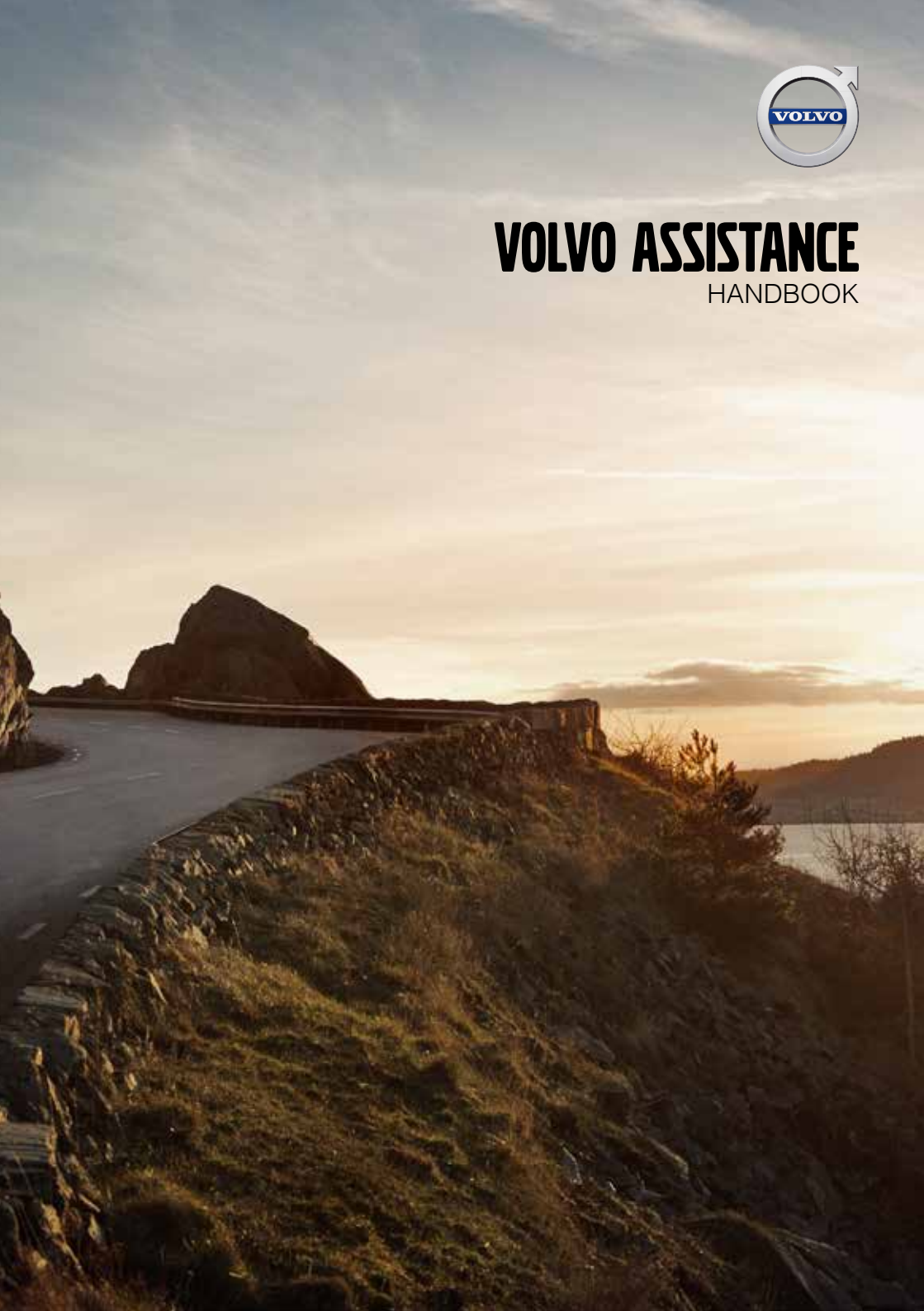




# **VOLVO ASSISTANCE**

HANDBOOK



THIS INFORMATION DOCUMENT CONTAINS IMPORTANT  
DETAILS CONCERNING YOUR VOLVO ASSISTANCE SERVICE.

