

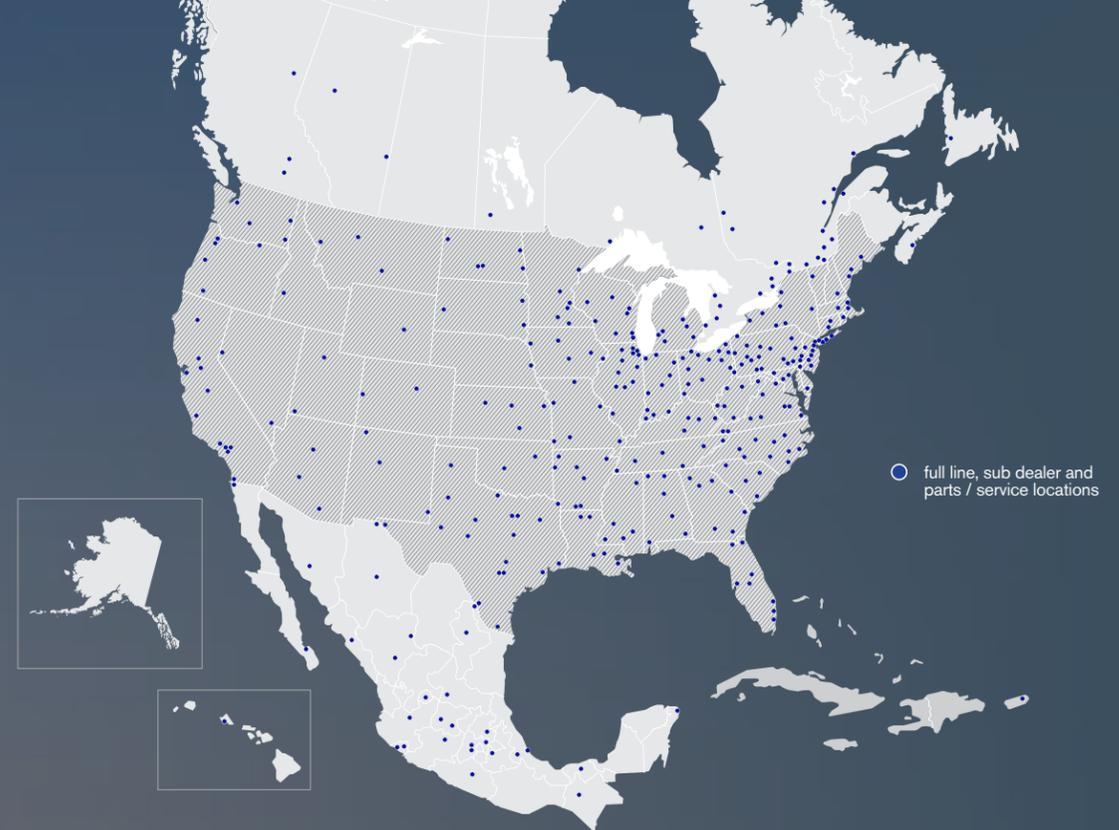
VOLVO TRUCKS UPTIME



VOLVO TRUCKS SUPPORT SERVICES UPTIME MANAGEMENT

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.

In this brochure, you'll discover how Volvo's UPTIME Management/Downtime Protection services 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.



Wherever your route takes you, Volvo is there to keep your business moving forward. More than 350 Volvo dealerships across the United States and Canada stand ready to help with quality parts and expert services. Our skilled technicians are always up to speed on the latest Volvo engines and transmissions. And our dealer network has added more service bays to get you back on the road sooner.

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 you need.

Our 10-point Service Commitment means we strive to provide you with 100% satisfaction. 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.



ASIST™

ASIST PROVIDES EVERY SERVICE ADVANTAGE A FLEET COULD ASK FOR.

Now there's an easy way for fleet managers to coordinate repairs and communicate with their Volvo service providers. ASIST™ gives you the tools to manage costs, reduce downtime and maximize performance for every truck you operate.

What it is: ASIST 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.

