

V O L V O

Care guide

Corporate car via Volvo Bil

Applies to all car brands





Our expectations and your responsibility

It is important for us to be open about what is expected of you in our contractual relationship. We want you as a driver/contract holder to take good care of the car and follow our recommendations.

The basic principle is that damage to the car must be repaired continuously during the time it is used and that the car must be returned at the end of the contract period in a condition where repairs are not necessary. Wear and tear that is considered acceptable for the mileage and age of the car is not charged.

By following this guide, you ensure that the car is taken care of in a way that means that no unexpected costs arise when returning the car. When it is time for return, you will receive an additional guide detailing the condition the car is expected to be in at that time.

Important during the contract period

Take care of your car

Maintain the car continuously during the contract period and follow our recommendations for regular care. Wash and clean your car regularly and monitor its condition carefully. We recommend our Volvo Original Car Care products, developed to meet the specific needs of your car. Please only use recommended products, as wrong choice of products can cause stains and paintwork damage.

Note in particular that stains from fuel, birds and other stubborn substances should be treated immediately to avoid permanent paint damage. These measures will help preserve your car's exterior and avoid costly repaints, which are considered unacceptable wear. Any stone chips in the paintwork are expected to be touched up with a paint brush.

If an accident occurs

To avoid repair costs and return administration fees, make sure to fix any damage to the car during the contract period. Many damages that are considered unacceptable wear or damage can be covered by insurance. Immediately report all damages to the insurance company for assessment, no later than 90 days after the damage has occurred. The insurance company then decides which damages are covered. However, all damages must be remedied during the contract period, regardless of whether they are covered by insurance or not.

Service according to service plan

Always carry out service according to the service plan and at an authorized Volvo workshop. Missed service according to the service plan is charged, in accordance with our agreements. In addition to this, any consequential costs for missed/late service are charged to you as the contract holder. For example, a missed service may mean that the insurance company does not accept damage that may occur to the engine or that the car's resale value is affected.

Service must be done according to the car's interval:

- Car with 12 months/30000 km intervals (see service book) - Absolutely at the latest: 12 months + 30 days or 31250 km before first service or between service occasions, whichever occurs first.
- Car with 24 months/30000 km intervals (see service book) - Absolute latest: 24 months + 30 days or 31250 km to first service or between service occasions, whichever occurs first.

Keep your car in legal condition

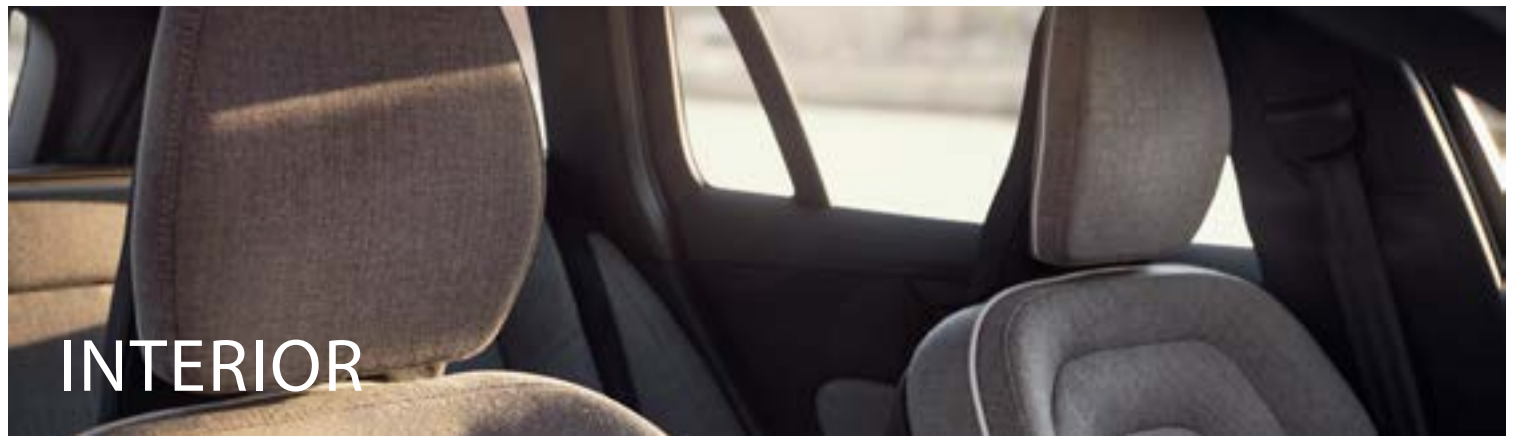
Ensure your car is in legal condition throughout the contract period. This applies, for example, to the condition of the tyres. Ensure that parking fees and any fines are paid. If it is time to inspect the car, make sure to do it in time so that no extra costs are added to you. As a corporate car driver, you have a requisition with you during the inspection, which means that it costs nothing.





