

**2014** U.S.A./Canada

**WARRANTY AND MAINTENANCE RECORDS INFORMATION**



## **QUALITY - SAFETY - DURABILITY - VALUE**

The Volvo organization welcomes you to the Volvo family and thanks you for purchasing your new Volvo.

From Design, Engineering, and Manufacturing to support activities in Parts, Service, and Sales, high standards have been set to help ensure your satisfaction and pride as an owner of a Volvo.

The warranties described in this booklet assure you that we stand behind our products and services. To help protect your investment, please pay close attention to the section describing owner's responsibilities for proper service and maintenance.

Your Owner's Manual fully explains the functions, operation and comfort features of your Volvo. It should be reviewed by you and others who may have occasion to drive your Volvo.

We wish you many years of safe and pleasurable driving in your new Volvo.

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## SERVICE AND MAINTENANCE



# 01

## Customer Support and Assistance

### General Information

Your satisfaction with Volvo products and services is of prime importance. Volvo takes pride in producing a quality vehicle, and our efforts are supported by a strong retailer network. Should you have any questions concerning service or your Volvo's performance, your retailer will be happy to answer them for you.

We suggest you keep records of all your interactions with the retailer referencing maintenance and repair to your vehicle:

- Dates of conversations and with whom
- Invoices
- Maintenance Records
- Repair Orders

If, however, a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps:

1. Discuss the matter with the appropriate department manager at the retail facility (Service Manager, Parts Manager, etc.). Explain exactly what caused the problem and ask what action will be taken. If the matter remains unresolved after a reasonable length of time, then
2. Discuss the matter with the General Manager, explaining what occurred in Step #1.

3. If the concern has still not been addressed to your satisfaction, please contact Volvo's Customer Care Center. You may contact us via phone, mail or e-mail. The Customer Care Center will need the following information from you:

- Your name, address, and daytime telephone number
- Vehicle Identification Number (found on your Vehicle Registration Card, Vehicle Certificate of Ownership, and located on the upper left corner of the dashboard)
- Date of purchase and current mileage
- Retailer's name (Selling and/or Servicing Retail Facility)
- Description of the problem



### NOTE

#### In the U.S. -

In certain states, the consumer may be required to provide written notice of an alleged nonconformity to Volvo. In certain states, Volvo may be required to notify the consumer if the consumer is required to first resort to an informal dispute procedure.

#### In the U.S., contact:

Volvo Cars of North America, LLC  
 Customer Care Center  
 1 Volvo Drive  
 Rockleigh, NJ 07647-0914  
 1-(800)-458-1552  
 customercare@volvocars.com  
 www.volvocars.com/us

#### In Canada, contact:

Volvo Cars of Canada Corp.  
 Customer Relations Department  
 9130 Leslie Street Suite 101  
 Richmond Hill, Ontario L4B 0B9  
 1-(800)-663-8255  
 customerrelations@volvocars.com  
 www.volvocars.com/ca

**Mediation/Arbitration Program (for Canada only)**

If you feel that the efforts by Volvo and the retailer to resolve a factory-related vehicle service concern have been unsatisfactory, Volvo Cars of Canada Corp. participates in an impartial third party mediation/ arbitration program administered by the Canadian Motor Vehicle Arbitration Plan (CAMVAP).

The CAMVAP program is a straightforward alternative to resolve a disagreement when all other efforts to produce a settlement have failed. This procedure is without cost to you and is designed to eliminate the need for lengthy and expensive legal proceedings.

In the CAMVAP program, impartial third-party arbitrators conduct hearings at mutually convenient times and places in an informal environment. These impartial arbitrators review the positions of the parties, make decisions and, where appropriate, render awards to resolve disputes. CAMVAP decisions are fast, fair and final as the arbitrator's award is binding on both you and Volvo Cars of Canada Corp. The CAMVAP services are available in all Canadian territories and provinces. For more information, without charge or obligation, call your CAMVAP provincial administrator directly at 1-800-207-0685, or visit their website at [www.camvap.ca](http://www.camvap.ca).

## 2014 Service and Maintenance Requirements

### Customer Preparation Service

Your Volvo has received a comprehensive Customer Preparation Service. Your retail facility has performed a Customer Preparation Service which includes a complete inspection and servicing of your vehicle. The Customer Preparation Service (CPS) is a key part of a comprehensive maintenance schedule developed by Volvo for your vehicle.

### Oil and Filter Change Interval

The correct oil and filter interval is every 10,000 miles = 16,000 km or 12 months WHICHEVER COMES FIRST. For service intervals beyond 150,000 miles / 240,000 kilometers, please consult your authorized Volvo retailer.

### Cabin Air Filter All Models

- Replacement every 20,000 miles (32,000 km)
- Replace at least once a year or more often in heavy traffic and dirty/dusty areas.

### Maintenance Scheduling

Maintenance intervals have usually been determined by accumulated mileage. As driving conditions and operational demands differ, these factors have a major influence on routine maintenance. For these reasons Volvo recommends that your maintenance sched-

ule services and oil filter changes be based on a combination of time and mileage.

### All vehicles except XC90

The Text Window in the instrument panel will display a message when vehicle maintenance is required.

1st display when maintenance interval is near: "Book time for maintenance"

2nd display when maintenance is required: "Time for regular maintenance"

3rd display when maintenance is overdue: "Maintenance overdue"

### XC90

The message "Time for regular maintenance" will display when the maintenance interval has been reached.

The MINIMUM SCHEDULED MAINTENANCE, for which you are responsible, begins at 10,000 miles = 16,000 km or every 12 months whichever comes first.

Volvo recommends that you bring your vehicle in for service at least once a year regardless of mileage. For service intervals beyond 150,000 miles / 240,000 kilometers, consult your authorized Volvo retailer.

A maintenance Service Operations Chart, on page 14, details these service requirements. They are listed by engine type with required emission related service indicated.

### Service Support

Discuss your vehicle's special servicing needs with your Volvo Retail Facility's Service Staff. They can tailor a maintenance program based on your requirements. Your Volvo Retailer has access to the latest up-to-date technical information, special tools, and advanced training for their technicians. This support is an important advantage to you, the Volvo owner, as systems become more sophisticated and intricate.

Servicing your Volvo should be done at your convenience. Therefore, plan to make your appointments ahead of time so that your retailer can schedule the right personnel and equipment to be available for the work your Volvo requires.

Should you have any questions concerning service, parts, or warranty coverage, your Volvo retailer will be happy to answer them for you. Should you require additional information, they can further assist you by contacting Volvo's Regional personnel for clarification.



**2014 Service and Maintenance Requirements**

Remember - you should always exercise your right to:

- Receive an estimate of costs before any repair work is performed;
- Receive prior notification of any additional repairs;
- Receive a copy of the repair order, including those for warranty repairs;
- Review repairs completed under warranty.

