



VOLVO TRUCK WARRANTY



International Warranty

The Volvo Warranty with 12 months basic vehicle warranty and extended driveline warranty to 24 months, provides you with extensive and full protection against material or production fault on the vehicle, coming into existence during the warranty period.

Volvo Truck UK & Ireland Warranty Coverage

All Volvo trucks built by Volvo Truck Corporation and supplied by Volvo Group UK Ltd will have the Volvo Truck Corporation International Warranty from 00-12 months with unlimited mileage and Driveline Warranty from 13-24 months limited to 300,000 kms. In addition this will be supplemented with a Volvo Group UK Ltd Assurance package up to a maximum of 24 months with unlimited mileage.

12 months Basic Vehicle Warranty

Volvo Truck Corporation's (VTC) vehicle warranty is valid 12 months from delivery date of the vehicle and with no mileage limitation. The warranty commitment also applies to associated equipment covered by the purchasing agreement. Exceptions are equipment with special warranty or for superstructures, extra equipment, tyres and other parts already covered by the respective manufacturer's own warranty.

Extended Driveline Warranty to 24 months

A 24 months warranty applies to certain driveline components. The extended driveline warranty has a mileage limitation of 300,000 km as stated in the Warranty Booklet supplied with the vehicle. The warranty is valid internationally and means that Volvo, free of charge, rectifies verified faults in material or faulty workmanship which arises during the warranty period. Authorised Volvo workshops, with well trained and equipped mechanics, decide suitable measures and are responsible for the repair.

Normal maintenance and wear & tear

Irrespective of how good a product is, it still needs services, adjustments and replacements of parts after a certain mileage or age. This is considered as normal wear & tear or normal maintenance and is not covered by Volvo Truck Corporation's warranty or the UK assurance package.

EXAMPLES OF NORMAL MAINTENANCE

- Valve adjustment
- Torque-up of wheel hubs, springs
- Adjustments and service of compressed air system e.g. unloading valves
- Adjustments of wheel bearings and axles

EXAMPLES OF "WEAR & TEAR" AND CONSUMABLE ITEMS

- Oils, grease, coolant, anti-freeze
- Filters (oil, fuel, air, coolant etc.)
- Exhaust system parts
- Drive belts (fan, generator, etc.)
- Bulbs and fuses
- Wiper blades
- Clutch discs
- Brake linings or pads
- Shock absorbers

VOLVO TRUCK WARRANTY

Genuine Volvo Parts

Of course every good vehicle of high quality also needs service and sometimes repairs.

For the warranty to be valid it goes without saying that Genuine Volvo Parts must be used. The only exception is that other brands of oil can be used as long as it fulfils the Volvo Drain Specifications (VDS). All other liquids and greases used, shall also be according to Volvo Truck Corporation specifications.

Furthermore, the vehicle must be maintained according to the service instructions stipulated, i.e. follow Volvo Preventive Maintenance Program, for the warranty to be valid. This means that oil changes and service checks are performed at correct dates and mileages and that this is recorded/documentated in the warranty booklet.

For warranty repairs it is a must to use a Volvo Authorised workshop. After the warranty has expired the recommendation is still to use the Volvo authorised workshops, as these workshops are the best equipped regarding special tools and knowledge about the vehicle.

Not to forget that behind the authorised workshop also stands the entire Volvo organisation, ready to assist you with any concerns you may have.

When does warranty not apply?

The warranty does not apply to the extent Volvo Truck Corporation can demonstrate that it is likely that the defect in material or the faulty workmanship, for which warranty is invoked, resulted from:

- the vehicle being used in a manner other than that which is normal or having been rebuilt or modified or where its superstructure has not been installed/assembled/invoiced or in accordance with Volvo Truck Corporation's valid instructions;

- the vehicle having been overloaded;
- the vehicle having been involved in an accident, subject to misuse, or in any other way subject to external strain;
- the vehicle not having been operated in accordance with Volvo Truck Corporation's valid instructions, e.g. stipulated warranty service, the basic and full service have not been carried out at correct time and/or mileage intervals;
- the repair work (including adjustments of software) having been performed by a workshop other than one authorised by Volvo Truck Corporation;
- the use of parts other than Genuine Volvo Parts;
- the use of oils, fuel, greases or coolants other than those stipulated by Volvo Truck Corporation or VDS;
- the defect/fault having become aggravated due to the failure by the driver to take immediate and appropriate action after such times as the defect/fault became known or should have become known to the driver or after activation of the vehicle's warning indicator system.

Direct or indirect losses in connection with a break down

Volvo Truck Corporation makes no representations or warranties other than those expressly set forth here in and Volvo Truck Corporation disclaims any implied warranties of any kind, including without limitation quality, performance, merchantability or fitness for a particular purpose.

Consequently, Volvo Truck Corporation disclaims any liability for direct and indirect losses, costs or damage which may result from defects in material or faulty workmanship.

Note: included information in this document is only a brief version of the Warranty conditions/coverage, for full details please contact your local dealer.

VOLVO

Volvo Trucks
www.volvotrucks.co.uk