

Press Release

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Volvo owners now get house calls with app-based vehicle pick-up and delivery service

ROCKLEIGH, N.J. (March 31, 2020) Volvo owners can now have their cars serviced without leaving their homes or offices.

Volvo Valet is the luxury automaker's premium pick-up and drop-off service for vehicle maintenance in the U.S., offering owners exclusive access to a convenient and transparent maintenance process to help make their lives less complicated.

To use Volvo Valet, Volvo owners can either use the proprietary smartphone app for iOS or Android, or call a participating retailer to schedule an appointment and preferred pickup time.

A retailer employee will then pick up the customer's car and drop off a loaner vehicle for use while maintenance is being performed.

Through the Volvo Valet app the customer can see where their driver is and when they will arrive, like the way ride-hailing apps such as Uber work. After handoff, they can receive a notification when their car has arrived at the retailer workshop. The customer is notified the moment their car is ready to be picked up. The retailer will contact the customer to arrange a time to return their Volvo and pick up the loaner vehicle.

To ensure a fully transparent process retailer employees are asked to photograph the condition of both cars at the point of handoff.

"Volvo Valet gives owners the flexibility to service and maintain their vehicles in a way that works best for them," said Anders Gustafsson, Senior Vice President Americas and President and CEO, Volvo Car USA. "Volvo Valet has been very successful in pilot testing over the last year and it is now ready to serve our customers and retailers in this unprecedented time."

Throughout the process, Volvo Valet vehicles are handled with the same care and cleaning processes implemented by Volvo retailers.

Volvo Valet is a result of Volvo's purchase of Luxe's intellectual property in 2017 and has been in pilot for the last several months. It uses in-house technology to facilitate pick-up and delivery of customer cars, with no third parties involved—this is to allow retailers to keep the process completely premium, transparent, and only between Volvo Car USA, Volvo retailers, and Volvo drivers.

Volvo vehicles of any age are eligible for this service, at the discretion of individual retailers. To check if an individual retailer is participating in the program, customers can contact their service department until an online functionality is added this spring. Retail locations can be found at www.volvocars.com

All service performed via Volvo Valet is eligible for the [Service by Volvo](#) benefits provided to all Volvo car owners: Volvo Tow for Life offers owners free towing to a Volvo retailer within a 25-mile radius for the life of the car when work is performed there. Volvo Lifetime Replacement Parts and Labor Warranty covers genuine Volvo parts installed by a Volvo retailer for out-of-warranty repairs for as long as they own the car—pay once and never again.

While currently applicable only to maintenance and service, Volvo Valet will be expanded to include lease and purchase deliveries, lease returns, and overnight test drives later in 2020.

About Volvo Car USA

Volvo Car USA LLC (VCUSA), (www.volvocars.com/us) is a subsidiary of Volvo Car Group of Gothenburg, Sweden. VCUSA provides marketing, sales, parts, service, technology and training support to Volvo automobile retailers in the United States. For more information, please refer to the VCUSA media website at: <http://www.media.volvocars.com/us>.

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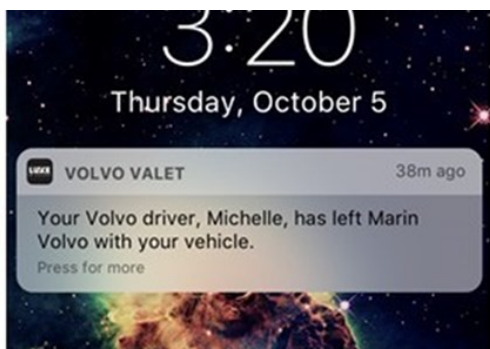
Descriptions and facts in this press material relate to Volvo Cars' international car range. Described features might be optional. Vehicle specifications may vary from one country to another and may be altered without prior notification.

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