**Servicing**

**Items you should check at regular maintenance intervals and periodically when refueling:**

- Engine oil level
- Coolant level
- Washer fluid
- Tire inflation pressure
- Brake and clutch system fluid levels
- Exterior lights (headlights, turn-signals, etc.)

## Fuel Requirements

### Octane Rating

MINIMUM

MINIMUM OCTANE  
RATING  
(R + M)/2 METHOD

87

00000000

*Typical pump octane label*

Volvo recommends premium fuel for best performance, but using 87 octane<sup>1</sup> or above will not affect engine reliability.

Volvo engines are designed to achieve rated horsepower, torque, and fuel economy performance using premium 91 octane fuel. In demanding conditions, such as operating the vehicle in hot weather, towing a trailer, or driving for extended periods at higher altitudes than normal, it may be advisable to switch to higher octane fuel (91 or higher) or to change gasoline brands to fully utilize your

<sup>1</sup> AKI (ANTI KNOCK INDEX) is an average of the Research Octane Number (RON) and the Motor Octane Number (MON),  $MON+RON/2$ .

engines capacity, and for the smoothest possible operation.

#### NOTE

When switching to higher octane fuel or changing gasoline brands, it may be necessary to fill the tank more than once before a difference in engine operation is noticeable.

### Fuel Formulations

Do not use gasoline that contains lead as a knock inhibitor, and do not use lead additives. Besides damaging the exhaust emission control systems on your vehicle, lead has been strongly linked to certain forms of cancer.

Many fuels contain benzene as a solvent. Unburned benzene has been strongly linked to certain forms of cancer. If you live in an area where you must fill your own gas tank, take precautions. These may include:

- standing upwind away from the filler nozzle while refueling
- refueling only at gas stations with vapor recovery systems that fully seal the mouth of the filler neck during refueling
- wearing neoprene gloves while handling a fuel filler nozzle.

### Use of Additives

With the exception of gas line antifreeze during winter months, do not add solvents, thickeners, or other store-bought additives to your vehicle's fuel, cooling, or lubricating systems. Overuse may damage your engine, and some of these additives contain organically volatile chemicals. Do not needlessly expose yourself to these chemicals.

#### WARNING

Never carry a cell phone that is **switched on** while refueling your vehicle. If the phone rings, this may cause a spark that could ignite gasoline fumes, resulting in fire and injury.

#### WARNING

Carbon monoxide is a poisonous, colorless, and odorless gas. It is present in all exhaust gases. If you ever smell exhaust fumes inside the vehicle, make sure the passenger compartment is ventilated, and immediately return the vehicle to a trained and qualified Volvo service technician for correction.

### Deposit control gasoline (detergent additives)

Volvo recommends the use of detergent gasoline to control engine deposits. Detergent gasoline is effective in keeping injectors and

## Fuel Requirements

intake valves clean. Consistent use of deposit control gasolines will help ensure good drivability and fuel economy. If you are not sure whether the gasoline contains deposit control additives, check with the service station operator.

 NOTE

Volvo does not recommend the use of external fuel injector cleaning systems.

### Unleaded fuel

Each Volvo has a three-way catalytic converter and must use only unleaded gasoline. U.S. and Canadian regulations require that pumps delivering unleaded gasoline be labelled "UNLEADED". Only these pumps have nozzles which fit your vehicle's filler inlet. It is unlawful to dispense leaded fuel into a vehicle labelled "unleaded gasoline only". Leaded gasoline damages the three-way catalytic converter and the heated oxygen sensor system. Repeated use of leaded gasoline will lessen the effectiveness of the emission control system and could result in loss of emission warranty coverage. State and local vehicle inspection programs will make detection of misfueling easier, possibly resulting in emission test failure for misfueled vehicles.

 NOTE

Some U.S. and Canadian gasolines contain an octane enhancing additive called methyl-cyclopentadienyl manganese tricarbonyl (MMT). If such fuels are used, your Emission Control System performance may be affected, and the Check Engine Light (malfunction indicator lamp) located on your instrument panel may light. If this occurs, please return your vehicle to an authorized Volvo retailer for service.

### Gasoline containing alcohol and ethers (oxygenated fuels)

Some fuel suppliers sell gasoline containing "oxygenates" which are usually alcohols or ethers. In some areas, state or local laws require that the service pump be marked indicating use of alcohols or ethers. However, there are areas in which the pumps are unmarked. If you are not sure whether there is alcohol or ethers in the gasoline you buy, check with the service station operator. To meet seasonal air quality standards, some areas require the use of "oxygenated" fuel.

### Methanol

Do not use gasolines containing methanol (methyl alcohol, wood alcohol). This practice can result in vehicle performance deterioration and can damage critical parts in the fuel

system. Such damage may not be covered under the New Vehicle Limited Warranty.

Volvo allows the use of the following "oxygenated" fuels; however, the octane ratings listed on page 10 must still be met.

#### Alcohol – Ethanol

Fuels containing up to 10% ethanol by volume may be used. Ethanol may also be referred to as Ethyl alcohol, or "Gasohol."

#### Ethers – MTBE

Fuels containing up to 15% MTBE may be used.

## Engine oil

### Oil specifications

Only full synthetic oil meeting ACEA A5/B5 requirements should be used. Lower quality oils may not offer the same engine performance or engine protection.

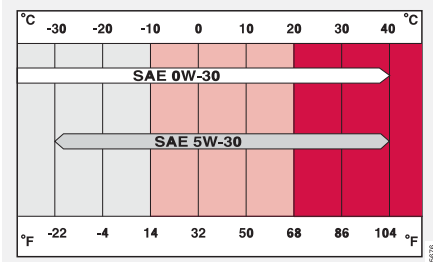
Volvo recommends Castrol.

**Oil additives must not be used.**

### Oil viscosity

Incorrect viscosity oil can shorten engine life under normal use. SAE 5W-30 will provide good fuel economy and engine protection. See the viscosity chart.

*Viscosity chart*



### Extreme engine operation

SAE 0W-30 oil meeting ACEA A5/B5 requirements is recommended for driving in areas with sustained low temperatures.



### IMPORTANT

Only full synthetic oil meeting ACEA A5/B5 requirements should be used. Lower quality oils may not offer the same engine performance or engine protection.

**Turbocharger Operating Tips**

In order to maximize the efficiency and operation of your vehicle, the following points should be observed:

1. Oil change and filter replacement every 10,000 miles/16,000 km, or at a time interval based on the type of driving and conditions as detailed in your Owner's Manual. You should maintain a record of these services (repair order receipts).
2. **Do not use engine oil additives as they may adversely affect the engine.**

**IMPORTANT**

Never race the engine **immediately after starting**. Oil flow may not reach some lubricating points fast enough to prevent turbocharger damage.