YOU ARE ADVISED TO READ THESE SECTIONS CAREFULLY SO  
THAT YOU ARE FULLY AWARE OF THEIR BENEFITS.

**IMPORTANT**

IF YOU CHANGE YOUR ADDRESS OR ARE THE SECOND OR  
SUBSEQUENT OWNER OF THIS CAR, PLEASE COMPLETE A  
REPLY PAID CARD FOUND AT THE FRONT OF THE  
SERVICE HANDBOOK.

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# 1. Volvo Assistance Renewal

## Volvo Assistance

Volvo Assistance has been designed to provide assistance for motoring emergencies and includes a comprehensive range of benefits, including car hire, roadside assistance, vehicle recovery and vehicle repatriation.

Volvo drivers also have access to an extensive network of Emergency Service centres manned 24 hours a day, every day of the year, by experienced multilingual staff.

Volvo Assistance will offer all possible assistance under the terms of the agreement set out in this document. Please remember that if your vehicle requires repair after an immobilising fault, Volvo Assistance will take your vehicle to an Authorised Volvo Dealer, Approved Bodyshop or a Volvo Authorised Workshop. By doing so you can be assured that only Genuine Volvo Parts and materials will be used and fitted to your vehicle by fully trained Volvo technicians.

**Please note: Volvo Assistance provides a reduced level of benefits where immobilisation is as a result of Road traffic accident, attempted theft, theft, vandalism, fire, incorrect fuelling or contaminated fuel. This includes a reduction in Hotel Accommodation and Car Hire benefits.**

For immobilisation as a result of incorrect fuelling or contaminated fuel, Volvo Assistance will take your vehicle to the nearest Authorised Volvo Dealer or Volvo Authorised Workshop only.

For full details please see General terms and conditions.

**Please note: For Taxis, rental cars, police cars ambulances and cars used by driving schools, Volvo Assistance will cover roadside or home assistance or towing to the nearest Authorised Volvo Dealer or Volvo Authorised Workshop only.**

Volvo Assistance: Volvo Service Promise  
Your Volvo Assistance service provides 3 years of comprehensive roadside assistance cover from the first date of registration for new vehicles\* or 1 year of comprehensive roadside assistance cover from the date of purchase for Volvo Selekt used cars.

As your initial complimentary cover period nears expiry\*\* you can extend this cover free of charge for an additional 12 months by having your Volvo serviced by an Approved Volvo Service Centre \*\*\*

\* New vehicles first registered on or after 01/01/2012 are supplied with 3 years Volvo Assistance cover. New vehicles first registered up to and including 31/12/2011 are supplied with 1 years Volvo Assistance cover.

\*\* Details of the complimentary period of cover your car enjoys and full benefits can be found in your Service Booklet supplied with your car.

\*\*\* Applicable where a full Volvo scheduled service has been completed.

## Volvo Assistance Renewal

Alternatively as your Volvo Assistance nears its expiry, you will be invited to extend cover with a Volvo Assistance Insured policy. The Volvo Assistance Insured policy offers the same comprehensive cover levels as your new car cover. For further details and the opportunity to extend your protection for a further 12 months please call 0845 641 9747 or go to

[www.volvoassistance.co.uk](http://www.volvoassistance.co.uk)

# 2. What to do when you need Volvo Assistance

If you are in any doubt as to whether you require assistance, please telephone Volvo Assistance first. Do not make your own arrangements without first contacting Volvo Assistance as any unauthorised costs incurred will not be refundable. Should you require assistance following a vehicle breakdown, road traffic accident, puncture, lock out, lost keys, theft or vehicle fire contact Volvo Assistance:

**In the UK on 0800 777 116  
Or  
by mobile on 0208 603 9416**

## Volvo Accident Assistance

In the event of an accident please call Volvo Accident Assistance on 0800 588 4888. Volvo Accident Assistance guarantees warranty standard repairs completed at a Volvo authorised repairer, only genuine Volvo parts will be used in the repair. For more information please go to [www.volvocars.com/uk/volvoassistance](http://www.volvocars.com/uk/volvoassistance) and click on the Accident Assistance option.

