

# CUSTOMER SATISFACTION TIMES TEN.

Proof that we're committed to  
keeping you where you belong.  
On the road.



1. Customers must have service available to them on a 24/7 basis.
2. Customers must be able to schedule a service appointment promptly.
3. Customers must find knowledgeable service advisors/managers at all Volvo dealers.
4. Customers must have their problem diagnosed within 2 hours.
5. Customers must find that parts are available when and where they need them.
6. Customers must be updated during the repair process.
7. Customers must be notified promptly of completed repair.
8. Customer repairs must be finished when promised.
9. Customer problems must be resolved correctly the first time.
10. Customers must have assistance in understanding warranty coverage and resolving warranty questions.

**VOLVO**

Driving Success™

**We want your feedback.** If you'd like to comment on your recent service experience for any reason, please call us toll free at 1-866-38-VOLVO (1-866-388-6586).