

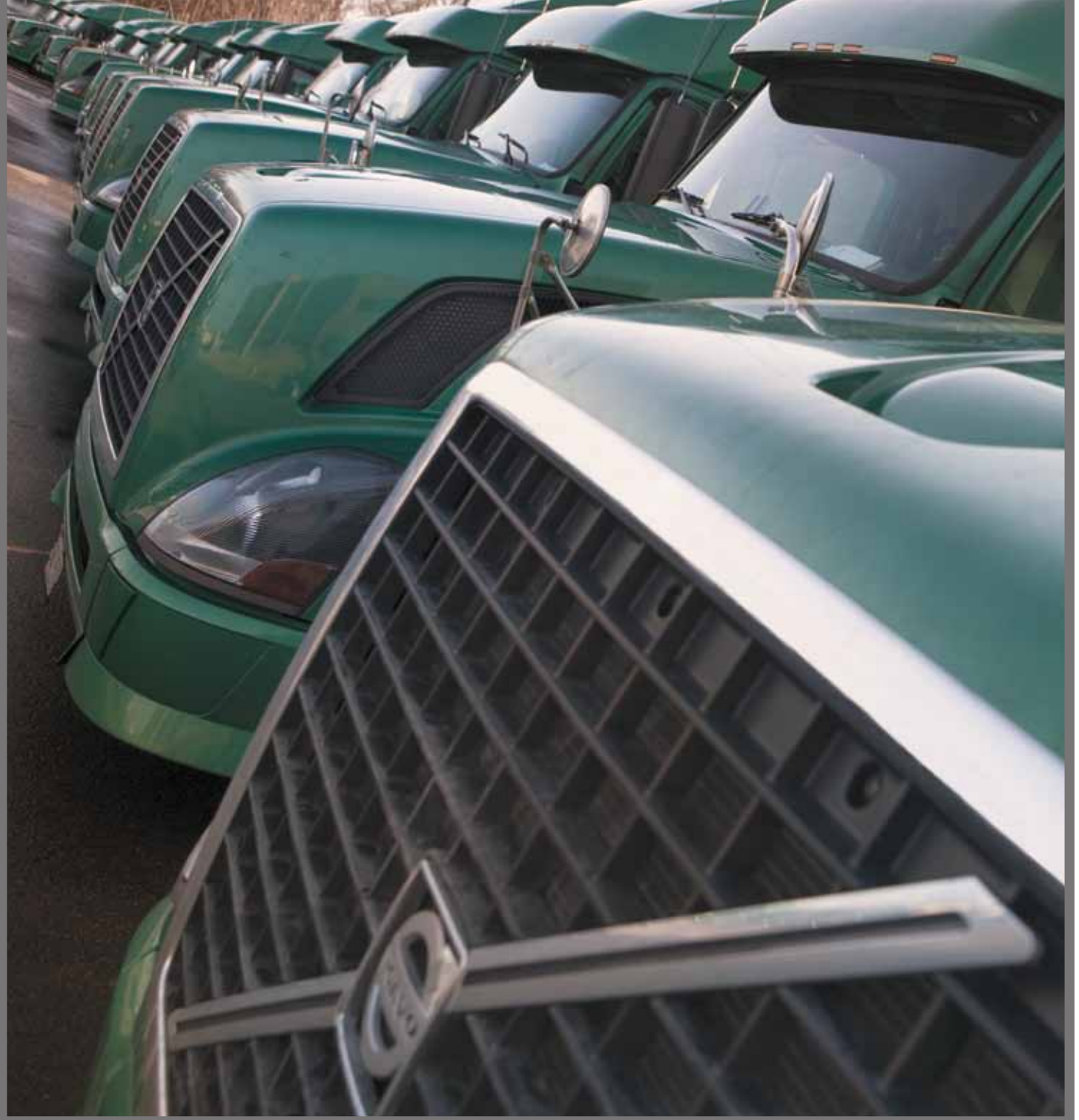
# PRODUCTIVITY

Volvo Trucks. Driving Success.®



PROVEN STRATEGIES FOR BETTER SERVICE, SUPPORT AND SAFETY.