## Telephoning from abroad

If you are calling from outside the United Kingdom, you can contact Volvo Assistance by using the International Access Code followed by:

**+ 44 208 603 9993**

To ensure the minimum of delay, please have the following information available:

- Your name and location
- A telephone number where you can be contacted
- Registration number or Volvo Assistance Policy Number
- Details of what has happened

### 3. Understanding this Service

Definitions used within this document are explained below.

**“Your vehicle” is:**

A new Volvo for which Volvo Assistance has been included for 36 months from the date of first registration.\*

\* 36 months Volvo Assistance cover applies to vehicles first registered from 01/01/2012.

A Selekt Used Volvo for which Volvo Assistance has been included for 12 months from the date of purchase.

If you are in any doubt as to whether the Volvo Assistance is valid, please telephone Volvo Assistance on 0800 777 116 in the United Kingdom or +44 208 603 9993 from Continental Europe.

**“Passengers”** are those persons travelling with your vehicle at the moment assistance is required.

**“You”** is the owner or legal user of your vehicle.

Please note: Immobilisation of caravans and trailers are also covered but only when being towed by your vehicle. The caravan or trailer will be recovered along with your vehicle.

**Continental Europe**

Continental Europe is defined as: Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek Territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary,

Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia\*, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

\*Cover in Russia is limited to a 31 mile radius from the external ring of the following Cities; St Petersburg, Moscow, Rostov On Don, Togliatti and Perm.

**“Immobilisation”** is electrical or mechanical breakdown; road traffic accident; loss of keys; loss, damage or destruction by fire, theft or vandalism; lack of fuel, incorrect fuelling or contaminated fuel and punctures.

Volvo Assistance is not transferable from vehicle to vehicle but is transferable to subsequent owners of the vehicle.

**Volvo Accident Assistance**

In the event of an accident please call Volvo Accident Assistance on 0800 588 4888. Volvo Accident Assistance guarantees warranty standard repairs completed at a Volvo authorised repairer, only genuine Volvo parts will be used in the repair. For more information please go to [www.volvocars.com/uk/volvoassistance](http://www.volvocars.com/uk/volvoassistance) and click on the Accident Assistance option.

The following pages detail the extensive range of benefits provided by Volvo Assistance. Please read these carefully.

### 4. Benefits in the United Kingdom

**Home and roadside assistance**

In the event of the immobilisation of your vehicle, whether at home or elsewhere, Volvo Assistance will arrange assistance for you. If the problem cannot be resolved at home or the roadside, we will arrange to recover your vehicle to the nearest Authorised Volvo Dealer or Volvo Authorised Workshop.

For further information please refer to the UK General Terms and Conditions on page 10.

**Storage**

If your vehicle has to be stored following recovery by Volvo Assistance, we will pay for the cost of local recovery and storage.

For further information please refer to the UK General Terms and Conditions on page 10.

**Additional Benefits**

Following assistance and in the event that repairs to your vehicle cannot be completed within four hours of arrival at the Dealership or on the same day as a result of immobilisation, we will provide you with one of the following benefits;

**Onward travel**

We will organise and pay for you and your passengers to continue your journey or return home by the most appropriate means.

For further information please refer to the UK General Terms and Conditions on page 10.

OR

**Hotel accommodation**

Alternatively, if the breakdown occurs more than 50 miles from your home address and overnight

accommodation is a more practical option, we will pay for the cost of bed and breakfast accommodation for you and your passengers.

For further information please refer to the UK General Terms and Conditions on page 10.

OR

**Car hire**

We will organise and pay for a replacement vehicle.

For further information please refer to the UK General Terms and Conditions on page 10.

**Vehicle collection**

On completion of repairs to your vehicle by an Authorised Volvo Dealer or Volvo Authorised Workshop, Volvo Assistance will pay the costs of you collecting the covered vehicle.

For further information please refer to the UK General Terms and Conditions on page 11.

**Parts delivery**

If the parts needed to repair your vehicle are not available locally, we will organise and pay for the despatch of these parts from elsewhere. You will be responsible for the costs of any parts despatched if not covered by any Volvo approved warranty.

