE NUMBER AT 1-877-994-7623, OR VISIT [VOLVOCARS.CA](http://VOLVOCARS.CA) TO LEARN MORE ABOUT OTHER VOLVO INCREASED PROTECTION PRODUCTS.

## More Quality Time On & Off the Road

You value your quality time, whether exploring new horizons or spending it with loved ones. Yet, sometimes life has other plans.

When an unforeseen breakdown occurs, we're committed to getting you back on the road again as quickly and efficiently as possible. Simply take your vehicle to any authorized Volvo Retailer in Canada or the continental United States, and let our expertly trained Volvo technicians take care of the rest.





## Premium Care for You & Your Vehicle

With Volvo Increased Protection Extended Service Contract, you'll always enjoy the confidence of premium care that your Volvo deserves.

### Expertly trained technicians

Using field-tested Volvo repair methods and cutting-edge diagnostic equipment, you can always be confident our technicians will deliver professional service, so you will get the most out of your Volvo.

### Only Volvo Genuine Parts

Our technicians will only use parts designed to work in perfect harmony with your vehicle. That means they'll always fit and perform to Volvo's stringent specifications, and your safety will never be compromised.

### Transferable coverage<sup>3</sup>

When you decide to sell your vehicle, Volvo Increased Protection Extended Service Contract is fully transferable to the next private purchaser—a valuable benefit that could result in a higher resale value.

### Responsible business

Everything we do starts with you. Our comprehensive Code of Conduct is your assurance that we will conduct business with you in a responsible, ethical and compliant way.

## Typical Repair Costs

In the event of a mechanical breakdown, a high quality repair could cost more than you think.<sup>1</sup>

Differential repair	<b>\$4,700</b>
Alternator replacement	<b>\$900</b>
Air conditioner repair	<b>\$750</b>
Fuel pump replacement	<b>\$950</b>
Radiator repair	<b>\$750</b>
Transmission replacement	<b>\$6,000</b>
Leaking cylinder head gasket	<b>\$5,200</b>
4 wheel drive transfer case repair	<b>\$2,000</b>
Master brake cylinder replacement	<b>\$600</b>
Power window motor replacement	<b>\$250</b>
Airbag assembly replacement	<b>\$1,100</b>

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1. Vehicle repair costs can vary based upon many factors. The values above are for illustrative purposes only and may not represent your repair costs.
2. Refer to contract for full details.
3. Subject to transfer fee, where applicable.

The contents provided in this brochure are only a summary of certain terms and conditions of the contract. Please refer to the actual contract for complete details of coverage and exclusions. The terms and conditions of the contract shall supersede the contents provided in this brochure. The contract may not be available in all Provinces or Territories and specific provisions may vary based upon individual provincial or territorial requirements.

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## Travelling with Ease

In addition to coverage options to protect your vehicle, you'll enjoy a wide range of benefits that will make your life easier in the event of an unexpected breakdown.



### 24/7 Roadside Assistance

We're always on call, so you and your family can travel with the confidence of knowing that whatever the situation, you can count on us.



### Trip interruption benefit

Relax and enjoy a good night's sleep, even during an unexpected trip interruption. We'll reimburse you for meals and lodging if your vehicle breaks down during a road trip and repairs last overnight (up to \$1,000 per incident).



### Rental benefit

Carry on with your journey with the convenience of a replacement vehicle while your Volvo is being repaired (\$100 per day, up to \$400 per incident).



### Take advantage of a claim-free reward

Enjoy a claim-free reward if you haven't utilized a benefit or filed a claim by the time your coverage expires. Choose from our flexible reimbursement options:

- A store credit for the total amount paid for your contract towards the purchase of a new one.
- A store credit for the full amount paid for your contract (inclusive of taxes) up to \$2,000.
- A refund cheque in the amount paid for your contract (inclusive of taxes) up to \$1,000.

## Covered Items at a Glance

Engine	<input type="checkbox"/>
Turbocharger/Supercharger	<input type="checkbox"/>
Power Transmission	<input type="checkbox"/>
Drive Axle	<input type="checkbox"/>
Steering	<input type="checkbox"/>
Brakes	<input type="checkbox"/>
Electrical	<input type="checkbox"/>
Air Conditioner	<input type="checkbox"/>
Fuel Delivery	<input type="checkbox"/>
Front and Rear Suspension Systems	<input type="checkbox"/>
Cooling Systems	<input type="checkbox"/>
Electric / Hybrid Vehicle Components	<input type="checkbox"/>
<b>All vehicle components<sup>2</sup></b> (other than a list of exclusions)	<input checked="" type="checkbox"/>

## Additional benefits

24/7 Roadside Assistance	<input type="checkbox"/>
Trip Interruption	<input type="checkbox"/>
Car Rental Benefit	<input type="checkbox"/>
Claim-free Reward	<input type="checkbox"/>

## Covered Items

### Engine

Cylinder Head	●
Cylinder Block	●
Cylinder Liner and Piston	●
Valve Mechanism	●
Transmission	●
Crank Mechanism	●
Pan	●
Engine Mounting	●

### Turbocharger/Supercharger

Turbocharger/Supercharger Housing and all internal parts	●
Seals and Gaskets	●

### Power Transmission

Transmission Case	●
Torque Converter	●
Flywheel/Flex Plate	●
Ring Gear	●
Vacuum Modulator	●
Servo and Governor Covers	●
Electronic Shift Control Unit	●
Factory Installed Transmission Cooler and Lines	●
Transmission Mounts	●
Hydraulic Lines and Fittings	●
Final Drive	●
Active On-Demand Coupling	●
Gear Level Carrier	●
Gear Selector Controls	●
Electric Axle Drives (Front and Rear)	●
Drive Shaft and Drive Shaft Gear	●