## **WE'LL HELP YOUR FLEET ACHIEVE THE HIGHEST PRODUCTIVITY AT THE LOWEST COST.**

Today, being competitive means being more productive. As a fleet manager, you need more complete, more up-to-date information to make better decisions. You need effective service and maintenance programs to keep your fleet in top condition and ensure long-term profitability. And you need the latest safety features to maximize uptime for your trucks and drivers.

In this brochure, you'll discover how Volvo can help you make dramatic, cost-effective improvements in your fleet's productivity. And you'll see how the resulting savings can help make your fleet more profitable, year after year.

# VOLVO DEALER NETWORK

Over 330 Volvo dealers across the country keep you up and running.

Wherever your routes take you, Volvo is there to keep your business moving forward. Over 330 Volvo dealerships across the United States and Canada stand ready to help with quality parts and expert service. Our skilled technicians are always up to speed on the latest Volvo engines and transmissions. And we've added more service bays to get you back on the road sooner, not later.

Volvo is committed to providing the best customer support experience in the industry. Our dealers are equipped with the latest technology to expedite the service information, technical expertise and parts availability you need.

## Our 10-Point Service Commitment means

**100% satisfaction for you.**

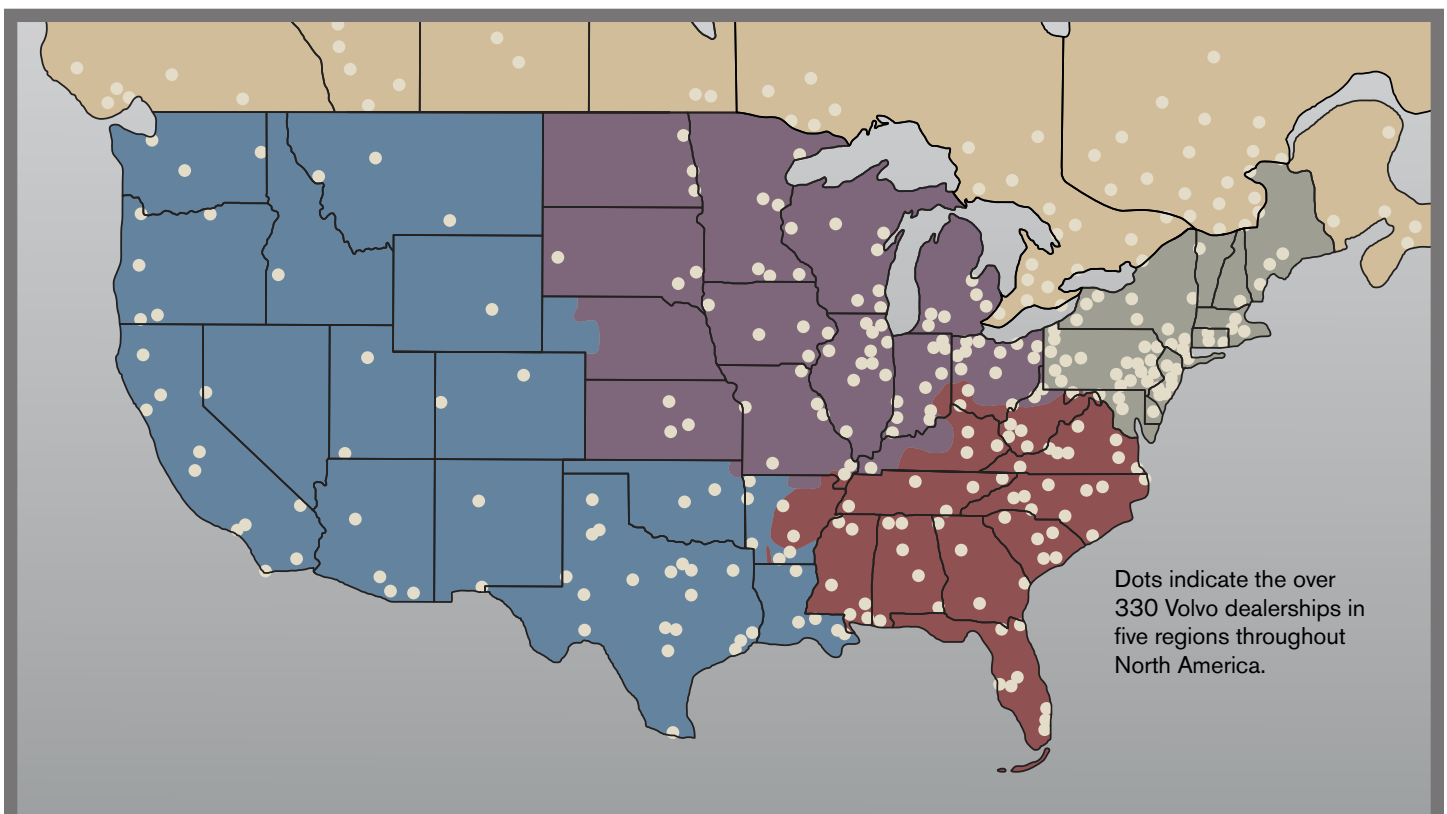
Volvo's World Class Dealer Network gives you priority status. Dealers will quickly assess your truck's situation and give you a prompt report, staying in touch with you until repairs are completed to your satisfaction.