What it does: ASIST lets you, your maintenance manager and your service providers communicate with one another – easily and instantly – 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.

THINK OF ASIST AS THE SWISS ARMY® KNIFE* OF SERVICE MANAGEMENT PLATFORMS.

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 of 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.
- E-mail 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 e-mail or Internet access.

Electronic Folder of Service Events

- VMRS-coded maintenance or repair operation details.

- Time-stamped communications.
- Complete documentation management – includes 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.

Reduce 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.

ASIST is menu-driven, user-friendly and easy to customize. Put the system to work for your fleet, and you'll save time and money.

*"Swiss Army® knife" is a registered trademark of Wenger S.A. and Victorinox A.G.

SELECT™

24/7 ONLINE ACCESS THAT HELPS KEEP PARTS ON HAND

24/7 ACCESS TO THE PARTS INFORMATION YOU NEED.

That's why Volvo Trucks created SELECT™: a real-time, online program that gives your fleet's service department a direct link to the local Volvo dealer parts inventory. Best of all, it's a program that's ready to help on a 24/7 basis. Which means you'll be able to look up parts, check dealer inventories, verify your pricing, and place orders at any time of the day or night.



Check availability, confirm prices and place an order all in one online visit.

SELECT gives you convenient access for purchasing parts from your Volvo Truck dealer. You'll have round-the-clock online access to your dealer's current inventory, so you'll know what parts are in stock. Purchasing is fast and accurate, with immediate invoicing and instant access to your purchasing history.

IMPACT PARTS CATALOG (ONLY AVAILABLE IN CONJUNCTION WITH SELECT)

SELECT provides a user-friendly interface that simplifies parts inquiries and stock order exports, and lets you easily build parts lists, tally prices and enter orders. With SELECT you'll have full access to IMPACT, our VIN-specific parts catalog. IMPACT provides all the model-specific information you need to service and maintain your fleet, including component breakdown and identification, major unit serial numbers, service bulletins and manuals, and tool inventory tracking. New vehicles are easily added as your fleet grows.

YOU'RE IN CONTROL.

SELECT is designed to be up and running quickly in your shop. Your time investment is minimal, with little training required. You'll even have access to your dealer's latest Volvo parts promotions and special offers through your fleet's SELECT home page.

YOU SELECT THE PARTS. WE'LL PROVIDE THE CONVENIENCE.

- 24-hour service. You'll have 24/7 Internet access to your Volvo dealer. No more waiting on the phone listening to on-hold messages.
- Real-time parts availability. SELECT provides up-to-the-minute inventory and price information from your Volvo dealer. You'll know the exact availability of the parts you need.
- Saved parts lists. SELECT simplifies ordering by creating—and saving—lists of frequently ordered parts. Simply select your list, verify quantities and submit the order. The program easily manages saved orders for different product types. To reorder simply select the saved order, move to a shopping cart and submit. Dealer inventory will be verified to give you the most current availability.
- Online invoice and order history. Save time and effort by quickly accessing orders and invoices online. Invoice history includes orders placed to your Volvo dealer through SELECT, as well as any phone or in-person orders.
- Access to our VIN-specific parts catalog. With your password and ID, you'll be able to look up the parts needed for vehicle repair. Seamless copy/paste functionality makes it easy to transfer parts from our IMPACT Parts Catalog to your SELECT order. Part numbers are true to the vehicle as built, with supersessions noted on the look-up screen.
- News and information. See the latest training schedules, products and promotion specials offered by the facing dealer via the SELECT home page.
- Ready to use. Simple to learn. SELECT requires no significant time or investment in staff training. The program uses standard Internet Explorer functionality and tabs for information.

PREFERRED™

**THE FLEET-PURCHASING
PROGRAM DESIGNED TO PROTECT
YOUR BOTTOM LINE.**

**PREFERRED MAKES MANAGING COSTS
FOR PARTS AND REPAIRS FAST, ACCURATE
AND EASY.**

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

WHEN YOU CONTROL COSTS, YOU SAVE MONEY.