Before switching off the engine, let it operate at idle for a short time to allow the spinning of the turbocharger compressor's turbine vanes to slow. After hard driving, this idle time should last a couple of minutes, during which the vanes will slow and the compressor will cool down while still receiving oil lubrication. If the turbine vanes are spinning at high speeds when the engine is switched off, there is a great risk of heat damage and/or turbine seizure due to lack of lubrication.

**Do not race the engine just prior to switching off!**

## Maintenance Service Operations

Service operation	miles x 1000 km x 1000	Schedule of services															
		10 16	20 32	30 48	40 64	50 80	60 96	70 112	80 128	90 144	100 160	110 176	120 192	130 208	140 224	150 240	
<b>Engine</b>																	
Engine oil and filter, replace		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Engine/Transmission/ Timing gear check for leaks <sup>1</sup>			X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Service Heminder Indicator (SHI), reset		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Fuel lines and fuel filter, check for leakage and damage				X				X					X				
Fuel filter, replace <sup>2</sup>												X					
Exhaust system/check for leakage, mounting						X	X	X	X	X	X	X	X	X	X	X	
Engine Air cleaner (ACL), clean the air cleaner housing/replace filter (engine codes 61/94/95) <sup>3</sup>				X				X				X					
Engine Air cleaner (ACL), clean the air cleaner housing/replace filter (engine code 90) <sup>3</sup>				X		X			X			X				X	
Spark plugs/ replace							X								X		
Coolant level, check/adjust		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Engine coolant check & adjust antifreeze rating & anti-corrosion agent			X		X	X	X	X	X	X	X	X	X	X	X	X	
Alternator rubber sleeve, replace (engine code 90 for S60/XC60/XC70/S80. Engine code 94 for XC60/XC70/S80. Engine code 95 for XC60/XC70/S80/XC90) <sup>4</sup>																X	
Accessory drive belt, belt tensioner, idler pulley & locating pin coupling between servo pump & coolant pump, replace (engine code 95 - XC90.) <sup>5</sup>																X	
Accessory drive belt, belt tensioner & idler pulley, replace (engine codes 90/94/95 for S60/XC60/XC70/S80.) <sup>5</sup>																X	
Accessory drive belt and tensioner, replace (engine codes 61 for S60) <sup>6</sup>													X				
Timing belt, belt tensioner and idler pulley, replace (engine code 61 for S60) <sup>6</sup>													X				

<sup>1</sup>In the event of a leak from the transmission, check the oil level.

<sup>2</sup>XC90 engine VIN code 95 only.

<sup>3</sup>May be necessary to change more frequently when driving in dusty/dirty areas.

<sup>4</sup>Replace at 150,000 miles/240,000 kilometers or 15 years, whichever occurs first.

<sup>5</sup>Replace at 150,000 miles/240,000 kilometers or 10 years, whichever occurs first.

<sup>6</sup>Replace at 120,000 miles/192,000 kilometers or 10 years, whichever comes first.



## Maintenance Service Operations

Service operation	Schedule of service															
	miles x 1000	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
	km x 1000	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
<b>Steering, Front and Rear Suspension</b>																
Power steering fluid level, check/adjust	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Steering/front suspension, check for wear according to: Wheel angles check							X	X	X	X	X	X	X	X	X	X
Rear suspension, check for wear according to: Wheel angles check							X	X	X	X	X	X	X	X	X	X
<b>Transmission, Driveshaft and Differential</b>																
Automatic transmission fluid level, check/adjust <sup>1</sup>						X					X					X
Final drive/bevel gear, visual inspection (AWD models only) <sup>2</sup>		X		X		X		X		X		X		X		X
Driveshaft joints, check for wear/play							X		X		X		X		X	
Driveshafts, check rubber boots							X	X	X	X	X	X	X	X	X	X
Propeller shaft, pilot bearing and universal joints, check wear (AWD models only)							X	X	X	X	X	X	X	X	X	X
Clutch fluid check & adjust (manual transmission only)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Controls and Lighting</b>																
Washer fluid level, check/adjust	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Check all wiper blades and washers for headlights and windshields for function and signs of wear	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

<sup>1</sup>Check automatic transmission fluid level only if an external leak is identified. **Volvo recommends changing transmission fluid every 50,000 miles/80,000 kilometers, only on vehicles used for towing, or when a message appears in the instrument panel text window.**

<sup>2</sup>Only check the level if there is leakage.



# 01 Service and maintenance

## Maintenance Service Operations

01

Service operation	Schedule of service															
	miles x 1000 km x 1000	10 16	20 32	30 48	40 64	50 80	60 96	70 112	80 128	90 144	100 160	110 176	120 192	130 208	140 224	150 240
<b>Body</b>																
Cabin air filter, replace <sup>1</sup>		X		X		X		X		X		X		X		X
Clean inside of windshield in front of camera (vehicles with camera for collision warning)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Brake System</b>																
Brake fluid level, check & adjust	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Brake fluid, replace <sup>2</sup>				X					X				X			X
Parking brake, check/adjust		X		X		X		X		X		X		X		X
Brake pads/discs, check	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Brake hoses and lines, check for damage/leaks				X					X				X			
<b>Wheels and Tires</b>																
Wheels and tires, check pressure, wear and condition	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Tire inflator kit <sup>3</sup>																
Spare tire check for damage, wear, and tire pressure <sup>4</sup>				X					X				X			
Check and replace parts or software, as required by Volvo Cars of North America, LLC, that are covered under the terms of the Volvo New Car Warranty.																

<sup>1</sup>Recommended to replace at least once a year or more often in heavy traffic or dirty/dusty areas.

<sup>2</sup>Recommended to replace every 3 years or 40,000 miles (if driven in mountainous areas or humid climates - every one year) at owner's request.

<sup>3</sup>Check expiration date label every four years for replacement date on vehicles with this equipment.

<sup>4</sup>Check spare tire pressure every two years or every 40,000 miles/64,000 kilometers.



### A Word About Your Service Records

The following pages contain the service interval records section. After each service is performed, your authorized Volvo retailer will validate the appropriate record section by entering the date serviced, mileage, representative signature, and the retailer stamp.

#### NOTE

It is your responsibility, and extremely important for you to retain documentation of all service or warranty repairs to your Volvo (including work performed by you as well as by non-authorized repair facility), in the event that questions regarding warranty coverage arise.

### Volvo Genuine Parts...Keep Your Volvo a Volvo

Regardless of where you service your Volvo, make sure Volvo Genuine Parts are used to assure the safety and high quality of your vehicle.

From oil filters to replacement lamps, from complete assemblies to useful accessories, all Volvo Genuine Parts are rigorously tested to ensure the reliability and durability you have come to expect from Volvo products.

You won't have to worry about compromising the special safety features originally built into your Volvo when you insist on using only Volvo Genuine Parts for all service, maintenance, and repairs performed on your vehicle.