At Volvo, we know it's tough being out on the road. That's why we make the best fleet trucks in the business, backed by the

strongest dealer network in the country. We'll live up to our commitments. So you can live up to yours.

## The Volvo 10-Point Service Commitment

1. Customers must have service available to them on a 24/7 basis.
2. Customers must be able to schedule a service appointment promptly.
3. Customers must find knowledgeable service advisors/managers at all Volvo dealers.
4. Customers must have their problem diagnosed within two hours.
5. Customers must find that parts are available when and where they need them.
6. Customers must be updated/communicated with during the repair process.
7. Customers must be notified promptly of completed repairs.
8. Customer repairs must be finished when promised.
9. Customer problems must be resolved correctly the first time.
10. Customers must have assistance in understanding warranty coverage and resolving warranty questions.



# MVASIST™

MVASIST helps you manage costs, reduce downtime and maximize productivity for every truck you operate.

MVASIST is a web-based service management system that lets fleet managers and service providers work together—in real time—to expedite repairs and maximize uptime. It creates fast, complete and accurate service estimates for your approval. And it gives Volvo dealers across the country instant access to your specific fleet requirements, including vehicle-specific data on recalls, warranty coverage, repair plans and pricing.

MVASIST helps keep your trucks out of the shop and on the road.

MVASIST software makes it easy for you, your breakdown manager and your service providers to communicate throughout the write-up and repair process. You'll be able to authorize or deny service steps, share information and options, and receive status alerts during the entire service event.

MVASIST delivers every service advantage a fleet could ask for:

## Asset Management

- Pre-loaded with all your equipment, including tractors, straight trucks and trailers.
- Access to all contacts and other fleet-specific information.
- Fleet Process Notes are presented to service personnel to guide the service process.
- Asset Notes maintain data on unique characteristics by asset.

## Uptime Improvement

- Trucks are diagnosed, repaired and back on the road faster.
- Integration with Volvo Action Service lets you view relevant communications and case management/status reports in real time.
- Proactive—the system identifies recalls and campaigns for the specific truck based on serial number or unit number for your fleet.



## Communications

- Improves and speeds communication among all parties in the repair/service process. Eliminates on-hold and busy-signal delays.
- On-screen dashboard lists active service events with mouse-over access to recent comments and click-through to service write-ups.
- Email notification of service initiation and changes in status of service events, such as waiting for parts and completed/ready for pickup.
- Maintains a complete history of your communication with the service providers for each event.
- Alerts can be sent to any device with email or Internet access.

## Electronic Folder of Service Events

- VMRS-coded maintenance or repair operation details.
- Time-stamped communications.
- Complete documentation management—including items such as estimates, pictures, repair orders and invoices.

