

V O L V O



UPTIME SERVICES

Always here for you

Volvo Trucks. Driving Progress.



Put your trust in us

Your customers expect you to be there for them every day.

To do that, you need a great truck. The all-new Volvo VNL fits the bill. Built for reliability and profitability, it's the finest Volvo we've ever offered in North America.

You also need a great team. Our dealer network is over 400 locations strong, backed 24/7 by our specialists at the Volvo Trucks Uptime Center in Greensboro, NC.

We're always here for you, so you can always be there for them.

Reducing unplanned downtime

Preventive maintenance is the key to a more profitable business—helping you stay competitive and live up to promises made to your customers. With the Volvo Blue Service Contract, your fleet can enjoy greater uptime, efficiency, and planning thanks to this premium, tailored service plan and real-time monitoring.

The Volvo Blue Service Contract offers best-in-class routine maintenance for your truck, undertaken at scheduled intervals that best suit your business. Now, with regular preventive care, you can minimize unscheduled vehicle downtime by getting ahead of issues before they arise.

All work is done by highly-skilled and certified Volvo Trucks technicians. A Volvo Blue contract covers labor, Genuine Volvo Parts, and other materials.

Improved planning and uptime with Adaptive Maintenance

The contract includes Adaptive Maintenance standard. We utilize connected vehicle data from your truck to set the appropriate service schedule based on actual operating conditions. Adaptive Maintenance aligns other service events to prevent additional stops, reducing downtime.



Everywhere you need us

Our world-class dealer network means your trucks are never far from the quality care and maintenance you expect. With more than 400 dealers and thousands of service locations across North America, Volvo Trucks Uptime Services help you through every step of a service event and make sure your trucks stay where they belong—on the road.

Certified Uptime Dealers

Our Certified Uptime Dealerships have dedicated bays for repairs taking less than four hours, so quick repairs don't get caught behind longer jobs. Customers receive an initial diagnostic review at check-in. If the repair can be done in under four hours, it moves to an uptime bay.

Faster response

Each dealer is connected to our Uptime Center and can see the performance data from your vehicle, even while it's in route for assessment. By reviewing vehicle incident reports before the truck arrives, dealer service center repair times have been cut 24%.

Your vehicle can drive in at any Certified Uptime Dealership across North America with no service appointment and be immediately assessed for service. It all adds up to faster decisions and a quicker return to the road.



Service

REMOTE PROGRAMMING **DOWNLOADING**

43% Powertrain Control

Real-time, all the time

On-board every Volvo is the industry's most advanced telematics and real-time diagnostic system. Engine, transmission, and aftertreatment performance is transmitted and reviewed through the Uptime network.

The fully integrated diagnostic package means there's no need for additional hardware or software purchases to manage your vehicles. Our commitment to innovation also means more time on the road, reducing diagnostic time and eliminating dealer visits for routine software upgrades.