Examples of deviations that need to be repaired during the contract period at an authorized Volvo workshop

- Scratches that have gone through the paint down to the car's base coat and thus cannot be polished away
- Dents
- Damage in doorways and/or other paintwork damage that is visible with open doors
- Paintwork damage due to external impact, such as deviations created by acid precipitation, birds, or hail storms
- Damage to the car that occurred in connection with the installation or removal of stickers/decals
- Cracks, or pieces of material missing, on the car
- Damage to the car's undercarriage, also applies to any damage to the high-voltage battery



Examples of deviations that need to be repaired during the contract period at an authorized Volvo workshop

- Damage to the interior, for example, burn marks or holes from the removal of retrofitted equipment or accessories
- Cracks or scratches on interior details
- Stains and marks that do not go away with normal cleaning
- Interior scratches, pressure marks or damage caused by cargo, retrofitted equipment or passengers
- Unexpected smells and traces, which includes but is not limited to the smell of smoke



Keep an eye on and maintain the car during the contract period, below are examples of occasions when the car must be delivered to an authorized Volvo workshop during the contract period

- The car indicates that it needs service, book an appointment as soon as possible
- Oil and liquid leakage as a result of external impact
- Damage that affects the car's drivability or causes the car to fail an inspection
- Damage to the high-voltage battery
- Damage to the chassis
- Incorrect wheel alignment due to curb/pothole driving



Examples of deviations that need to be repaired during the contract period at an authorized Volvo workshop

- Defects on the tyre, for example cracks and/or bumps in the tyre
- Material is missing in the tyre side
- Temporarily repaired tyres
- Slanted tyres or other deformations
- Not completed tyre repair kit if the car was delivered with a tyre repair kit
- Tyres that have reached their wear limit (3mm on summer tyres and 4mm on winter tyres) (Unacceptable wear within 30000 km from when the car was delivered, or new tyres were last fitted)



Examples of deviations that need to be repaired during the contract period at an authorized Volvo workshop

- Paintwork release that has occurred due to external damage through e.g. edge driving
- Damaged/scratched rims on the car
- Cracks and deformations on the rim



Examples of deviations that need to be repaired during the contract period at an authorized Volvo workshop

- All stone chips or cracks. Repair method depends on the location and nature of the damage, and is decided by an authorized Volvo workshop
- Damage that affects the car's drivability or causes the car to fail an inspection
- Scratches on glass, which includes but is not limited to damage caused by bad wiper blades or window scraper
- Blasted glass that affects the driver's field of vision



Examples of deviations that need to be repaired during the contract period at an authorized Volvo workshop

- Stone chips
- Blasted surface that affects the function, or causes the car to fail an inspection
- Glass or plastic surface with holes
- Missing material
- Cracks



Examples of deviations that need to be repaired during the contract period at an authorized Volvo workshop

- Damaged passenger compartment carpet or damaged trunk carpet
- Charging cable with scratches, holes or deformations
- Extra equipment that has been damaged or lost its original function
- Missing key needs to be replaced