**Message service**

In the event of a serious incident during a journey with the covered vehicle Volvo Assistance will relay important messages to relatives, employers or other parties as required by you.

## 5. Continental European Cover

### Roadside assistance and recovery

In the event that your vehicle is immobilised in Europe, we will arrange assistance for you. If the problem cannot be resolved at the roadside, we will organise and pay for the recovery of your vehicle to the nearest Authorised Volvo Dealer or Volvo Authorised Workshop.

### Storage

If your vehicle has to be stored following recovery by Volvo Assistance, we will pay for the cost of local recovery and storage.

For further information please refer to the European General Terms and Conditions on page 12.

### Additional Benefits

Following assistance and in the event that repairs to your vehicle cannot be completed within four hours of arrival at the Dealership or on the same day as a result of immobilisation, we will provide you with one of the following benefits;

### Onward travel

We will organise and pay for you and your passengers to continue your journey or return home by the most appropriate means.

For further information please refer to the European General Terms and Conditions on page 12.

OR

### Hotel accommodation

Alternatively, if the breakdown occurs more than 50 miles from your home address and overnight accommodation is a more practical option,

we will pay for the cost of bed and breakfast accommodation for you and your passengers.

For further information please refer to the European General Terms and Conditions on page 12.

OR

### Car hire

We will organise and pay for a replacement vehicle.

For further information please refer to the European General Terms and Conditions on page 12.

### Vehicle collection

On completion of repairs to your vehicle by an Authorised Volvo Dealer or Volvo Authorised Workshop, Volvo Assistance will pay the costs of you collecting the covered vehicle.

For further information please refer to the European General Terms and Conditions on page 13.

### Parts delivery

If the parts needed to repair your vehicle are not available locally, we will organise and pay for the despatch of these parts from elsewhere. You will be responsible for the costs of any parts despatched if not covered by any Volvo approved warranty

### Vehicle repatriation

If the Authorised Volvo Dealer or Volvo Authorised Workshop in Europe cannot repair your vehicle within 3 working days, you can choose to have your vehicle and contents (luggage / pets) repatriated to the Authorised Volvo Dealer or Volvo Authorised Workshop nearest to your home address in the UK. Volvo Assistance will pay for the costs of repatriation including those of a caravan or trailer being towed by your vehicle. Alternatively, following your return to the UK and on completion of the repairs, should you wish to collect your vehicle personally, we will arrange and pay the costs of your outward journey.

For further information please refer to the European General Terms and Conditions on page 13.

### Message service

In the event of a serious incident during a journey with the covered vehicle Volvo Assistance will relay important messages to relatives, employers or other parties as required by you.

## 6. General Terms and Conditions relating to United Kingdom

All costs quoted within this document are exclusive of VAT.

### Home and roadside assistance

If the problem cannot be resolved at home or the roadside we will pay the cost of taking your vehicle to the nearest Authorised Volvo Dealer or Volvo Authorised Workshop or your preferred Authorised Volvo Dealer if within 50 miles from the point of immobilisation.

### Storage

Storage costs up to a maximum of £90.

### Onward travel

Onward travel for you and your passengers means; Taxi to a maximum of 50 miles or £45, or if your vehicle is more than 50 miles from your home address, 1st class rail fare or if your journey exceeds 6 hours, economy class air fare.

Air fare is not available for immobilisation arising through; Road traffic accident, attempted theft, vandalism, theft or fire. Onward travel is limited to a maximum of £525 per person travelling with the covered vehicle at the time of immobilisation. Costs relating to onward travel must be authorised by Volvo Assistance prior to being incurred.

Onward travel is not available for immobilisation arising through incorrect fuelling or contaminated fuel.

### Hotel accommodation

If your vehicle is immobilised more than 50 miles from your home address;

Hotel accommodation to a maximum of £90 per person per night for a maximum of 4 nights. Hotel accommodation is limited to 1 night for immobilisation arising through; Road traffic

accident, attempted theft, vandalism, theft or fire to a maximum of £90 per person.