Delivered through Volvo truck dealers across the United States and Canada, PREFERRED provides a high level of service – and great purchasing power – for fleet parts, maintenance and repairs. All of which make PREFERRED the perfect program to help protect and build your bottom line.

**PREFERRED TREATMENT FOR YOU AND
EVERY TRUCK IN YOUR FLEET.**

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

POWERFUL ADVANTAGES...AND CONFIDENCE.

Powerful advantages that give you control and confidence:

- Program ID cards for maximum convenience. 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 service you need. 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. 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 a PREFERRED program member, you only pay for the services and parts you purchase.

**WITH PREFERRED YOU GET SAVINGS,
NOT SURPRISES.**

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

VOLVO ACTION SERVICE[®]

WITH VOLVO ACTION SERVICE, YOU NEVER HAVE TO WORRY.

Volvo Action Service[®] is a full-service support center for fleets and owner/operators in the United States and Canada. Our goal is to help you solve problems that may prevent you from fulfilling your commercial obligations. That's why we offer breakdown assistance in multiple languages, towing services, access to technical support, preventive maintenance, load forwarding and real-time Internet case tracking to keep your vehicles up and running.

Our 24-hour-a-day, seven-day-a-week customer uptime center is designed to help you in an emergency breakdown situation. Let us show you how Volvo Action Service can help your fleet promote customer loyalty while reducing your administrative costs and freeing up your resources to concentrate on what you do best – deliver freight.

WE KEEP YOU MOVING.

We know how important it is for you to deliver your goods without delay. That's why Volvo Action Service will help locate a rental truck or assist in delivering your freight to its destination for an additional charge. We can also schedule preventive maintenance for a single truck or your entire fleet, and maintain the records on a secure website for you to review at any time.

FAST, RELIABLE, SINGLE-SOURCE ASSISTANCE.

When you're hauling time-sensitive materials, a flat tire, dead battery or engine issues can be a disaster. But with Volvo Action Service, our goal is to get you back on the road as quickly as possible. As a Volvo Action Service customer, you'll have a whole team of trained professionals to support you in case of a breakdown – no matter where you are. Simply call Volvo Action Service and report your problem. Within five minutes, we'll tow you to the nearest Dealership or contact a preferred repairing facility in your area to fix your truck. And we'll stay on the case until your issue is safely resolved. With Volvo Action Service, we monitor your breakdown from start to finish.

Backed by the power of Volvo Trucks North America, Volvo Action Service is the heavy truck service group supported by Volvo Trucks. Our breakdown professionals are trained on Volvo trucks, which gives us the expertise to:

- Triage breakdown requests and assign the proper resources to your service need, saving you both time and money.
- Help interpret fault codes and recommend what action you should take. For example, some codes may need to be watched until the next service visit, while others – such as a blown fuse – can be handled by the driver roadside.
- Connect you with a local Dealer or vendor to get your truck serviced quickly.
- Work with Volvo's parts ordering team to expedite parts delivery, should your nearest Dealer not have a necessary part in stock.

Volvo Action Service is provided for two years* at no charge on new Volvo trucks and includes:

- 24-hour-a-day emergency breakdown assistance by calling 1-800-52-VOLVO
- No-charge case management on covered trucks
- Repair follow-up
- Assistance scheduling planned / non-planned services and repairs
- Emergency parts expediting management
- Customer Internet case management access
- Driver-requested auto case generation, when equipped with Volvo Link
- Customer information
- Vehicle information
- GPS LAT & LONG
- High-priority fault code prioritization, when equipped with Volvo Remote Diagnostics**
- Customer e-mail notification
- Direct filing of Volvo warranty claims for applicable parts

In addition, we offer optional services, such as:

- Arranging hotel accommodations
- Load forwarding
- Auditing repair bills

* Extended Volvo Action Service coverage can be purchased beyond the initial two-year program.

** Volvo 2012 year model and above.

GET STARTED NOW.

It's easy to start taking advantage of all the benefits Volvo Action Service has to offer. Call 1-800-52-VOLVO (1-800-528-6586) to utilize Volvo Action Service – 24 hours a day, seven days a week.

