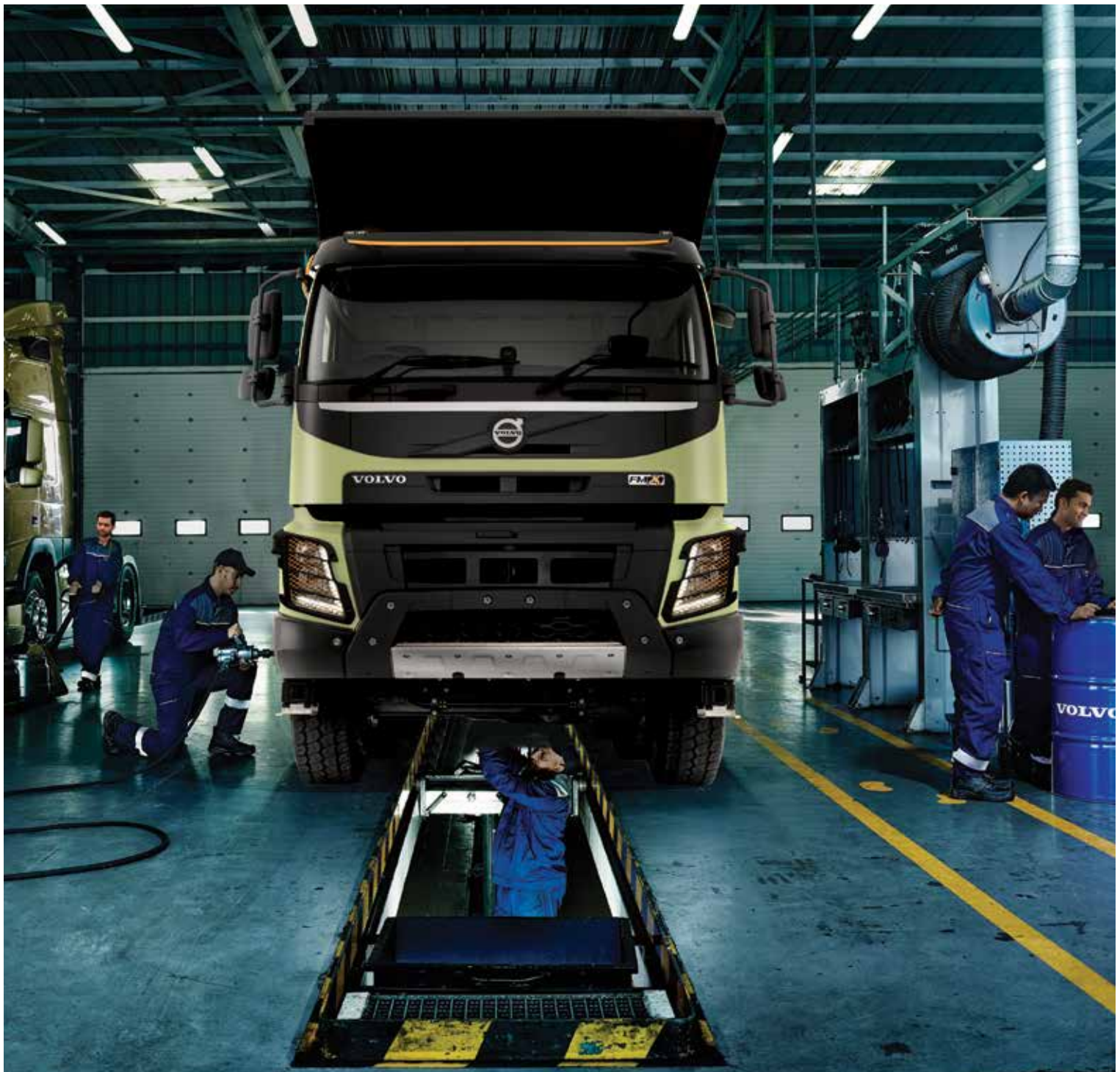




Volvo Trucks. Driving Progress

PREMIUM CARE FOR PREMIUM TRUCKS

VOLVO TRUCKS AFTERMARKET SERVICES







Keeping you at the forefront

With Volvo, you can rely on a wide range of support services and products that will keep your operations at the forefront.

Our goal is clear: to focus on ensuring that your Volvo truck performs to the highest efficiency, offering maximum uptime and long service life; which means a premium ownership experience and an improved bottom line.

