

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 and VNR fit the bill. Built for reliability and profitability, they are the finest vehicles 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

The best way to maximize your productivity is with a Volvo service contract. The Blue Service Contract is driven by advanced AI models. This adaptive maintenance system adjusts service intervals based on real-world conditions.

All our technicians are certified and use Genuine Volvo or Authorized Parts. They perform and follow the Genuine Volvo Service process operations needed to ensure uptime and functionality.

For you, this saves time and effort. You also get better cost control—and a lower total cost of ownership, because your truck runs more efficiently with fewer unplanned standstills.

### **Improved uptime with Adaptive Maintenance**

With the Blue Service Contract, customers gain from optimized service schedules that bundle maintenance into fewer stops, cutting operating costs. When trucks face tougher conditions, the AI model signals the need for service sooner, preventing unplanned downtime. In either case, uptime improves, driving better economic results for customers.

### **Fleet Manager: A new resource at your dealer**

As part of your Volvo Blue Contract, you'll have access to a Fleet Manager at your dealership. It's a new role providing concierge level service. The Fleet Manager is your point of contact and can pre-plan workshop visits. They'll proactively schedule service visits for a time that is convenient for your operation, ensuring that every visit is as smooth and efficient as possible. Your Fleet Manager is proactive, so you can focus on your core business.



## 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 authorized 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 Dealers have dedicated bays for quick repairs, so they don't get stuck in line 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 by 24%.

Your vehicle can drive in at any Certified Uptime Dealership across North America with no service appointment and be 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 one of the industry's most advanced telematics and real-time diagnostic systems. Engine, transmission, aftertreatment performance, and other systems data 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 unnecessary stops for routine software upgrades.



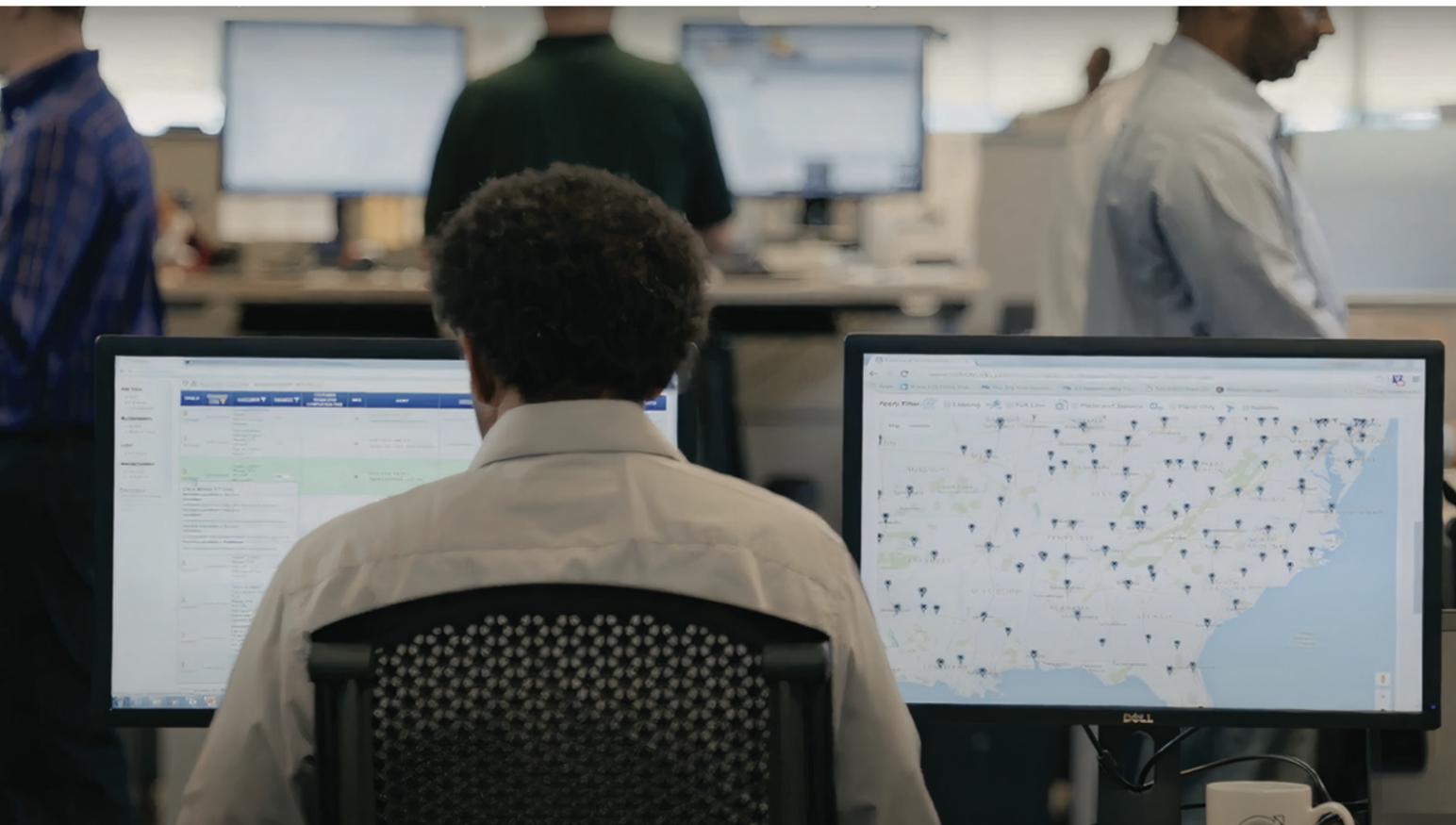
### Remote Programming

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.



### 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 you experience 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 Action Service is also included for the duration of extended warranty coverage.

### 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 repeats itself

The first VN debuted in North America in 1996 and quickly turned the trucking industry on its head. Other truck makers spent the next decade playing catchup to our innovations. The all-new Volvo VNL and VNR represent another leap forward, with hundreds of next-generation features you can use to improve your productivity and profitability.

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

- Revolutionary aerodynamics and powertrain innovations that improve fuel efficiency by up to 10% in new VNLs and up to 7.5% in new VNRs versus previous models
- A completely redesigned suspension system that provides our smoothest ride ever
- The first-of-its-kind Volvo Blue Service Contract with predictive maintenance to improve uptime
- Interior and exterior design that stops you in your tracks, conveniently packaged into trim levels for easy decisions



**V O L V O**

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.

[www.volvotrucks.us](http://www.volvotrucks.us) | [www.volvotrucks.ca](http://www.volvotrucks.ca)