

# VOLVO ACTION SERVICE



24-HOUR ROADSIDE ASSISTANCE IS JUST A PHONE CALL AWAY.



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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



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## **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 Trucks North America  
PO Box 26115  
Greensboro, NC 27402-6115

Volvo Trucks Canada  
2100 Derry Road West, Suite 410  
Mississauga, Ontario L5N 0B3

**VOLVO**