Hotel accommodation is not available for immobilisation arising through incorrect fuelling or contaminated fuel.

We will only pay costs over and above those that would have been payable had your vehicle not been immobilised.

### Car hire

Whenever possible Volvo Assistance will attempt to provide you with a replacement vehicle from the repairing Authorised Volvo Dealer or Volvo Authorised Workshop. If we are unable to do so then a vehicle will be sourced through one of the major vehicle rental companies. Under any circumstances you must be able to comply with their conditions of hire.

The rental provider will need to see your valid driving licence and you will be asked for a deposit to cover fuel charges, insurance and any additional days hire.

Certain endorsements on your licence may prejudice your eligibility to hire a vehicle. Insurance requirements may stipulate that you must have held a full UK driving licence for a minimum of 12 months and are aged between 25 and 65.

Volvo Assistance supplied with new cars (3 years cover) and SELEKT used cars (1 years cover) we will pay for a hire car for up to 3 working days. Volvo Assistance provided through Volvo Service Promise is limited to 2 working days car hire.

Car hire is limited to 1 working day for immobilisation arising through; Road traffic accident, attempted theft, vandalism, theft or fire.

Car Hire is not available for immobilisation arising through incorrect fuelling or contaminated fuel. Volvo Assistance does not cover the cost of any insurance, fuel or ancillary charges relating to car hire.

Volvo Assistance is not able to guarantee the supply of hire cars with either 4 wheel drive or fitted with tow bars.

### Vehicle collection

Provided that your vehicle has been recovered by Volvo Assistance to an Authorised Volvo Dealer or Volvo Authorised Workshop and on completion of repairs Volvo Assistance will organise and pay the costs for the collection of your Vehicle by you; by taxi, 1st class train fare or economy class air fare where train travel exceeds 6 hours.

Taxi is limited to 50 miles or £45 maximum and the vehicle collection benefit is not available where the original immobilisation arose through; Road traffic accident, attempted theft, vandalism, theft, fire, incorrect fuelling or contaminated fuel.

### Release fees

Should your vehicle be stolen and subsequently recovered by the police, you will be responsible for any release fees before we can remove your vehicle to an Authorised Volvo Dealer or Volvo Authorised Workshop. These costs may be refundable under the terms of your motor insurance policy.

### Specialist charges

In the event that the use of specialist equipment is required to provide assistance when your vehicle

has, for example, left the highway, is in a ditch, is standing on soft ground, sand, shingle, stuck in water or snow or has been immobilised by the removal of its wheels, we will arrange recovery but you will be responsible for the costs. These costs may be refundable under the terms of your motor insurance policy.

### Adverse weather conditions

On those occasions when we experience adverse weather conditions, such as high winds, snow, floods, etc., external resources may be stretched and some operations become physically impossible until the weather improves. At such times, our priority is to ensure that you and your passengers are taken to a place of safety and so the recovery of your vehicle may not be possible until weather conditions permit.

### Lock out/lost keys

Whilst we will always endeavour to provide assistance by the most practical method should you be unable to gain entry to your vehicle, modern security systems make it extremely difficult for this to be achieved should spare keys not be available. If a forced entry is required, you will be asked to sign a declaration stating that you have given permission for this to take place and that any costs for resultant damage will be your sole responsibility.

### Incorrect or Contaminated Fuel

If your vehicle is immobilised as a result of refuelling with incorrect fuel or contaminated fuel, we will pay for the cost of recovering your vehicle to the nearest Authorised Volvo Dealer or Volvo Authorised Workshop. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect or contaminated fuel.

## 7. General Terms and Conditions relating to Vehicle Cover in Continental Europe

All costs quoted are exclusive of VAT or local tax.

### Validity

This service is only available for travel to Continental Europe not exceeding 90 days in any single trip.

### Onward travel

Onward travel for you and your passengers means; Taxi to a maximum of 50 miles or £45, or if your vehicle is more than 50 miles from your home address, 1st class rail fare or if your journey exceeds 6 hours, economy class air fare.