Our comprehensive nationwide service network ensures close proximity to your operations, be it on-road or off-road applications. You can look forward to a service solution that meets your exact requirement. We have the resources, know-how and the commitment to keep your truck rolling – without any unexpected surprises.

Volvo offers a range of soft products to optimise maintenance cost and improve operational efficiency of your fleet. Similarly, our competence development programs are designed to increase driver productivity as well as create awareness about fuel efficiency and safety.

Keep your truck 100% Volvo

Genuine Volvo Parts

When you buy a new Volvo truck, you get a promise that encompasses productivity, truck uptime and driver safety. So, for the same reasons that you choose a Volvo truck, you should also choose Genuine Volvo Parts. They are the best choice, as each Genuine Volvo Part is manufactured according to the exact specification, material, dimensions and tolerances as the part it is replacing. The new part works in parallel with the surrounding components, minimising the risk for operational disturbances. This way, your truck always has parts with the right specification, choice of materials and the right fit, resulting in long service life and the best possible performance. Genuine Volvo Parts offer the right quality whenever and wherever you need them.



Superior
Quality

Higher
Reliability

Promised
Warranty

Better
Availability

Flexibility of
Inventory

Logistics
Management

Genuine Parts Packages

Volvo's unique sales and aftermarket packages of Genuine Parts are available to meet your parts requirement for the complete maintenance of your Volvo trucks. The parts are packaged in such a manner that it covers maintenance and replacement for filters, belts, tensioners, wheel studs, nuts, suspension leaf, shock absorbers, hollow spring, cradle bearing, brakeliners, clutch disc, pressure plate and many more. The packages are designed to cater to the immediate need of fast moving parts required in the operation of your truck. The offer not only saves on cost, but also ensures that a required inventory of genuine parts are maintained to give you the guarantee of Volvo quality, that goes a long way in ensuring higher uptime and long service life of your trucks.



Protect your truck with Volvo Genuine Lubricants

Volvo Genuine Lubricants are an assurance to the efficient performance of your trucks. They are developed and rigorously tested to meet the stringent requirements of quality and safety. We partner with lubricant manufacturers from the very stage of design of the aggregates, which enables the development of the most suitable lubricants to perform under various driving and environmental conditions. We ensure that the right additives are blended with highest quality base oil to enhance the life of the aggregate, thereby preventing frequent stops and ensuring better uptime.

Maximum performance

For diesel engine oil, Volvo has its own quality norm – the Volvo Drain Specification (VDS) to ensure best-in-class engine performance and protection. It also ensures longer service intervals, which reduces the maintenance cost. It is for this reason that not any lubricant can be called a Volvo Genuine Lubricant.



Ensuring the best care for your trucks

The demands that your business imposes on you, you can impose it on us, for we offer absolute world-class service. When we maintain your truck, you get the very best preconditions for just that. Our service centres have the latest diagnostic systems and databases, special tools and up-to-date service literature.

Our technicians are experts

Volvo technicians are qualified, skilled and thoroughly familiar with your truck. They are further imparted with product and technical training to continuously upgrade their knowledge. In addition to that, they are trained through a series of certification programs to attain the desired level of competency required to become a Volvo technician. The trainings are not only focused on the product and technical aspects but also on the front-end skills, behavioural aspects, communication skills, systems and process etc.

At your service

Volvo service technicians are not only engaged in maintenance and repair of the trucks, but also act as consultants in providing optimized aftermarket solutions. They provide tips on vehicle uptime, maintenance practices, fuel average and operating techniques. Thus adding value to your operations.

Today, they are the key link in the chain of Volvo aftermarket support mechanism to drive total customer satisfaction.



Beyond trucks, we build relationships

Volvo Service Agreements ensure the best care for your truck to keep it in prime condition throughout its life. The service is done by certified technicians who make sure of higher uptime. All the maintenance work is done when it suits you, to ensure minimal disruption to your operations. Apart from adding value to your business, service agreements ensure optimum maintenance, helping you save time and money.