Seals and Gaskets	●
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### Drive Axle

Drive Axle Cases	●
Axle Shaft	●
Locking Hubs	●
Drive Shafts and Yokes	●
Universal Joints	●
Centre Support Bearing	●
Constant Velocity Joints	●
Wheel Bearings	●
Hub Assemblies	●
Axle Bearings	●
Propeller Shaft	●
Seals and Gaskets	●

### Steering

Steering Gear	●
Tie Rod Ends and Boots	●
Steering Column	●

### Brakes

Master Cylinder and Reservoir	●
Brake Control Pedal	●
Vacuum/Hydraulic Assist Booster	●
Disc Brake Calipers	●
Wheel Cylinders	●
Proportioning Valve	●
Backing Plates	●
Self Adjusters and Return Springs	●
Brake Hydraulic Lines and Fittings	●
ABS Hydraulic Control Unit	●

Accumulator and Pump	●
ABS Electronic Control Module	●
Wheel Speed Sensors	●
Seals and Gaskets	●

### Electrical

Alternator	●
Voltage Regulator	●
Starter Motor	●
Solenoid, Drive and Relay	●
Wiring Harnesses	●
Combined Control System Module	●
Vehicle Computational Unit	●
Control Unit	●
Front and Rear Window Wiper Motor(s) and Switch	●
Washer Pump and Switch	●
Stop Lamp Switch	●
Headlamp Switch	●
Turn Signal Switch	●
Multifunction Switch, Heater	●
A.C. Blower Speed Switch	●
Manual Heater	●
A.C. Control Assembly	●
Horns	●
Gauges	●
Cruise Control System	●
Power Window Motor(s)	●
Power Window Switch	●
Rear Defroster Switch	●
Power Door Lock Actuator and Switch	●

Navigation System	<input type="radio"/>	Vacuum Pump	<input type="radio"/>	Serpentine Belt Tensioner	<input type="radio"/>
<b>Air conditioner</b>		Fuel injection sensors and control units (except oxygen sensor)	<input checked="" type="radio"/>	Radiator Heater Core	<input type="radio"/>
Condenser	<input type="radio"/>	Seals and Gaskets	<input type="radio"/>	Thermostat	<input type="radio"/>
Compressor	<input type="radio"/>	<b>Front and Rear Suspension Systems</b>		Blower Motor	<input type="radio"/>
Air Conditioning Lines and Hoses	<input type="radio"/>	Upper and Lower Control Arms	<input type="radio"/>	Fan Shroud and Clutches	<input type="radio"/>
Evaporator	<input type="radio"/>	Control Arm Shafts, Bearings or Bushings	<input type="radio"/>	Fans	<input type="radio"/>
Receiver	<input type="radio"/>	Upper and Lower Ball Joints	<input type="radio"/>	Intercooler	<input type="radio"/>
Dryer	<input type="radio"/>	Radius Arm and Bushings	<input type="radio"/>	<b>Electric/Hybrid Vehicle Components</b>	
Idler Pulley and Idler Pulley Bearing	<input type="radio"/>	Torsion Bars and Mounts or Bushings	<input type="radio"/>	High Voltage Components	<input type="radio"/>
High/Low Compressor Cut-Off Switch	<input type="radio"/>	Stabilizer Bar, Links and Bushings	<input type="radio"/>	High Voltage Battery	<input type="radio"/>
Expansion Valve	<input type="radio"/>	Spindle and Spindle Support	<input type="radio"/>	Electrical Drive Axle	<input type="radio"/>
Refrigerant in conjunction with the repair or replacement of an above-listed component	<input checked="" type="radio"/>	<b>Cooling Systems</b>		High Voltage Cables	<input type="radio"/>
Seals and Gaskets	<input type="radio"/>	Radiator and Connections	<input type="radio"/>	Power Converter	<input type="radio"/>
<b>Fuel Delivery</b>		Cooling System Electrical Powertrain	<input type="radio"/>	Power Inverter	<input type="radio"/>
Fuel Pump and Relay	<input type="radio"/>	Engine Cooling Fan, Motor and Relay	<input type="radio"/>	Battery Charger	<input type="radio"/>
Fuel Pressure Regulator	<input type="radio"/>	Water Pump and Pulley	<input type="radio"/>	High Voltage Coolant Heater	<input type="radio"/>
Injector and Delivery Lines	<input type="radio"/>	Fan Clutch	<input type="radio"/>	Home Charging Unit	<input type="radio"/>

## Non-Covered Components

With Volvo Increased Protection Extended Service Contract, all vehicle components, except those listed under exclusions<sup>2</sup> in your contract, are covered. While not an exhaustive list, some of the common items not covered include:

### Accessory Items

Cell Phones  
Electronic Keyless Entry Transmitter (key fob)  
Non-Factory Audio Equipment  
Tire Pressure Sensors

### Maintenance Related Items

Exhaust and Emission Systems  
Batteries  
Shock Absorbers  
Struts / Mounting Plates

Brake Rotors and Drums

Light Bulbs

Fuses

Door and Trunk Handles

### Cosmetic Items

Glass

Lenses

Sealed Beams

Weather Strips

Trim Items

Moldings

Bright Metal

Chrome

Upholstery and Carpet

Paint

Outside Ornamentation

Bumpers

Body Sheet Metal and Panels

Frame and Structural Body parts