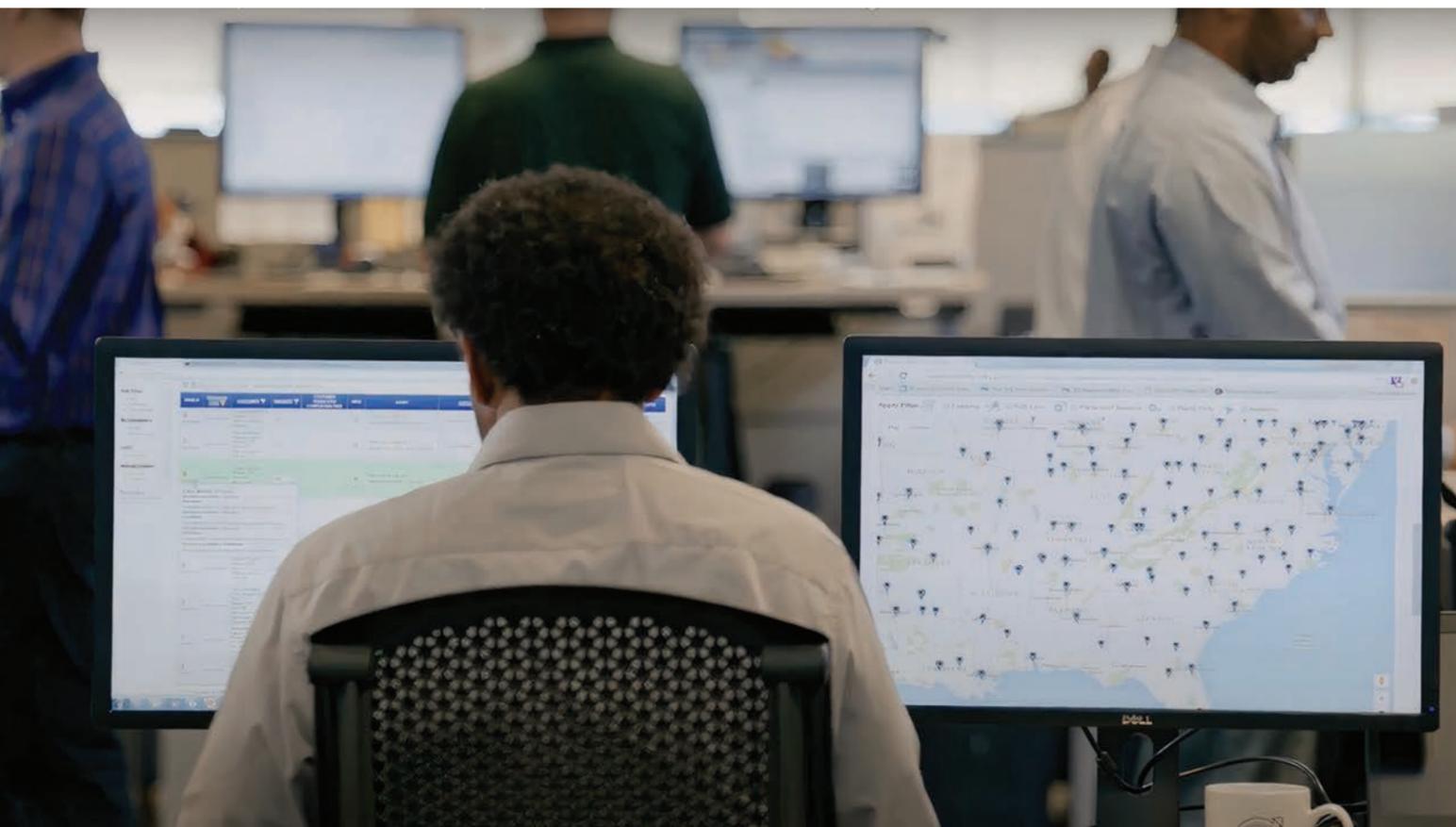
Remote Programming

Taking a vehicle out of service to perform software and parameter updates can decrease productivity. So, we changed the way those updates are performed. Remote programming allows a fleet to update software and a wide selection of parameters. When updates are available, an icon will appear on the instrument cluster screen. An operator can activate the update, during a break or a regular stop, in less than 15 minutes.



Remote Diagnostics

Volvo Trucks monitors data from each truck for fault codes triggered when something is amiss with one of the vehicle's major systems, such as the engine, aftertreatment, or transmission. A variety of sensors on each truck collect streaming data in real time to provide context. Remote Diagnostics offers detailed analysis of those critical fault codes, plus immediate communication and streamlined service procedures if actions are required.



Volvo Action Service

Volvo Action Service offers 24/7 assistance anywhere in the US or Canada. Just a phone call connects you to a member of our highly trained uptime agents, who can quickly manage service, schedule repairs, and tackle any other issue that happens on the road.

If your truck can't make it to the repair facility, we'll bring the help directly to your truck with 24-hour roadside assistance. We'll make sure a qualified service technician comes to help you.

Support from the Volvo Uptime Center through Volvo Action Service is available at no charge for the first two years with every Volvo-powered truck.

Volvo ASIST

Volvo's service management platform, ASIST, is a simple, web-based tool. With ASIST you can monitor vehicle status, receive electronic estimates, approve repairs, and communicate directly with your dealer—regardless of your truck's location. ASIST consolidates all maintenance events and communication in one place so you can avoid invoice and repair surprises.

History is about to repeat itself

The first VN debuted in North America in 1996 and quickly turned the trucking industry on its head. Other truck makers took the next decade playing catchup to our innovations. The all-new Volvo VNL is filled with hundreds of next-generation features to improve your productivity and profitability.

In addition to the uptime innovations covered in this brochure, here are some additional highlights on the next-generation VNL:

- Revolutionary aerodynamics and powertrain innovations that improve fuel efficiency by up to 10% versus our previous models
- A completely redesigned suspension system that provides our smoothest ride ever
- Industry leading connectivity that powers the new My Truck App and Volvo's exclusive e-call emergency response system
- Interior and exterior design that stops you in your tracks, conveniently packaged into trim levels for easy decisions



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Some vehicle options and services may not be available at time of introduction.
Some vehicles shown with optional equipment. All specs current at time of publication release.
Performance data based on engineering calculations and real-world data.

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