

Press Release

Sep 30, 2013 | ID: 133904

VOLVO LAUNCHES NEW WEBSITE TO HELP SPREAD THE COST OF SERVICING

Volvo Car UK has launched a new website in partnership with Allianz Global Assistance, allowing owners of vehicles up to 48 months old to purchase a Volvo Service Plan that allows them to pay either a one off payment or a fixed monthly fee.

The new online portal (www.volvocars.co.uk/serviceplans) allows Volvo owners to purchase pre-paid service plans, covering any service carried out on vehicles up to six years of age, up to a maximum of 10 scheduled services. These new plans allow customers to spread the cost of maintaining their vehicle with monthly payments or a one-off total payment, giving peace of mind and allowing customers to plan their future expenditure.

The plans can be taken out on cars up to four years old and the cost of each plan depends on the vehicle and the number of services included. Each service is carried out at an authorised Volvo dealer and both labour and parts are included.

The online portal allows customers to purchase the plans via a simple layout, viewing only the relevant service plans available for their vehicle, with the option of making online payments for added convenience. The plans are designed to be as flexible as possible by being able to be bought at any point in the car's life, up to four years of age.

At a time when motorists are focusing more and more on running costs, this new website also allows dealers to show customers the plans available to them in a clear and upfront manner.

As part of having the vehicle serviced at an authorised Volvo dealer, not only are vehicles serviced by Volvo trained technicians using genuine Volvo parts, customers also receive the benefits of the Volvo Service Promise. The six promises that all customers receive are:

- Mobility Solution - The customer will be offered onward transport to minimise disruption to their day.
- Roadside Assistance - The customer will receive a complimentary one year / unlimited mileage Volvo Assistance package.
- Personal Service Contact - During the booking in, update and handover stage, the customer will, whenever possible, liaise with the same member of staff.
- Vehicle Health Check - The vehicle will undergo a 29 point inspection with any items found being highlighted to the customer.
- Software Upgrade (applicable to certain models) - The vehicle will receive a software update to ensure it is running at optimum performance with the latest upgrades from Volvo.
- Car Clean - The exterior of the vehicle will be washed and the inside vacuumed.

Peter Smith, aftersales business development manager for Volvo Car UK explains, "The new portal allows our customers to purchase a service plan suited specifically to their individual needs. They also benefit from a more convenient method of managing the service costs on a monthly basis, protecting them from possible price changes. This simple, hassle-free portal makes it easy to plan and budget for vehicle maintenance but still ensures that the customer benefits from manufacturer approved, main dealer servicing."

Volvo Car UK has worked in partnership with Allianz Global Assistance for a number of years, making it the natural choice to assist Volvo in enhancing its service plan offering. Lee Taylor, chief

sales officer for Allianz Global Assistance in the UK, says, "The introduction of Volvo Service Plan is a clear demonstration of our commitment to supporting our clients in their focus on customer retention. Our partnership with Volvo continues to help its franchised dealer network stay one step ahead of the competition in a challenging market."

-ENDS-

About Allianz Global Assistance

International leader in Assistance, Travel Insurance and health, life & home care services, today Allianz Global Assistance counts more than 10,920 employees who speak 40 different languages and work throughout the world with a network of 400,000 service providers and 135 correspondents covering 150 countries. 250 million people, or 4% of the world's total population, benefit from its services, which the Group provides on all five continents.

Website: www.Allianz-Assistance.co.uk

Press Contacts

Justine Hoadley, Jen Thorneywork or Clare Watson
HSL
Tel: 020 8977 9132
Email: AllianzAssistUK@harrisonsadler.com

Keywords:

Old S60, V40, V40 Cross Country, Old V60, V60 Twin Engine, Volvo XC60, XC90 (2002-2014), Press Releases, 2014, XC70 (2008-2016), V70 (2008-2016), S80 (2008-2016)

Descriptions and facts in this press material relate to Volvo Car UK's car range. Described features might be optional. All information is correct at time of going to press and may be altered without prior notification.

media.volvocars.com > volvocars.com >

Copyright © 2025 Volvo Car Corporation (or its affiliates or licensors).