Volvo Genuine Parts are available at authorized Volvo retailers located throughout North America. Experienced and knowledgeable people will help you be certain that your Volvo remains a Volvo.

**VOLVO**  
GENUINE PARTS  
Nothing can replace them.



# 01 Service and maintenance

## Maintenance/Service Records

01

### Maintenance Service No. 1

#### Carried out

miles/km 10,000/16,000<sup>1</sup>

Date \_\_\_\_\_

Mileage \_\_\_\_\_

#### Retailer Authorized Signature

<sup>1</sup>US ONLY: 10,000-mile service covered by Volvo's Complimentary Factory Scheduled Maintenance (FSM) program.

Retailer Stamp

Stamp

### Maintenance Service No. 2

#### Carried out

miles/km 20,000/32,000

Date \_\_\_\_\_

Mileage \_\_\_\_\_

#### Retailer Authorized Signature

<sup>1</sup>US ONLY: 20,000-mile service covered by Volvo's Complimentary Factory Scheduled Maintenance (FSM) program.

Retailer Stamp

Stamp

### Maintenance Service No. 3

#### Carried out

miles/km 30,000/48,000

Date \_\_\_\_\_

Mileage \_\_\_\_\_

#### Retailer Authorized Signature

<sup>1</sup>US ONLY: 30,000-mile service covered by Volvo's Complimentary Factory Scheduled Maintenance (FSM) program.

Retailer Stamp

Stamp



## Maintenance/Service Records

Maintenance Service No.	4
<b>Carried out</b>	
miles/km _____	40,000/64,000
Date _____	
Mileage _____	
<b>Retailer Authorized Signature</b>	
_____	
Retailer Stamp	
Stamp	

Maintenance Service No.	5
<b>Carried out</b>	
miles/km _____	50,000/80,000
Date _____	
Mileage _____	
<b>Retailer Authorized Signature</b>	
_____	
Retailer Stamp	
Stamp	

Maintenance Service No.	6
<b>Carried out</b>	
miles/km _____	60,000/96,000
Date _____	
Mileage _____	
<b>Retailer Authorized Signature</b>	
_____	
Retailer Stamp	
Stamp	

01



# 01 Service and maintenance

## Maintenance/Service Records

01

**Maintenance Service No. 7**

**Carried out**  
 miles/km 70,000/112,000  
 Date \_\_\_\_\_  
 Mileage \_\_\_\_\_

**Retailer Authorized Signature**  
 \_\_\_\_\_

Retailer Stamp

Stamp

**Maintenance Service No. 8**

**Carried out**  
 miles/km 80,000/128,000  
 Date \_\_\_\_\_  
 Mileage \_\_\_\_\_

**Retailer Authorized Signature**  
 \_\_\_\_\_

Retailer Stamp

Stamp

**Maintenance Service No. 9**

**Carried out**  
 miles/km 90,000/144,000  
 Date \_\_\_\_\_  
 Mileage \_\_\_\_\_

**Retailer Authorized Signature**  
 \_\_\_\_\_

Retailer Stamp

Stamp



## Maintenance/Service Records

Maintenance Service No.	10
<b>Carried out</b>	
miles/km _____	100,000/160,000
Date _____	
Mileage _____	
<b>Retailer Authorized Signature</b>	
_____	
Retailer Stamp	
Stamp	

Maintenance Service No.	11
<b>Carried out</b>	
miles/km _____	110,000/176,000
Date _____	
Mileage _____	
<b>Retailer Authorized Signature</b>	
_____	
Retailer Stamp	
Stamp	

Maintenance Service No.	12
<b>Carried out</b>	
miles/km _____	120,000/192,000
Date _____	
Mileage _____	
<b>Retailer Authorized Signature</b>	
_____	
Retailer Stamp	
Stamp	

01



# 01 Service and maintenance

## Maintenance/Service Records

01

**Maintenance Service No.** **13**

**Carried out**  
 miles/km 130,000/208,000  
 Date \_\_\_\_\_  
 Mileage \_\_\_\_\_

**Retailer Authorized Signature**  
 \_\_\_\_\_

Retailer Stamp

Stamp

**Maintenance Service No.** **14**

**Carried out**  
 miles/km 140,000/224,000  
 Date \_\_\_\_\_  
 Mileage \_\_\_\_\_

**Retailer Authorized Signature**  
 \_\_\_\_\_

Retailer Stamp

Stamp

**Maintenance Service No.** **15**

**Carried out**  
 miles/km 150,000/240,000  
 Date \_\_\_\_\_  
 Mileage \_\_\_\_\_

**Retailer Authorized Signature**  
 \_\_\_\_\_

Retailer Stamp

Stamp



## Brake Fluid Changes

### 3rd Year

Carried out

Date

Odometer reading

**Service Manager's Signature**

Retailer Stamp

Stamp

### 6th Year

Carried out

Date

Odometer reading

**Service Manager's Signature**

Retailer Stamp

Stamp

### 9th Year

Carried out

Date

Odometer reading

**Service Manager's Signature**

Retailer Stamp

Stamp

01



## Brake Fluid Changes

01

### 12th Year

Carried out

Date

Odometer reading

**Service Manager's Signature**

Retailer Stamp

Stamp



**Speedometer/Odometer Replacement**

Should it be necessary to have a speedometer/odometer replaced, information regarding this replacement must be recorded in the space provided on this page. (In some states/provinces, legislation has been passed requiring this record.)

01

**Speedometer/Odometer Replacement Record**

Date	Odometer reading at the time of replacement	Retailer code	Retailer signature

## Overseas Operations

### General information

The warranties provided in this booklet are for 2014 Volvo passenger vehicles built to U.S. or Canadian specifications sold by Volvo Cars of North America, LLC or Volvo Cars of Canada Corp. and normally operated and registered in any of the 50 states of the U.S., the District of Columbia, any territories or commonwealths of the United States, or any territories or provinces of Canada. Volvo Car Corporation is responsible for meeting the warranty obligations set forth in the 2014 Warranty and Maintenance Records Information Manual.

### Travel Outside of the U.S. and Canada

Should warranty repairs be required while you are temporarily abroad, bring your Volvo to any authorized Volvo retailer for repairs. These repairs will be covered under the Volvo Cars of North America, LLC New Vehicle Limited Warranty or the Volvo Cars of Canada Corp. New Vehicle Warranty.

### Registration Outside of the U.S. or Canada

If you register your U.S. or Canadian specification vehicle outside of the 50 states of the U.S., the District of Columbia, or the territories or provinces of Canada, the New Vehicle Limited Warranty (U.S.) or New Vehicle War-

ranty (Canada) will still apply, only if the vehicle was originally registered in the U.S. or Canada.