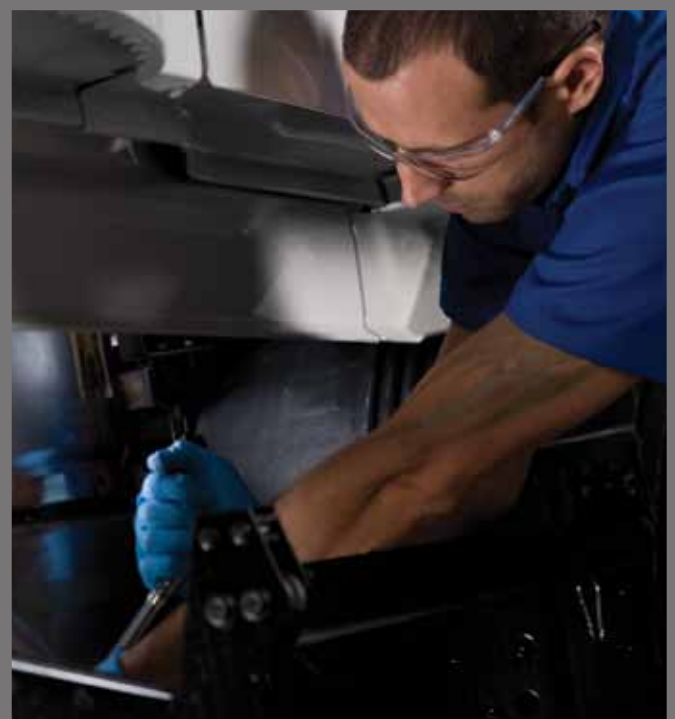
## Estimating

- Provides complete and accurate estimates for all work to be performed.
- Fleet managers have online access to estimates for review, comment and approval.
- All-inclusive: parts, labor, shop supplies, waste disposal fees, taxes.
- Web-based for continual updating and accuracy.

## Reduced Costs

- You're in control of all estimates, approvals and action steps.
- Labor times are consistent on popular service operations throughout the Volvo service network. Saves time for fleet managers, breakdown managers and service personnel.

MVASIST is menu-driven, user-friendly and easy to customize. Put the system to work for your fleet, and you'll save time and money on every repair, service event or maintenance visit.



# MV PREFERRED™

The fleet-purchasing program designed to build your bottom line.

MV Preferred makes managing costs for parts and repairs fast, accurate and easy.

MV Preferred is a powerful purchasing program for Volvo fleet customers who want the assurance of competitive pricing. For fleets of 20 trucks or more, MV Preferred makes managing purchases related to parts, maintenance and repairs easier than ever.

## When you control costs, you save money.

Delivered through Volvo Trucks dealers across the United States and Canada, MV Preferred guarantees the highest level of service—and the greatest purchasing power—for fleet parts, maintenance and repairs. All of which make MV Preferred the perfect program to help protect and build your bottom line.

## Preferred treatment for you and every truck in your fleet.

MV Preferred delivers an unprecedented level of control, speed and customization whenever one of your trucks comes in for parts and service repairs. It also provides timesaving advantages in transaction reporting and billing. In every way, MV Preferred puts you in the driver's seat regarding purchases, costs and accounting details.

## 24-hour roadside assistance

Participation in the MV Preferred program allows seamless use of Volvo Action Service. Volvo Action Service provides 24-hour, full-service roadside assistance, 365 days per year, to help you meet your obligations.

## Powerful advantages that give you control and confidence:

- **Program ID cards for maximum convenience.** MV Preferred identifies your fleet by a unique account number. Billing is consolidated for maximum convenience.
- **Purchasing and billing advantages.** You'll have a variety of billing options that allow you to customize the program to your specific needs. Making purchases is fast, simple and secure.
- **Easy access to the services you need.** MV Preferred can be used at all participating Volvo dealer locations. Simply purchase parts and services when you need them.