REMOTE DIAGNOSTICS

CUSTOMERS BENEFIT WITH REAL
UPTIME MANAGEMENT AND REAL
DOWNTIME PROTECTION.

UPTIME MANAGEMENT. DOWNTIME PROTECTION.

Volvo Trucks Support Services is an integrated business solution that enables customers to do what they do best: deliver freight. With Volvo Trucks Support Services, customers are connected to high-performance, customized services – streamlined communications, around-the-clock availability of electronic parts purchasing, a wide array of preventive maintenance programs – all delivered in a simplified bundle of Fleet Services, Parts Purchasing and Service Management.

Now we've added a fourth component to our support services bundle, Connected Vehicle Services. A seamless, dynamically connected system of vehicle management tools – all working together to keep your customer's trucks on the road and their bottom line in the black:

REMOTE DIAGNOSTICS PROVIDES:

- Proactive diagnostic and repair planning assistance with detailed analysis of diagnostic trouble codes
- Streamlined service procedures with parts on-hand confirmation before a truck arrives for service
- Live Dealer and Customer communication through Volvo Action Service
- Service case communication and documentation between Volvo Action Service, Dealer and Customer provided through ASIST



DRIVER TO VEHICLE

A driver is making good time on the road, and then it happens: the truck sets a diagnostic trouble code.



VEHICLE TO VOLVO

The driver may or may not see or notice a problem, but Volvo does. We diagnose the problem.



VOLVO TO DECISION-MAKER

We find the closest Volvo dealer, verify the right parts are on hand and contact the decision-maker.



DECISION-MAKER TO VOLVO DEALER

The decision-maker receives fast accurate service estimates and real-time repair event updates.



DEALER TO DRIVER

We get the driver and truck back on the road as quickly as possible.

Real Diagnostics. Real People. Real Time.

Visit www.VolvoRemoteDiagnostics.com for complete details, terms and conditions.



QUICK CARE®

WE'VE GOT YOU COVERED.

Quick Care® service agreements are the perfect solution for customers looking for a reliable and qualified single source service provider. The Quick Care service concept is based on providing the customer exactly what they need, when they need it and at a competitive price.

No one knows your Volvo Truck better than your Volvo Dealer and as a Volvo customer you deserve the best. There's a saying in the service bay that "Sales sell the first truck but it is the service that will sell the next truck". Volvo dealer service technicians' take this to heart and that's why customers with dealer provided Quick Care service agreements keep coming back.

Another value added benefit of choosing a Quick Care service agreement is having a one stop shop, all your Volvo service needs under one roof. Plus, your Volvo dealer not only offers service agreements on your new Volvo but with Quick Care and our new All Makes parts program they can take care of your entire fleet. Quick Care agreements are an effective way to plan and budget your maintenance needs. Let the service experts do what they do best allowing you to focus on what you do best, your business.

Features and benefits of Volvo Quick Care service providers:

- Technicians are Volvo-trained truck specialists.
- Retail repairs backed by a 12 month nationwide unlimited mileage warranty.
- Dealers automatically check for pending maintenance, recalls and service programs every time a vehicle is serviced.
- Customers protect their investment and maximize their return on warranty coverage.
- Genuine Volvo parts.
- Volvo branded oil analysis program.

Your local dealer can structure a Quick Care service agreement specifically for you, your equipment and your bottom line. Contact your Volvo Truck dealer sales and service professional today for more details.

RIDE ASSURED™ PREVENTIVE MAINTENANCE PROGRAM

WE'VE GOT YOUR FLEET COVERED.

Ride Assured™ pre-purchased service plans improve vehicle uptime, increase productivity and provide a peace of mind. Time is money so when your wheels stop for routine service you want to make sure all required maintenance is done and done right. Maintenance performed by Volvo factory trained technicians provides you a level of service second to none. Volvo dealers offer a full menu of services exclusive to authorized Volvo Truck service locations providing the only true one stop shop for your Volvo Truck needs. Genuine Volvo parts, warranty adjustments, service programs and performance updates all available at preplanned maintenance intervals. Place the care of your investment in the hands of highly trained Volvo professionals with a Volvo's Ride Assured purchased service plan. Choose an economical base service plan and then bundle with periodic service options that work for you. Ride Assured base service plans can be purchased for 24, 36, 48 and 60 month terms at today's prices and financed with your new truck purchase.