### Tourist and Diplomat Sales

U.S. and Canadian specification vehicles sold by Volvo OSD for ultimate use in the U.S. or Canada and operating abroad are covered by the Volvo Cars of North America, LLC New Vehicle Limited Warranty or the Volvo Cars of Canada Corp. New Vehicle Warranty.



## Volvo Ownership Change Request (U.S. only)

### Just a click away

Visit [volvocars.us/register](http://volvocars.us/register) to register as a Volvo owner. You will have immediate access to useful resources and also receive product information and special offers in the future. It's a simple way to stay informed and get even more out of your Volvo experience.

If you don't have access to the internet, please complete and mail the card below.

Please print clearly:

First Name..... Initial..... Last Name.....

Street Address..... Apt/Unit.....

City..... State..... ZIP.....

E-mail.....

Provide your e-mail address to receive information and offers from Volvo by e-mail. Your information may be shared with Volvo Retailers. Volvo does not provide personal information about you to unrelated companies for their independent use. Volvo does not sell, trade or disclose your contact information to independent third parties for their independent use without your permission.

Please provide the Volvo VIN (Vehicle Identification Number). Your vehicle's VIN is located on the top left-hand side of the dashboard (top center on XC90) or can be found on the vehicle registration card. Ownership changes cannot be processed without this information.

YV..... Model..... Model Year.....

Volvo VIN (17 digits)



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01

PLACE  
STAMP  
HERE

**VOLVO CARS OF NORTH AMERICA, LLC.  
VOLVO CUSTOMER CARE CENTER  
1 VOLVO DRIVE  
PO Box 914  
ROCKLEIGH, NEW JERSEY 07647**

## Volvo Owner Information Update Request (Canada only)

### CANADA OWNERSHIP CHANGE

First Name \_\_\_\_\_ Initial \_\_\_\_\_ Last name \_\_\_\_\_

Street Address \_\_\_\_\_ Apt/Unit \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ ZIP \_\_\_\_\_ Phone \_\_\_\_\_

To make an ownership change, the VIN is required below. The VIN is located on the top left side of dashboard or can be found on the vehicle registration card.

Y V \_\_\_\_\_  
 VIN (Vehicle Identification Number) \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_ Purchase date \_\_\_\_\_

Provide E-mail address to receive product information and special offers from Volvo:

E-mail address: \_\_\_\_\_

01

### CANADA ADDRESS CHANGE

#### New address

First Name \_\_\_\_\_ Initial \_\_\_\_\_ Last name \_\_\_\_\_

Street Address \_\_\_\_\_ Apt/Unit \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ ZIP \_\_\_\_\_ Phone \_\_\_\_\_

The VIN is located on the top left side of dashboard or can be found on the vehicle registration card.

Y V \_\_\_\_\_  
 VIN (Vehicle Identification Number) \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_ Purchase date \_\_\_\_\_

Provide E-mail address to receive product information and special offers from Volvo:

E-mail address: \_\_\_\_\_

#### Old address (This information is used by Volvo to update with your new address above:)

First Name \_\_\_\_\_ Initial \_\_\_\_\_ Last name \_\_\_\_\_

Street Address \_\_\_\_\_ Apt/Unit \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ ZIP \_\_\_\_\_ Phone \_\_\_\_\_

Language preference:

- English  
 French



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01

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**ATTN CUSTOMER SERVICE DEPARTMENT  
VOLVO CARS of CANADA CORP.  
9130 Leslie Street, Suite 101  
Richmond Hill, ONT L4B 0B9**



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WARRANTY



02



# 02 Warranty

## Volvo's 2014 New Vehicle Warranties At-A-Glance & Complimentary Factory Scheduled Maint. Program

<b>New Vehicle Limited Warranty (U.S.) New Vehicle Warranty (Canada)</b>	4 years/50,000 miles/80,000 kilometers
<b>Battery Warranty<sup>1</sup></b>	4 years/50,000 miles/80,000 kilometers Full Coverage
<b>Adjustments</b>	1 year/12,000 miles/20,000 kilometers
<b>Genuine Volvo Replacement Parts<sup>2</sup></b>	2 years/unlimited mileage/kilometers
<b>Seat belts and S.R.S.</b>	5 years/unlimited mileage/kilometers
<b>Corrosion Protection</b>	12 years/unlimited mileage/kilometers
<b>Emission Defects and Performance, U.S./Canada</b>	
Short-Term <sup>3</sup>	2 years/24,000 miles/40,000 kilometers
Long-Term	8 years/80,000 miles/130,000 kilometers
<b>California Emissions Warranty -</b>	
California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington	3 years/50,000 miles
Performance <sup>3</sup>	3 years/50,000 miles
Defects Short-Term <sup>3</sup>	7 years/70,000 miles
Defects Long-Term	
<b>Partial Zero Emissions Vehicles Emissions Defects and Performance</b>	Model year 2014 vehicles with engine VIN code 94 sold and registered in California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, New York, Rhode Island or Vermont are classified as Partial Zero Emissions (PZEV) vehicles. PZEV vehicles have a defects and performance emissions warranty on all emissions components for fifteen (15) years or 150,000 miles, whichever occurs first.
<b>Volvo On Call Warranty Coverage, Roadside Assistance, U.S./Canada</b>	4 years unlimited mileage (refer to the separate booklet in the Owner's Wallet)
<b>Complimentary Factory Scheduled Maintenance (FSM) Program (US Only)</b>	Model year 2014 vehicles sold new to retail customers and registered in the U.S. by an authorized Volvo retailer will have the first three (3) regularly scheduled maintenance services at 10,000, 20,000 and 30,000 miles for the first three (3) years or up to 36,000 miles provided free of charge.

<sup>1</sup>Remote Keyless Entry, Navigation, DVD and Headphone System batteries are covered for 4 years/50,000 miles/80,000 km.

<sup>2</sup>Genuine Volvo accessories installed as retailer options, that are purchased as part of the new car sale, are covered for four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first. If purchased and installed by a Volvo retailer after the vehicle is retained, the warranty is for the remaining period of the new car warranty or two (2) years, whichever is greater. (Note: Parts/accessories purchased and not installed by a Volvo retailer the warranty is one (1) year from the date originally purchased.)

<sup>3</sup>Volvo continues coverage under the new car warranty to four (4) years or 50,000 miles/80,000 kilometers, which ever occurs first.

## Things You Should Know About Your Volvo Warranties

### Where Volvo Warranties Apply

The Warranties described in this booklet apply to new 2014 model year Volvo passenger vehicles used for non-commercial purposes (i.e., personal/family use). The vehicle must have been originally sold by Volvo Cars of North America, LLC,<sup>1</sup> or Volvo Cars of Canada Corp.<sup>1</sup> and registered and operated in any of the 50 states of the U.S., the District of Columbia, any territories or commonwealths of the United States, or any territories or provinces of Canada. Any remaining portion of the warranties is fully transferable to subsequent owners free-of-charge.