Volvo Service Agreements

- More uptime available for vehicle operations
- Customized service offerings
- Protection from the unexpected cost
- Correct information on present and future maintenance costs
- Carefree vehicle operations

Gold Agreement

- Peace of mind for customer
- Preventive & running repairs included
- Costs are known for years to come
- Maximum uptime and usage
- Lower total cost of ownership
- Minimum documentation

Blue Agreement

- Regular preventive maintenance as per service schedule
- Minimize the risk of unexpected vehicle standstill
- Service costs are spread evenly throughout the contract period
- Increased uptime

Key benefits:

- More time available for truck operations
- Customised service offerings, best suited to your business needs
- Protection from unexpected costs

- Comes with an extended offer of Blue plus (Blue plus additionally covers labour for all running repairs and VAS call support)

Parts Agreement

- Constant availability of Genuine Volvo Parts
- Parts availability at the customer's doorstep
- Specially packaged with easier purchase transactions
- Parts planning, stocking based on customer's requirements

Service Support Agreement

- Certified and dedicated service supervisors
- Provide assistance on critical repairs
- Volvo special tools are made available
- Additional monitoring and suggestions on consumption based on customer's operations in synergy agreement
- Option of parts or vehicle uptime under synergy agreement

- Correct information on present and future maintenance costs
- Extended driveline coverage and aggregate overhauling

Fleet management



We have scrupulously designed the latest offerings that enhance the service experience. Our container workshops with covered bays, deliver the Volvo workshop experience to the customer at site. We continuously offer new solutions to our customers. In addition, factory fitted Dynafleet solution provides information about your fleet to enable timely decisions by monitoring driving patterns and fuel consumption.

Uptime Support

Globally, the challenge in the mining and construction industries is moving high volumes at optimal costs. With increasing customer demand on trucks to perform in dusty environment, tougher terrains, higher payloads, faster turnaround time along with improved driver comfort & safety, we at Volvo offer uptime as the core of our service offerings.

Dynamic Stock Support

Your business needs are often pivoted upon high vehicle availability, long asset life cycle and high resale value of the vehicles. In order to support your operational needs, we have created this service to ensure parts availability at the your doorstep by stocking parts based on consumption, packaged with easier purchase transactions. Transparency in parts usage, high responsiveness on part support and most importantly – constant availability of Genuine Volvo Parts ensures better vehicle uptime.



Synergy Advantage

Synergy Advantage meets the growing expectation for upgrade of regular site services along with Dynamic Stock Support. In Synergy, resources are optimized to suit the varying fleet sizes of the customers. With the sign up of Synergy Advantage, we monitor the site conditions, which go a long way in enhancing the life of the trucks. Structured review of all activities ensures a strong focus towards maintaining the health of the Truck. Synergy Advantage also comes with the added benefit of Uptime Plus (UP⁺) and Fuelwatch Advantage, which allows the customer to choose the best, according to their operational strategy. UP⁺ provides the assurance of parts availability and provision of floats, to ensure maximum uptime. Fuelwatch Advantage includes regular driver training with an option of motivational coaching or annual driving competition which helps to improve driver productivity.



Service Value Packs

Tailor-made service offerings have always been important to meet your needs. Our tailor-made service packs are made to suit a variety of requirements. We enable you to choose the right service for your business needs, whether it's for on-road truck maintenance, driveline coverage, doorstep parts availability or the ease of fleet monitoring systems.



Extending the life of genuine parts

Volvo offers renovated solutions for the aging fleet, when the parts consumption increases and we try to maintain the required uptime. Superior quality at a reasonable price, reliability, easy availability and environmental consideration are the most important benefits of Volvo renovated parts.

You also get the same warranty like a brand new part. Additionally, renovated parts are often upgraded to the latest technology. It means that a renovated part may sometimes be better than the component it replaces. Reused parts save energy, materials and reduce emissions. They are therefore an important part of Volvo's drive to address environmental concerns.



Best-in-class Infrastructure

Volvo has an established renovation centre equipped with best-in-class facility with machines and testing equipment as per the global standards. Volvo renovated parts are a combination of Volvo genuine parts and genuine cores received through core return. Every renovated part reconditioned at facility goes through stringent quality checks to meet the quality standards of Volvo genuine parts.

The technicians working at the facility are specially trained on Volvo's international processes and practices to produce parts that meet Volvo's international standards.

With Volvo renovated parts, your truck is made operational quickly to deliver guaranteed performance without compromising on quality.



Solutions for better vehicle utilisation

Globally, Volvo has expertise in developing customized solutions across the segments. Based on your operational need, we have developed solutions which help in enhancing your fleets' operational efficiency. Volvo soft products range includes:

Volvo Centralised Lubrication System (CLS)

Correct lubricant, in the correct quantity, at the correct place is required to keep the vehicle operating at an optimum level of productivity. Proper lubrication provides better components service life and reduces repairs and downtime. Volvo CLS is designed and developed for automatic greasing at a fixed time interval. It ensures small quantities of grease are fed at correct frequent intervals. The right quantity of grease is fed from a single source and lubrication is done even in the running condition of the vehicle. The system also ensures that no points are missed out in lubrication.



