

TERMS AND CONDITIONS

DEFINITIONS

- **CONTRACT:** means this Scheduled Maintenance Plan.
- **WE, US, OUR:** means the Administrator.
- **YOU, YOUR:** means the holder of this **CONTRACT**.
- **VEHICLE:** means the vehicle described in the Customer Information section of this **CONTRACT**.
- **SELLING RETAILER:** means the dealer from whom **YOU** purchased this **CONTRACT**.
- **SCHEDULED MAINTENANCE SERVICES:** means the services found in the Warranty and Maintenance Records Information booklet.
- **AUTHORIZED VOLVO RETAILER:** a retailer authorized by the company to conduct retail operations pursuant to the current executed retailer agreement.

TRANSFER RIGHTS

This Factory Scheduled Maintenance Plan is fully transferable to subsequent owners of the **VEHICLE**. It remains in effect on the **VEHICLE** until date or mileage expiration.

CONTRACT CANCELLATION

This Factory Scheduled Maintenance coverage can be cancelled at any time prior to all coverage maintenance intervals having been exceeded. Refunds will be calculated at the cost of the coverage less an administrative fee not to exceed \$45 and then prorated based on equalized dealer net pricing of each covered claim paid out. Cancellation must be processed by an authorized Volvo Retailer. Please call Volvo Customer Care (800)458-1552 for assistance.

CONTRACT EXCLUSIONS

This **CONTRACT** does not cover, nor will this **CONTRACT** pay for:

- **SCHEDULED MAINTENANCE SERVICES** performed by anyone other than an **AUTHORIZED VOLVO RETAILER**; any item not specifically found in the Warranty and Maintenance Records Information booklet. Coverage denied if the **VEHICLE'S** odometer has been disconnected, altered or the actual mileage cannot be documented;
- Any costs **YOU** may incur for consequential or secondary damages; personal expenses; any parts, items, labor or fluids not found in the Warranty and Maintenance Records Information booklet.
- Liability for damage to property or injury to, or death of, any person arising out of the operation, maintenance, shipment, storage or use of **YOUR VEHICLE** whether or not related to the **SCHEDULED MAINTENANCE SERVICES** or Coverages.
- Any **SCHEDULED MAINTENANCE SERVICES** before the First **SERVICE Mileage** or after the Last **SERVICE Mileage** listed in this **CONTRACT** Coverage section and Service Schedule section on the front of this **CONTRACT**.

LIABILITY LIMITS

Liability shall be limited to the reasonable price for repair or replacement, not to exceed Volvo's suggested retail price. The "Reasonable Price" for repair or replacement is based upon Volvo's recognized Labor Time Standards warranty labor rates. All repairs or replacements made at Volvo Retailers shall be made using only genuine Volvo parts.

CUSTOMER'S RESPONSIBILITIES

- Return **YOUR** vehicle to any **AUTHORIZED VOLVO RETAILER** within 1,500 miles from the **SCHEDULED MAINTENANCE** mileage to receive **YOUR SCHEDULED MAINTENANCE SERVICE**.
- Retain copies of all repair orders, invoices and receipts for all **SCHEDULED MAINTENANCE SERVICES** performed.

GENERAL PROVISIONS

- This **CONTRACT** will be governed by the law of the state in which **YOU** purchased it.
- No amendment, supplement or waiver of any of the provisions of this **CONTRACT** will be binding against the Administrator unless it is in writing and is signed by one of the authorized representatives at the administrative office listed herein.
- **WE** may delegate the performance of **OUR** duties and obligations and assign **OUR** rights and benefits hereunder.
- **OUR** right to recover payment: If **WE** pay anything under this **CONTRACT** and **YOU** have a right to recover against another party, **YOUR** rights shall become **OUR** rights. **YOU** shall do whatever is necessary to enable **US** to recover these rights.

CONTRACT PERIOD

This **CONTRACT** begins with the vehicles original in service date and zero (0) miles and expires when the accumulated mileage and/or time of the plan code chosen, shown in the Customer Information section of this **CONTRACT**, is reached. FSMUC designated contracts will begin at first service of the product and expires upon last service covered. These programs are designated by a UC in the Plan Code box above. One service minimum per year is required for vehicles driven less than 7,500 miles per year.

CUSTOMER CARE

For customer service on Volvo Factory Scheduled Maintenance please call Volvo Customer Care (800)458-1552

FSM UPGRADE PROGRAM

2015, 2014 & 2013 SAFE+SECURE PREPAID MAINTENANCE PLANS



Program Guideline/Rates (Effective July 23, 2014)

MY2015, MY2014 & MY2013 Upgrade Plans

The purchase or lease of a MY2015, MY2014 or MY2013 Volvo includes complimentary Factory Scheduled Maintenance for the first three services (10K, 20K, 30K) EXCLUDING Wear Item Coverage. Volvo offers optional FSM Upgrade Plans that owners can purchase, some providing coverage similar to the previously offered Safe + Secure program. Includes all engine types and synthetic oil at all services.

Wear Item Coverage includes wiper blades, brake pads and rotors, allowing worry-free ownership with virtually no maintenance expenses. Wear Item Coverage begins from time of purchase, see examples below.

Note: Wear Item Coverage does not include tires.