### Previously Owned Volvos

If you have purchased a previously owned Volvo and the New Vehicle Warranty has not expired, you are entitled to the remaining portion of that warranty. Please refer to pages 27 and 29 of this booklet for information on how to provide the changed ownership information.

<sup>1</sup> Volvo Cars of North America, LLC, Volvo Cars of Canada Corp. are sometimes referred to in this booklet as "Volvo." All such references to "Volvo" are intended to refer to Volvo Car Corporation, Volvo Cars of North America, LLC, and/or Volvo Cars of Canada Corp.

### Warranty Repairs

Warranty repairs which are required as a result of defects in material or workmanship, and are brought to the attention of an authorized Volvo retailer by an owner, will be performed by an authorized Volvo retailer only at no charge during the warranty period.

To obtain repairs under warranty, contact an authorized Volvo retailer and explain the condition. We recommend your selling retail facility as they are most familiar with your car, its service history, and your driving habits. Have the maintenance records section of this booklet and service records available.

Diagnosis and evaluation of the symptoms and conditions will be made by any authorized Volvo retailer.

Only repairs/diagnosis deemed by the retailer to be covered under warranty will be made within a reasonable period of time during normal business hours. **Parts will be repaired or replaced by an authorized Volvo retailer only, using genuine Volvo new or remanufactured parts or software, at Volvo's discretion.** These are the recommended parts for your Volvo. They meet the same design and quality standards as those components originally installed in your vehicle. All parts replaced will become the property of

Volvo for technical material analysis or other usage.

Repairs required because of damage, misuse, abuse, collision, normal wear and tear, incomplete or improper maintenance are not covered by the warranties. Also, specific items noted within each section of the warranties under "What Is Not Warranted" are excluded and will not be considered.

### Owner's Responsibilities:

#### Maintenance/Serviceing

You are responsible for the following maintenance requirements:

- The operation, maintenance, and care of your Volvo according to the instructions and requirements listed in your Owner's Manual and Warranty and Maintenance Records Information booklet.
- The parts/systems which require seasonal servicing or replacement at recommended maintenance intervals, such as (but not limited to) tune-ups, air conditioning re-charge, cleaning, polishing, lubricants, and replacement of consumable and wear items.
- The cost of parts and/or labor for required maintenance services including (without limitation), items listed for your model's initial service and subsequent maintenance service intervals.



## Things You Should Know About Your Volvo Warranties

- Keeping a copy of all repair orders and receipts as well as a record of all maintenance services performed. Records of these services will be required for substantiation of proper maintenance.

### When You Take Delivery

Defect or damage to paint, sheet metal, upholstery, or other appearance items that may occur prior to delivery usually are corrected during the inspection process at the assembly plant and the retailer facility. In the event you find any of these concerns when you receive your vehicle, notify your retailer without delay.

### Production Changes

Volvo reserves the right to make changes in or additions to passenger cars manufactured and/or sold by Volvo at any time without incurring any obligation to make the same or similar changes to passenger cars previously manufactured or sold by Volvo.

### Maintenance & Servicing

It is recommended that you use your authorized Volvo retailer for maintaining and servicing your vehicle. Your Volvo retailer employs factory trained technicians and is focused on offering you the best overall experience with your new Volvo product.

Additionally your authorized Volvo retailer is prepared to make sure that any revisions or upgrades, as required by Volvo, will be performed on your vehicle. (This excludes upgrades of a cosmetic nature which are made to the car over time. See also "Production Changes").

## Volvo's 2014 New Vehicle Limited Warranty-U.S./New Vehicle Warranty-Canada

### What Is Warranted

Volvo warrants that repairs required to Volvo passenger vehicles due to defects in material or workmanship and occurring under normal use will be made at no charge for parts and/or labor during the warranty period. Those parts and services not covered are detailed in this section and should be carefully reviewed.

### Limitations

***No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of this warranty.***

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. **Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.**

For a complete description of Volvo's "Limitations and Disclaimers," refer to page 41.

### The Warranty Period—Four (4) years/50,000 Miles/80,000 Km

The warranty period for repairs is four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first. (Vehicles used for commercial purposes are covered for one (1) year 15,000 miles/24,000 kilometers, whichever occurs first.)

The warranty starts on the date the vehicle is sold/delivered to the first retail purchaser or put into service, whichever occurs first.

Vehicles placed into Retailer Demonstrator Service will receive the remainder of the New Vehicle Limited Warranty (U.S.), New Vehicle Warranty (Canada) period when retailed.

Certain components are covered by specific warranties, such as the Federal Emissions Warranty. Once the specific warranty period is over, these components will be covered under the remaining New Vehicle Limited Warranty.

### Genuine Volvo Accessories

If a Volvo-approved accessory is purchased and installed by a Volvo retailer as part of your new vehicle purchase, the warranty period is four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first. The warranty period will start and run concurrently

with the New Vehicle Limited Warranty. If a Volvo-approved accessory is installed by a Volvo retailer after your new vehicle purchase, it will be warranted for the balance of your New Vehicle Limited Warranty period, or for a period of two (2) years from the date of installation, whichever is longer. Accessories purchased but not installed by a Volvo retailer will be covered for a period of one (1) year from the date the part was originally purchased. Some genuine Volvo parts/accessories are covered by their own specific limited warranty for a different period. For those parts/accessories, the applicable warranty is supplied at the time of purchase, including a list of conditions and limitations.

### Customer Assistance

Should you have questions regarding the warranties or repairs, please review the section titled "Customer Support and Assistance" on page 6 of this booklet for owner information and instructions.

Non-commercial vehicles are covered by On Call®, a roadside assistance program which provides coverage for some specific items not covered by the warranties (e.g., towing). A separate booklet describing this program is supplied in your Owner's Wallet.



### Volvo's 2014 New Vehicle Limited Warranty-U.S./New Vehicle Warranty-Canada

#### Wear and Tear Items

As part of your vehicle's normal service and maintenance requirements, certain parts may need to be replaced due to wear and tear. Since these parts are consumed at varying rates, replacement is based on the operation and condition of your vehicle and on fixed schedules under normal operation and use of your vehicle. These items include, but may not be limited to, the following list: filters, fuses, belts, brake pads, brake rotors, wiper blades, clutch lining, shock absorbers, floor mats, upholstery/rugs, etc.

Replacement of these items are the owner's responsibility, with the exception of those items covered during the Adjustments Coverage Period (refer to page 39) or where specific manufacturing defects may be demonstrated.

**Volvo's 2014 New Vehicle Limited Warranty-U.S./New Vehicle Warranty-Canada****Adjustments Coverage**

Adjustments which are refinements to the original factory fittings and alignments, and which are required as part of the break-in period, will be made during the Adjustments Coverage Period. Exceptions are items covered under normal maintenance services, including Pre-Delivery or items excluded in the New Vehicle section. The duration of the adjustment coverage is twelve (12) months or 12,000 miles/20,000 kilometers, whichever occurs first.