Ride Assured base service includes real time scheduling through Volvo Action Service. When a service interval is due you simply call Volvo Action Service 1-800-52-VOLVO, provide your vehicle information, and they will book a convenient Volvo service location to serve you.

Ride Assured Base service plan intervals consist of:

- Volvo Genuine Filters
- Volvo VDS4 Engine Oil
- Engine Oil Analysis
- Comprehensive Check 22 CSA Content Insp.
- Chassis Lubrication

Ride Assured Periodic Service Options:

- Chassis Lubrication between base service intervals
- Cooling System Service
- Performance Service, Valve and Injector Adjustment
- Accessory Drive and Belt Service
- Emission After-treatment Service

Combine Ride Assured service plan with Volvo's web based service platform ASIST and Volvo Remote Diagnostics and you have a complete set of tools to keep your wheels turning with optimum uptime.

Ride Assured Service Plan Features and Benefits:

- Volvo Action Service monitors your service event in real time.
- Technicians are Volvo-trained truck specialists.
- Manufacturer's warranty is honored at all authorized Volvo service locations nationwide.
- Retail repairs backed by a 12 month nationwide unlimited mileage warranty.
- Dealers automatically check for pending maintenance, recalls and service programs every time a vehicle is serviced.
- Customers protect their investment and maximize their return on warranty coverage.
- Genuine OE parts.
- Volvo branded oil analysis program.
- Service notification in real time.
- Volvo's Remote Diagnostics.
- Volvo ASIST service platform.

Competitive Preventive Maintenance packages, nationwide coverage and local dealer agreements backed by Volvo's 12 month parts and labor warranty.

Contact your Volvo Truck dealer sales and service professional for more details.

Ride Assured Service Options	Service Plan 1	Service Plan 2
S – Standard O – Optional		
VDS 4 Engine Oil	S	S
Genuine Volvo Oil Filters	S	S
Genuine Volvo Fuel Filter	S	S
Oil Analysis	S	S
24 Point CSA Inspection	S	S
Chassis Lubrication	S	S
VAS Case Management	S	S
Volvo Service Schedule	S	S
Nationwide Coverage	S	S
2 Year 250,000 Plan ²	S	S
Performance Service Valve and Injector Adjustment	O	S
Accessory Drive and Belt Service	O	S
I-Shift Service	O	S
Emission After-treatment Service	O	S
3 Year 300,000 ²	O	O
Uptime Protection¹	NA	NA
Select Engine Component Warranty¹	NA	NA
Cooling System Service	O	O
Chassis Lubrication Additional Interval Between Base	O	O
4 Year 400,000 ³	O	O
5 Year 500,000 ³	O	O

¹ Refer to Uptime Protection warranty certificate for details

² Includes Volvo's Remote Diagnostics & ASIST

³ Includes ASIST & VAS

UPTIME PROTECTION PLAN

Uptime Protection Plan Includes:

- Preventive Maintenance¹
- Uptime Protection¹
- Additional Engine Component Warranty¹

Preventive Maintenance:

Uptime Protection service plans improve vehicle uptime, increase productivity and provide peace of mind. Time is money, so when your wheels stop for routine service you want to make sure all required maintenance is done and done right.

Maintenance performed by Volvo factory-trained technicians provides you a level of service second to none. Volvo dealers offer a full menu of services exclusive to authorized Volvo Truck service locations providing the only true one-stop shop for your Volvo Truck needs: genuine Volvo parts, warranty adjustments, service programs and performance updates – all available at preplanned maintenance intervals. Uptime Protection Plan Service includes real time scheduling through Volvo Action Service. Place the care of your investment in the hands of highly trained Volvo professionals.