- **All the information you need, whenever you need it.** Each billing invoice gives you a record of all transactions made against your account, all validated to match your fleet requirements.
- **Upfront order validation takes the guesswork out of pricing.** MV Preferred order verification ensures predictability of maximum price levels on purchases of qualified Volvo Genuine Parts and All Makes parts.
- **No annual fee.** There are no hidden charges or fees. As an MV Preferred program member, you only pay for the services and parts you purchase.

## With MV Preferred you get savings, not surprises.

MV Preferred services and features will save you time, money and worry. In fact, MV Preferred virtually eliminates the burden of unexpected expenses and rising operational costs. Count on Volvo MV Preferred to deliver the financial performance your fleet needs for a better bottom line.





## **VOLVO ACTION SERVICE**

24-hour roadside assistance is just a phone call away.

Equipment failure can be costly and time consuming for a busy fleet. But with Volvo Action Service (VAS), 24-hour roadside assistance is always as close as a phone call.

VAS offers round-the-clock roadside assistance to drivers anywhere in the United States and Canada. When a driver notifies VAS, highly trained and knowledgeable staff members work to resolve the issues at hand. They'll take care of scheduling and managing service, repairs or any other concerns. And they'll stay on the case until it's resolved to your satisfaction. With VAS, you can be sure your truck will be back on the road as quickly as possible.

### **When you stop, we start.**

In the event of a breakdown, drivers can call 1-800-52-VOLVO (1-800-528-6586) 24/7/365 for complete customer support in three languages: English, French and Spanish.

For added peace of mind, Volvo Action Service combines with Volvo Link to provide remote diagnostics for your trucks and protect your bottom line.

### **Volvo Action Service Silver Level**

Provided for two years at no charge on new Volvo trucks and includes:

- Breakdown coverage and warranty/non-warranty repairs.
- No case fees on covered trucks.
- Attractive case fees on non-covered equipment.
- Scheduling of planned/unplanned service and repairs.
- Parts location and expediting for needed repairs.
- Hands-on management by Volvo technicians.

### **Additional services available:**

- Arranging hotel accommodations.
- Credit card clearance.
- Forwarding cash if extensive repairs are required.
- Arranging rental equipment.
- Load forwarding.
- Auditing repair bills.

### **Volvo Action Service Silver Level—Enabled Remote Support**

- Driver-requested auto case generation
  - Customer information
  - Vehicle information
  - GPS latitude & longitude
  - VAS driver dash messaging
- Diagnostic fault code web reporting
- High-priority fault code prioritization
  - Customer email notification
  - Pre-case generation
  - Auto driver messaging requesting driver verification

### **Volvo Action Service Blue Level—Roadside & Parts Support**

- Roadside service: 1-800-52VOLVO
- No-charge case management (tractor or truck only)
- Repair follow-up
- Schedule planned/non-planned services & repair
- Emergency parts expediting management
- Customer Internet case management access
- Remote service

# VOLVO ENHANCED STABILITY TECHNOLOGY (VEST)

VEST significantly reduces the danger of rollover, the leading cause of truck driver fatalities.

Volvo Enhanced Stability Technology (VEST) dramatically reduces the likelihood of a rollover, jackknife or loss-of-control incident on both wet and dry roads.

VEST quickly and accurately senses a dangerous driving situation and responds by automatically activating the necessary brakes. This Volvo stability innovation features the Bendix® ABS-6 Advanced with ESP® system to ensure maximum control under the worst road conditions.

## Features:

- Yaw rate sensor (jackknife & loss of control)
- Steering angle sensor
- Lateral acceleration sensor (roll stability)
- Wheel end sensors (ABS components)
- Load sensor (trailer attached)
- Advanced ABS ECU
- Uses all brakes to slow vehicle—front, rear and trailer
- Applies tractor brakes by wheel end and pulses trailer brakes for control
- Works with ABS and non-ABS trailers
- Fully integrated; requires no additional displays
- Standard equipment on Volvo highway trucks

Multiple sensors constantly monitor the vehicle's situation.