The term "Adjustments" as used in this warranty refers to minor repairs not usually associated with the replacement of parts or normal maintenance service items. Parts which are covered for replacement because of wear during the Adjustments Period only are: wiper blades, brake pads, brake rotors, shock absorbers and clutch lining. These items may also be covered under the Basic Warranty Period if manufacturing defects cause the failure. Examples of *labor only* repairs which are covered during the Adjustments Period are wheel balancing, window regulator adjustment and hood adjustment.

**Battery**

Under the New Vehicle Limited Warranty, the original equipment battery installed in your 2014 Volvo is covered against defects in parts and labor for four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first.

## Volvo's 2014 New Vehicle Limited Warranty-U.S./New Vehicle Warranty-Canada

### What Is Not Warranted

#### Tires

- Tires fitted to the vehicle as original equipment are warranted separately by the tire manufacturer. Therefore, any adjustments must be handled through their authorized service outlet.
- The applicable tire warranty booklet is in the Owner's Wallet.

#### Routine Maintenance and Services

- Repairs which are required because of a lack of maintenance, or improper maintenance. Correct maintenance procedures are referenced in your Owner's Manual or the Warranty and Maintenance Records Information booklet.
- Scheduled or unscheduled maintenance services, excluding those services covered in the U.S. only by Volvo's Complimentary Factory Schedule Maintenance (FSM) Program.

#### Damage/Deterioration/Corrosion

- Vehicles severely damaged and/or declared to be a total loss by an insurer.
- Vehicles substantially reassembled or repaired from parts obtained from another vehicle previously in operation.
- The use of fuel and/or oil, or other fluids which do not meet the Volvo-approved

standards as set forth in the Owner's Manual, Volvo Service Literature or on pages 10 - 12 of this booklet.

- Failures resulting from misuse, abuse, negligence, overloading, modifications (including the electronic management system(s), accidents or racing.
- Defects or failures resulting from the use of new parts not sold or approved by Volvo, or used parts, or the resultant damage to associated parts or systems.
- Defects or failures resulting from incorrect diagnosis by an independent repair shop.
- Failures resulting from continued operation of the vehicle after a warning light, gauge reading, or other indication advises of a mechanical or operational problem (e.g., dash instrumentation indicates overheat, loss of oil pressure, etc.).
- Environmental damage to the vehicle's surface which is beyond Volvo's control, such as airborne fall-out (including chemicals, tree sap, etc.) or other atmospheric conditions, hailstones, road hazards, stone chips or other acts of nature. Exterior or painted surfaces are covered by the Corrosion Protection Limited Warranty, see page 44.
- Damage to the interior (soft trim, upholstery, and seating areas) resulting from normal wear and tear, misuse, abuse, or negligence.

#### Glass

Glass breakage, unless it occurs because of defects in material or workmanship.

#### Odometer Tampering

Repairs on vehicles for which the true odometer mileage cannot be readily determined.

#### Inconvenience/Incidental Charges

The loss of vehicle use, loss of time, telephone calls, towing, lodging, car rental, food, and other incidental and consequential damages.

**NOTE**

Parts replaced free of charge under the terms of the New Vehicle Limited Warranty (U.S.), New Vehicle Warranty (Canada) are not subject to the warranty coverage of the Genuine Volvo Replacement Parts and Accessories Limited Warranty. Those parts will be warranted for 90 days or the remainder of the New Vehicle Limited Warranty (U.S.), New Vehicle Warranty (Canada), whichever is greater.



## Limitations and Disclaimers

**ALL OF THE WARRANTIES (LIMITED, U.S. ONLY) IN THIS BOOKLET ARE SUBJECT TO THE FOLLOWING LIMITATIONS AND DISCLAIMERS:**

Volvo's written warranty is exclusive and in lieu of all other warranties, whether oral or written, expressed or implied.

*No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of this limited warranty, U.S.; warranty, Canada.*

Volvo does not authorize any individual or corporation to create for it any obligation, liability or other warranty in connection with this vehicle.

Volvo shall not be liable for incidental, special, consequential, or other similar damages arising out of any breach of this written warranty.

Volvo shall not be liable for any damages caused by delay in delivery or furnishing of any products and/or services.

Volvo's liability, if any, for product(s) furnished under this warranty shall in no event exceed the cost of correcting defects in the product(s) as herein provided

and upon the expiration of this warranty, any such liability shall terminate.

**i NOTE**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

## Genuine Volvo Replacement Parts and Accessories, Limited Warranty–U.S./Warranty–Canada

### What Is Warranted

Volvo warrants to the retail purchaser of each new genuine Volvo replacement part and accessory, that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo’s discretion without charge, but only by an authorized Volvo retailer.

If, and only if, such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

#### NOTE

Parts replaced free of charge under the terms of another Volvo warranty are not subject to the warranty coverage of the Genuine Volvo Replacement Parts and Accessories Limited Warranty (U.S.), Genuine Volvo Replacement Parts and Accessories Warranty (Canada). Those parts will be warranted for 90 days or the remainder of the original warranty, whichever is greater.

### Limitations

**No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of this warranty.**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province. **Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.**

For a complete description of Volvo’s “Limitations and Disclaimers,” refer to page 41.

### Warranty Period

#### Spare Parts Replacement

The warranty period for parts is two (2) years, beginning with the date the part was purchased and installed by a Volvo retailer.

The warranty period for parts purchased but not installed by a Volvo retailer is one (1) year, beginning with the date the part was originally purchased.

Some parts are covered by a specific limited warranty, for a different period. For those parts, the applicable warranty is supplied at the time of purchase including a listing of conditions and limitations.

### Genuine Volvo Accessories

If a Volvo-approved accessory is purchased and installed by a Volvo retailer as part of your new vehicle purchase, the warranty period is four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first. The warranty period will start and run concurrently with the New Vehicle Limited Warranty. If a Volvo- approved accessory is installed by a Volvo retailer after your new vehicle purchase, it will be warranted for the balance of your New Vehicle Limited Warranty period, or for a period of two (2) years from the date of installation, whichever is longer. Some genuine Volvo parts/accessories are covered by their own specific limited warranty for a different period. For those parts/accessories, the applicable warranty is supplied at the time of purchase, including a list of conditions and limitations.

### What Is Not Warranted

- Labor for removal and replacement of a defective part or accessory sold, BUT NOT INSTALLED, by an authorized Volvo retailer. In such cases, the defective part/component or accessory will be exchanged, repaired, or replaced at the discretion of Volvo.
- Parts or accessories not sold, supplied, or approved by Volvo.