Service intervals consist of:

- Volvo Genuine Filters
- Volvo VDS4 Engine Oil
- Engine Oil Analysis
- Comprehensive Check 22 CSA Content Inspection
- Chassis Lubrication

Uptime Protection:

If, during the term of the Uptime Protection Plan, you experience a qualifying engine repair that cannot be completed within twenty-four (24) hours, you will be covered under Uptime Protection. After the initial 24 hours from time of diagnosis, a credit will be earned per day (24 hours); maximum of five (5) days per occurrence. Earned credit will be provided to the registered customer on a convenient Volvo debit card.

Additional Engine Component Warranty:

When it comes to your vehicles uptime, we've got you covered. Included in this Uptime Protection Plan is a 36 month/300,00 mile/7,500 hour plan. The additional engine component warranty can help take the worry and hassle out of unforeseen repairs – saving you time and money.

Additional Engine Component Warranty: Covered Components List	
Bearings	Flywheel
Camshaft and Bushings	Flywheel Housing
Camshaft Follower Housing	Fuel Filter Housing
Camshaft Follower Assemblies	Fuel Injectors
Camshaft Forging	Gaskets, Seals, O Rings, Silicon Sealant
Connecting Rod Assembly	Gears
Connecting Rods, Caps, and Bolts	Hoses and Lines, Supplied with Engine
Coolant Duct Cover	Intake Manifold Castings
Crankcase Ventilation Assembly	Ladder Frame
Crankcase Separator	Oil Cooler Core
Crankcase Tubing & Hoses before Separator	Oil Pan
Crankshaft	Oil Pump
Crankshaft Forging	Pistons, Rings and Liners
Cylinder Block	Rocker Arm Assembly and Shafts
Cylinder Block Casting, Main Caps & Bolts	Rocker Lever Assembly
Cylinder Head Assembly	Rocker Lever Housing
Cylinder Head Casting	Thermostat Housing (Coolant)
Cylinder Head Capscrews	Thermostat Side Cover (Coolant)
EGR (Exhaust Gas Recirculation) Components	Timing Gear Cover and Plate
EGR Control Valve	Turbocharger
EGR Cooler	Valve Assembly
EGR Mixing Chamber	Valve Cover
Engine Brake Mechanism (VEB)	Valve Yokes (Bridge) and Pins
Engine Control Module (ECM)	Vibration Dampers and Bolts
Exhaust Manifold Casting	Water Pump

Talk to your local Volvo Truck Sales professional for Uptime Protection Plan purchase details.

Ride Assured Service Options	Service Plan 1	Service Plan 2	Uptime Protection Plan*
S – Standard O – Optional			
VDS 4 Engine Oil	S	S	S
Genuine Volvo Oil Filters	S	S	S
Genuine Volvo Fuel Filter <i>(Secondary)</i>	S	S	S
Primary Fuel Filter <i>(Volvo or Davco)</i>	O	O	O
Oil Analysis	S	S	S
24 Point CSA Inspection	S	S	S
Chassis Lubrication	S	S	S
VAS Case Management	S	S	S
Volvo Service Schedule	S	S	S
Nationwide Coverage	S	S	S
2 Year 250,000 Plan ²	S	S	NA
Performance Service Valve and Injector Adjustment	O	S	S
Accessory Drive and Belt Service	O	S	S
I-Shift Service	O	S	S
Emission After-treatment Service	O	S	S
3 Year 300,000 ² Term	O	O	S
Uptime Protection¹	NA	NA	S
Additional Engine Component Warranty¹ 3 Year / 300,000 miles	NA	NA	S
Cooling System Service	O	O	O
Chassis Lubrication Additional Interval Between Base	O	O	O
4 Year 400,000 ³	O	O	NA
5 Year 500,000 ³	O	O	NA

¹ Refer to Uptime Protection warranty certificate for details

² Includes Volvo's Remote Diagnostics & ASIST

³ Includes ASIST & VAS





VOLVO

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Some vehicles shown with optional equipment.

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