Air fare is not available for immobilisation arising through; Road traffic accident, attempted theft, vandalism, theft or fire. Onward travel is limited to a maximum of £525 per person travelling with the covered vehicle at the time of immobilisation. Costs relating to onward travel must be authorised by Volvo Assistance prior to being incurred.

Onward travel is not available for immobilisation arising through incorrect fuelling or contaminated fuel.

### Storage

Storage costs up to a maximum of £90.

### Hotel accommodation

If your vehicle is immobilised more than 50 miles from your home address;

Hotel accommodation to a maximum of £90 per person per night for a maximum of 4 nights.

Hotel accommodation is limited to 1 night for immobilisation arising through; Road traffic accident, attempted theft, vandalism, theft or fire to a maximum of £90 per person.

Hotel accommodation is not available for immobilisation arising through incorrect fuelling or contaminated fuel.

We will only pay costs over and above those that would have been payable had your vehicle not been immobilised.

### Car hire

Whenever possible Volvo Assistance will attempt to provide you with a replacement vehicle from the repairing Authorised Volvo Dealer or Volvo Authorised Workshop. If we are unable to do so then a vehicle will be sourced through one of the major vehicle rental companies. Under any circumstances you must be able to comply with their conditions of hire.

The rental provider will need to see your valid driving licence and you will be asked for a deposit to cover fuel charges and any additional days hire.

Certain endorsements on your licence may prejudice your eligibility to hire a vehicle. Insurance requirements may stipulate that you must have held a full UK driving licence for a minimum of 12 months and are aged between 25 and 65.

Volvo Assistance will pay for a hire car for up to 3 working days.

Car hire is limited to 1 working day for immobilisation arising through; Road traffic accident, attempted theft, vandalism, theft or fire.

Car Hire is not available for immobilisation arising through incorrect fuelling or contaminated fuel. Volvo Assistance does not cover the cost of any insurance, fuel or ancillary charges relating to car hire.

Volvo Assistance is not able to guarantee the supply of hire cars with either 4 wheel drive or fitted with tow bars.

### Vehicle collection

Provided that your vehicle has been recovered by Volvo Assistance to an Authorised Volvo Dealer or Volvo Authorised Workshop and on completion of repairs, Volvo Assistance will organise and pay the costs for the collection of your Vehicle by you; by taxi, 1st class train fare or economy class air fare where train travel exceeds 6 hours.

Vehicle collection is not available where the original immobilisation arose through; Road traffic accident, attempted theft, vandalism, theft, fire, incorrect fuelling or contaminated fuel.

### Vehicle Repatriation

If your vehicle has to be repatriated from Europe, you should ensure that any items of value are removed. You will be asked to provide Volvo Assistance with a signed inventory of any items left in your vehicle. Neither Volvo Assistance nor its agents accept any liability for the subsequent loss of or damage to any items not declared on this inventory.

The maximum amount payable by Volvo Assistance for vehicle repatriation will not exceed the market value of your vehicle as specified by Parkers guide.

Repatriation is not available for immobilisation arising through incorrect fuelling or contaminated fuel.

### Release fees

Should your vehicle be stolen and subsequently recovered by the police, you will be responsible for any release fees before we can remove your vehicle to an Authorised Volvo Dealer or Volvo Authorised Workshop.

These costs may be refundable under the terms of your motor insurance policy.

### Specialist charges

In the event that the use of specialist equipment is required to provide assistance when your vehicle has, for example, left the highway, is in a ditch, is standing on soft ground, sand, shingle, stuck in water or snow or has been immobilised by the removal of its wheels, we will arrange recovery but you will be responsible for the costs.

These costs may be refundable under the terms of your motor insurance policy.

## 7. General Terms and Conditions relating to Vehicle Cover in Continental Europe continued...

### **Adverse weather conditions**

During periods of adverse weather conditions, snow, floods, etc., external resources may be stretched and some operations become impossible until the weather improves. At such times, our main priority is to ensure that you and your passengers are taken to a place of safety and so the recovery of your vehicle may not be possible until weather conditions permit.