Plan Description	MSRP	Code
ADD WEAR COVERAGE up to 30K (Includes all Volvo Genuine Parts needed such as wiper blades, brake pads & rotors) Good for Lease Plans 3 years/36,000 miles or Low Mileage Purchase	\$225	336FSMW
ADD 40K SERVICE + Wear Item Coverage up to 40K Good for Lease Plans 4 years/48,000 miles or Mid Mileage Purchase	\$945	448FSMW
ADD 40K & 50K SERVICES + Wear Item Coverage up to 50K Plus 1 year additional Factory Warranty (5 years/50,000 miles) and 1 year additional ON CALL Roadside Assistance with unlimited mileage	\$1,500	550FSMW
ADD FIVE SERVICES + Wear Item Coverage up to 100K 60K, 70K, 80K, 90K & 100K Services	\$2,300	FSMUC6
ADD SEVEN SERVICES (Maintenance Only) 40K, 50K, 60K, 70K, 80K, 90K & 100K Services	\$2,260	FSMUC7B
ADD SEVEN SERVICES + Wear Item Coverage up to 100K 40K, 50K, 60K, 70K, 80K, 90K & 100K Services	\$3,650	FSMUC7C

Examples:

- A new MY2015, MY2014 or MY2013 vehicle is sold, and the customer purchases a seven service package with wear item coverage. Wear coverage on the vehicle is from 0–100,000 miles.
- A new MY2015, MY2014 or MY2013 vehicle is sold, and the customer decides not to purchase an FSM Optional Upgrade at that time. The customer visits the service department for their first complimentary FSM service, and decides to purchase a seven service FSM package with wear item coverage. At that time, the vehicle has 11,000 miles. That vehicle will now have wear coverage from 11,000–100,000 miles.
- A used MY2015, MY2014 or MY2013 vehicle is sold with 26,000 miles, and the customer purchases a seven service package with wear item coverage. That vehicle will have wear coverage from 26,000–100,000 miles.



FSM UPGRADE PROGRAM

2012 SAFE+SECURE PREPAID MAINTENANCE PLANS

Program Guideline/Rates (Effective July 23, 2014)



MY2012 Upgrade Plans

The purchase or lease of a MY2012 Volvo includes complimentary Factory Scheduled Maintenance for the first four services (7.5K, 15K, 22.5K, 30K) EXCLUDING Wear Item Coverage. Volvo offers optional FSM Upgrade Plans that owners can purchase, some providing coverage similar to the previously offered Safe + Secure program.

Wear Item Coverage includes wiper blades, brake pads and rotors, allowing worry-free ownership with virtually no maintenance expenses. Wear Item Coverage begins from time of purchase, see example below.

Note: Wear Item Coverage does not include tires.

Plan Description	MSRP	Code
ADD WEAR COVERAGE up to 30K (Includes all Volvo Genuine Parts needed such as wiper blades, brake pads & rotors) Good for Lease Plans 3 years/36,000 miles or Low Mileage Purchase	\$225	336FSMW
ADD 37.5K & 45K SERVICES + Wear Item Coverage up to 48K	\$945	448FSMW
ADD 37.5K & 45K SERVICES + Wear Item Coverage up to 48K Plus 1 year additional Factory Warranty (5 years/50,000) and 1 year additional ON CALL Roadside Service (unlimited miles)	\$1,400	550FSMW

Examples:

- A used MY2012 vehicle is sold with 29,000 miles. The customer purchases a two service FSM package with wear item coverage. The vehicle will have wear coverage from 29,000–45,000 miles.
- A new MY2012 vehicle is sold which includes the first four complimentary services. The customer purchases the 37.5K & 45K FSM service package. The vehicle will have wear coverage from 0–48,000 miles.



FSM UPGRADE PROGRAM USED CAR SAFE+SECURE PREPAID MAINTENANCE PLANS

Program Guideline/Rates (Effective July 23, 2014)



MY2008-2015 Upgrade Plans

Volvo FSM Upgrade Plans offer a cost effective approach to maintaining a Volvo. These flexible prepaid maintenance plans are available for all Volvo models and many cover up to 100,000 miles. There's a plan for everyone.

Plan Description	MSRP	Code
MY2008 - 2012 Add Five Services (Maintenance Only) 30K, 37.5K, 45K, 52.5K & 60K Services	\$1,539	FSMUC5B
MY2008 - 2012 Add Five Services (Maintenance Only) 67.5K, 75K, 82.5K, 90K & 97.5K Services	\$1,494	FSMUC5
MY2008 - 2012 Add Nine Services (Maintenance Only) 37.5K, 45K, 52.5K, 60K, 67.5K, 75K, 82.5K, 90K & 97.5K Services	\$2,654	FSMUC9
MY2008 - 2012 Add Six Services (Maintenance Only) 60K, 67.5K, 75K, 82.5K, 90K & 97.5K Services	\$1,905	FSMUC6
MY2008 - 2012 Add Seven Services (Maintenance Only) 52.5K, 60K, 67.5K, 75K, 82.5K, 90K & 97.5K Services	\$2,059	FSMUC7
MY2013 - MY2015 Add Five Services (Maintenance Only) 60K, 70K, 80K, 90K & 100K Services	\$1,971	FSMUCSS