VEST uses multiple sensors that continually measure steering angle, brake pressure, lateral acceleration and yaw rate. The sensors work together to provide a complete assessment of the vehicle's situation. When a vehicle maneuver and surface conditions combine to signal a possible rollover, VEST quickly reduces the throttle and applies the correct pressure to all available brakes.

Precise braking pressure helps keep the driver in control.

When encountering low-friction surfaces—such as ice or wet roads—a vehicle may begin sliding toward a possible jackknife. Here, VEST controls the throttle and applies precise braking pressure to each wheel as needed. Whether the event occurs due to under- or over-steering, VEST is programmed to respond and help the driver keep the vehicle under control.

Peace of mind for all conditions. And all drivers.

Volvo Enhanced Stability Technology is a lifesaver in good weather, bad weather or any conditions in between. By automatically compensating for driver error, miscalculation or rapidly changing road conditions, VEST helps keep the vehicle under control even on wet or snowy roads, black ice and exit ramps. This is particularly helpful to less experienced drivers.





## VOLVO ENHANCED CRUISE (VEC)

It's never been easier to maintain a safe following distance.

Volvo Enhanced Cruise (VEC) is an exclusive Volvo feature that helps pace the truck efficiently in traffic, improving fuel efficiency. VEC assists drivers in maintaining a safe following distance from the vehicle in front of them.

Features:

- Cruise control with active braking
- Full instrument panel integration for fewer driver distractions
- Audible and visual driver warnings
- Stationary Object Warning
- Blind Spot Detection and warning
- System "on"
  - Audible and visual alerts with proactive interventions
  - Helps maintain safe following distance
  - Reduces throttle
  - Engages engine brake
  - Applies up to 30% foundation braking
- System "off"
  - Audible and visual warnings—following too closely
- Identifies and tracks up to 32 moving objects

- 16-degree forward cone (active area)
- Built on Volvo Enhanced Stability Technology (VEST)
- Volvo Enhanced Cruise by Bendix





## ACTIVE AND PASSIVE SAFETY

Volvo is committed to being the best in truck safety.

Volvo leads the industry in safety by designing proactive measures for accident prevention, and by engineering the industry's most effective measures for driver protection. Our reputation for safety is well known, which is an advantage for fleets that want to attract and keep good drivers.

### Accident prevention features

Out on the road, the best way to survive an accident is to avoid it. So we design and engineer each Volvo Truck for superior accident prevention:

- Superb front and side visibility
- Daytime running lights, standard
- Projection beam headlights improve nighttime visibility
- Volvo Enhanced Stability Technology (VEST), standard
- ABS and traction control, standard
- Superior handling and maneuverability
- Large flat and spot mirrors, adjustable and well-placed for maximum rear visibility while minimizing blind spots
- Smart dash layout puts key data at driver's fingertips; other information is available through the Driver Information Display

## Driver protection features

To be the best in safety, you must prepare for the worst. That's why Volvo goes to exclusive lengths to engineer our trucks for superior accident survival:

- Only manufacturer building entirely High-Strength Steel cab and sleeper shell (first to meet/exceed world's toughest impact tests), protecting driver and occupants.
- Only manufacturer with driver-side airbag standard.
- Only manufacturer offering engine/transmission designed to drop to ground in frontal crash, protecting driver and occupants.
- Only manufacturer with energy-absorbing steering column/wheel, dash and foot pedals.
- Only manufacturer offering doors designed to open after crash (normal pull strength) for fast emergency exit.
- Only manufacturer offering one-piece windshield roped in (not bonded) so it can be pushed out for additional emergency exit.

## Volvo safety saves lives.

As you can see, Volvo is committed to being the best in truck safety. We hope these features are never put to use. But it's reassuring to know they're designed, tested and engineered into every Volvo truck.





**Volvo. Your best route to a better bottom line.**

When you choose Volvo, you gain a business partner focused on maximizing your efficiency, uptime and profit margin. Volvo features and programs are designed to reduce your operating and maintenance costs. They'll help increase driver productivity, and attract the best drivers to your fleet. Ready to put these proven strategies to work for your fleet? Contact your Volvo dealer today.

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