Volvo Air Pre-Cleaner

Extreme dusty conditions in mining operation results in early choking of air filters, therefore resulting in the reduced life of air filters. This results in frequent replacement of filters leading to higher cost of maintenance. Volvo Air Pre-Cleaner is a unique solution installed at the air inlet, which has specially designed blades that cause the incoming air to spin, which removes dust and insects, thereby allowing only the purified air into the air filter. Volvo Air Pre-Cleaner is a onetime installation solution and requires minimal maintenance.



Volvo Maintenance Free Battery (MFB)

Volvo maintenance-free battery is tailor-made to meet the electrical system requirement of Volvo trucks. These batteries run for longer periods without maintenance, thereby ensuring reduction in overall operational overheads. The Volvo Super Heavy Duty maintenance free batteries meet the requirement for higher starting current of the vehicle and have better charging capabilities, increased security against short circuit and extremely high resistance to vibrations. Moreover, they are environment friendly.



A more efficient way of managing your fleet

Dynafleet Online is Volvo Trucks telematics solution for efficient fleet management. It enables you to constantly get up-to-date information about the trucks and drivers in real-time, so that decisions for better control of the fleet can be taken quickly and efficiently.



Connected trucks. Connected services.

The Dynafleet hardware comes installed from factory in the new Volvo Trucks. You simply sign up for the services by paying a monthly / annual subscription fee and follow your progress online.

Dynafleet brings a new level of clarity and control to your business comes easy.

Vehicle location visible at a glance provides better control on the consignment. Reports on geo-fencing, track & trace effectively support you in following up on your transport operation and ensure optimized usage of your fleet.

New Volvo Trucks comes enabled with Dynafleet Online services. The services offered through Dynafleet Online are 'Fuel and Environment' and 'Positioning'. The 'Fuel and Environment' services are offered for both on-road and off-road application whereas 'Positioning' services are offered for on-Road application. Through the various reports generated from the web portal, both potential savings and progress over time can be made visible in just seconds.

Less work in the office.

Dynafleet automatically handles much of the work that before was done manually, like collating and analysing vehicle data, fuel consumption etc. This reduces a lot of administration and frees time for you to concentrate on growing your business.

Fuel & Environment

The Fuel and Environment service provides you all the critical information related to vehicles' performance. It also saves your time and effort analysing vehicle data - and helps you find ways to cut fuel costs. Through the various reports, both potential savings and progress over time can be made visible in just seconds.



Improve over time.

By controlling and monitoring the information on vehicle performance and location, various opportunities for improving operational efficiency (fuel efficiency, usage of trucks, scheduling etc.) are identified and action can be taken.

Positioning

The Positioning service provides you real time information on location of the vehicle. The detailed maps give you constant updates on where the trucks and loads are at present. This service also allows you to invite your customers to follow their cargo in real-time.