### **Lock out/lost keys**

Whilst we will always endeavour to provide assistance by the most practical method should you be unable to gain entry to your vehicle, modern security systems make it extremely difficult for this to be achieved should spare keys not be available. If a forced entry is required, you will be asked to sign a declaration stating that you have given permission for this to take place and that any costs for resultant damage will be your sole responsibility.

### **Incorrect or Contaminated Fuel**

If your vehicle is immobilised as a result of refuelling with incorrect fuel or contaminated fuel, we will pay for the cost of recovering your vehicle to the nearest Authorised Volvo Dealer or Volvo Authorised Workshop.

The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect or contaminated fuel.

### **Autoroute Restrictions**

If assistance is required on a French autoroute, and certain autoroutes in some other European countries, you must use the official SOS boxes at the side of the road in order to arrange initial recovery. You will be connected to the authorised motorway assistance service because the roads are privatised and we are prevented from assisting on them. You should contact Volvo Assistance at the earliest opportunity so that we can arrange for the most appropriate assistance once your vehicle has been recovered from the autoroute. Costs incurred for recovery from the autoroute should be claimed back from Volvo Assistance.

## 8. Exclusions relating to UK & Continental European Cover

Volvo Assistance will not cover or pay for:

- Vehicles involved in motor racing, rallies, speed or duration tests, practice run, or operated outside official roads.
- Any costs as a result of your being under the influence of intoxicating liquor, solvent abuse or drugs.
- Assistance required as a result of wars, riots, uprising, mass political demonstrations, pillage, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles.
- Breakdown caused by deliberate damage or vandalism by the owner or participation in a criminal act or offence.
- Any damage as a result of intervention of the authorities of the country where the assistance is given or damage caused by unforeseen circumstances.
- Any damage resulting from the use of the vehicle against the recommendations of the owners manual.
- Any consequential cost and/or damage to property as a result of a breakdown.
- The cost of replacement parts.
- Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations.
- Any vehicle if there are more persons than the seating capacity stated in the vehicles registration document.
- Any claim caused directly or indirectly by the over loading of your vehicle and/ or any caravan or trailer
- Any cost that would have been payable if the breakdown had not occurred, e.g. food, accommodation, taxi fares, fuel or toll charges.
- Any service not previously authorised by Volvo Assistance.
- Vehicles sold by unauthorised dealerships and any new vehicles sold in countries other than the covered countries are excluded from the assistance services.
- If the vehicle has been involved in an accident and requires salvage or off road recovery, additional charges for special equipment used to salvage the vehicle prior to recovery are not covered.
- Vehicles driven to the Volvo Dealer or Volvo Authorised Workshop are not entitled to the assistance services.
- Any insurance, fuel or ancillary costs in relation to a vehicle hired by us or you under Volvo Assistance
- Any incident affecting a vehicle hired by you even if arranged for you by us.



## 8. Exclusions relating to UK & Continental European Cover continued.

- Any claim where your vehicle is being driven by persons who do not hold a full United Kingdom or other recognised and accepted driving licence.
- The cost of any accommodation or care of any animal. Any onward transportation by Volvo Assistance is solely at your risk. Volvo Assistance will not insure any animal during onward transportation.
- Your vehicle if it is unattended.
- Any period outside your period of cover.
- Any of the services in this document when linked to death or hospitalisation through illness or injury of you or your passengers while travelling with or without the covered vehicle.
- Loss caused by any delay, whether the benefit or service is being provided by Volvo Assistance or someone else (for example a garage, hotel, car hire company, carrier etc).
- Legal assistance & expenses.

Please note: For Taxis, rental cars, police cars ambulances and cars used by driving schools, Volvo Assistance will cover roadside or home assistance and/ or towing to the nearest Authorised Volvo Dealer or Volvo Authorised Workshop only.

## 9. Making a Complaint

We aim to provide you with a first class service. However, there may be times when you feel we have not done so. If this is the case, please tell us about it so that we can do our best to solve the problem.

In the first instance please contact:

Customer Support, Volvo Assistance, 102 George Street, Croydon, CR9 6HD.

Please supply us with your name, address and vehicle registration and enclose copies of relevant correspondence, as this will help us to deal with your complaint, in the shortest possible time.

**Notes...**

**Notes...**