Service at your door steps

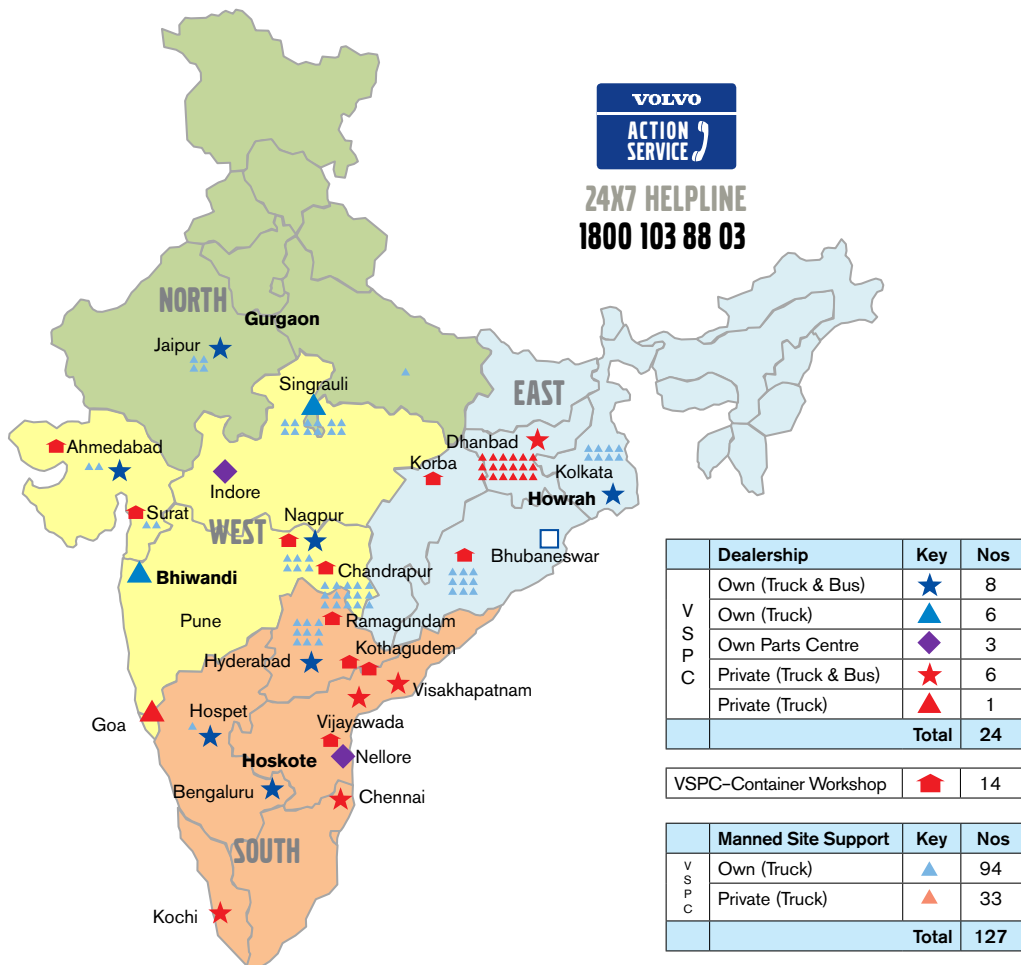
Volvo service network is developed with the objective of offering customised solutions to all customer segments. Volvo has a comprehensive nation-wide network of service and parts centres (VSPC) in India, comprising of both company owned and private owned dealerships at strategic and key locations. The Volvo dealerships have the best of infrastructure, tools and equipment, systems and processes, qualified and competent manpower that offer 24 x 7 support.

Wherever you go, we follow

The dealerships are located to ensure close proximity to your area of operations and meet your aftermarket requirements at your door steps. We ensure that your

Volvo is never stranded on road for want of quality service support. Our 24 x 7 Volvo Action Service (VAS) accessible through a toll free number, is just a phone call away. Our widespread network ensures that the genuine parts and services are available across the length and breadth of the country.

In our consistent endeavour to provide benchmarking aftermarket support to you, we have site supports at the most remote and challenging locations. Container workshops are deployed at the key customer sites to offer quality service and assure higher vehicle uptime.



Making good drivers even better

We believe that providing state-of-the-art trucks is only a part of transport solution. You need trained manpower to get the best output from the vehicles and higher return on the investment. Till date through our Volvo Driver Training Centre, we have trained more than 60,000 drivers under various programs to help you in improving profitability.

The competence development centre is the important link between the high performance trucks, their drivers and the fleet managers. It not only imparts better understanding of vehicles and maintenance practices, which goes a long way in improving safety and uptime, but also helps you achieve higher productivity throughout the life cycle of vehicle.

Training helps in fuel saving, safety and higher profitability.

Our training programs give special importance to driving practices and routine maintenance that helps in achieving higher fuel efficiency in the most demanding off-road applications.



India Fuelwatch program

Fuel is the single largest component of the operational cost and every drop saved results in reduction of the same. To promote the importance of fuel efficient driving, we annually conduct the India Fuelwatch Competition for off-road application, where drivers from across the country participate.

The winner of India Fuelwatch usually achieves 15% - 20% higher fuel efficiency relative to fellow contestants, which shows a huge potential of fuel saving and leading to profitability. The winner participated at a global level competition organised by Volvo Trucks.

We have introduced a unique Fuel Economy program for off-road application wherein fuel efficiency can be improved through systematic intervention by assessing your operation, site conditions, driving practices etc.



Safety is our core value

Safety being one of our core values, our training programs give special attention to safety, to help reduce accidents. A well trained driver understands his responsibility and his better driving skills are important for him and to other drivers and road users.

In addition to this, we also offer Refresher training, Driver awareness camps etc. for the on-road, ODC and special application trucks, which ensures that whatever has been taught during the training is properly implemented on the job.



VOLVO

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