## Genuine Volvo Replacement Parts and Accessories, Limited Warranty—U.S./Warranty—Canada

- Failures resulting from improper installation of parts or accessories, a lack of maintenance or improper maintenance.
- Damage because of normal wear and tear.
- The loss of vehicle use, loss of time, inconvenience, or other incidental charges such as telephone calls, towing, lodging, car rental, or food, and/or other consequential damages, except where required by law.
- Failure resulting from misuse, abuse, negligence, overloading, modifications, accidents or racing.

### **Purchaser's Obligations**

When requesting warranty repairs on replacement parts or accessories, the purchaser must present evidence of purchase (sales ticket or repair order showing payment to any authorized Volvo retailer in the United States or Canada), during normal business hours.

## Volvo's Corrosion Protection, Limited Warranty—U.S./Warranty—Canada

### What Is Warranted

Volvo warrants that your 2014 model year Volvo's original painted body sheet metal panels will remain free from the following conditions which result from defects in design, material or workmanship under normal use and operating conditions (except for those items listed under "What Is Not Warranted"):

1. Defects to the exterior painted sheet metal surfaces for a period of one (1) year.<sup>1</sup>
2. Perforation of the body sheet metal panels for a period of twelve (12) years.

### Limitations

***No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of this warranty.***

<sup>1</sup> Volvo does not recommend the use of aftermarket long-life or durable paint protection coatings, some of which may claim to prevent pitting, fading, oxidation, etc. These coatings have not been tested by Volvo for compatibility with your vehicle's clear coat. Some of them may cause the clear coat to soften, crack, or cloud. Damage caused by application of aftermarket paint protection coatings will not be covered under your vehicle's paint warranty. Use only paint protection products approved by Volvo. Consult your Volvo retailer for additional information.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. **Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.**

For a complete description of Volvo's "Limitations and Disclaimers," refer to page 41.

### Warranty Period

The warranty period is for a total of twelve (12) years. There is no mileage/kilometer limitation.

The warranty begins with the date the vehicle is sold/ delivered to the first retail purchaser or put into service, whichever occurs first.

### Warranty Repairs

Under the terms of this warranty, only an authorized Volvo retail facility will repair or replace, at Volvo's discretion, the affected body sheet metal panels free of charge. Repairs will be made within a reasonable period of time, during normal business hours.

### Corrosion Protection Warranty

Should any part of the bodywork of the vehicle be perforated by rust corrosion, the panel(s) affectedly the perforation will be repaired or replaced by any Volvo dealer or

workshop authorized by Volvo, completely free of charge, regardless of any change in vehicle ownership. The term "perforation" means hole that penetrates the bodywork caused by corrosion from the inside or underside as a result of faulty manufacture or materials.

### What Is Not Warranted

- Exhaust system, driveline, steering, braking or suspension components, bumpers, wheels, wheel covers, and mirrors.
- Damage to the body caused by accident, misuse, abuse, negligence, alteration, fire or battery acid.
- Damage resulting from stone-chipping, mechanical damage, scratches, dents, industrial fall-out, environmental damage (including, but not limited to, chemicals, tree sap, other atmospheric conditions, etc.) hailstones, road hazards, or other acts of nature, and unrepaired accident damage.
- Improper or substandard repair work.
- Defects or failures resulting from the use of new parts not sold or approved by Volvo, or used parts, or the resultant damage to associated parts or systems.
- Normal aging of paint because of use, exposure and climate, including oxidation, fading, etc.

**Volvo's Corrosion Protection, Limited Warranty—U.S./Warranty—Canada**

- Damage caused by the application of aftermarket paint protection coatings.
- Damage created as a result of improper re-treatment of components following repair.

**Owner's Obligations**

**Failure to make corrections of accident damage, acts of nature, or to maintain the vehicle properly, including washing and polishing as described in the Owner's Manual, voids this warranty.**

It is your responsibility to retain all maintenance and repair documentation. To avoid potential deterioration, your retailer must be notified as soon as possible of any problems with the painted surfaces.

**NOTE**

This warranty can be provided because in manufacturing the vehicle, Volvo used processes and materials which are designed to help resist corrosion.

**The application of additional rust proofing products at the time of new car purchase, is not recommended by Volvo. If non-Volvo products were chemically incompatible with the Volvo factory applied protection, they could cause problems which would result in voiding this warranty.**

If an accident should occur, you must ensure that the following conditions are met in order to maintain coverage under the Corrosion Protection Warranty:

- repairs are performed to Volvo standards,
- your Volvo retailer will identify the location of a Volvo Certified Body and Paint Service Center,
- only genuine Volvo new replacement parts are installed,
- undercoating and/or rust proofing is re-applied wherever necessary. (See your Volvo retailer for details on Volvo-approved rust prevention materials.)

## Seat belts and Supplemental Restraint Systems, Limited Warranty - U.S./Warranty - Canada

### What Is Warranted



Volvo warrants that repairs required due to defects in the material or workmanship to the seat belt system and Supplemental Restraint System (SRS) installed in your 2014 model year vehicle will be performed free-of- charge during the warranty period (except for those items listed under "What Is Not Warranted").

### Limitations

**No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of this warranty.**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province.

**Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.**

For a complete description of Volvo's "Limitations and Disclaimers," refer to page 41.

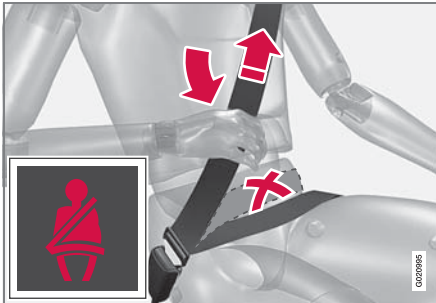
### The Warranty Period

The warranty period is five (5) years and has no mileage/kilometer limitation.<sup>1</sup> It begins with the date the vehicle is sold/delivered to the first retail purchaser or put into service, whichever occurs first.

### What Is Not Warranted

- Seat belt system and Supplemental Restraint System components which show evidence of damage because of abuse, misuse, negligence, tampering, or improper installation.
- Replacement of seat belt system or Supplemental Restraint System components after a vehicle has been involved in a collision.
- The loss of vehicle use, loss of time, inconvenience or other incidental charges, such as telephone calls, towing, lodging, car rental, or food, or other consequential damages except where required by law.
- Repairs required as part of normal maintenance.
- Replacement of components in accordance with the maintenance schedule.

<sup>1</sup> In the U.S., some states have mandated alternate warranty coverage for seat belts only. Contact your Volvo retailer for details of local requirements.

**Seat belts: "Something We Believe In"****Seat belts**

Despite our strongest recommendations, and your best intentions, not wearing a seat belt is like believing "it'll never happen to me!"

Seat belts are an integral part of the safety system engineered into each Volvo.

Volvo urges you and all adult occupants of your car to properly wear seat belts in all seating positions, and ensure that children are properly restrained in the rear seats only, using an infant car seat or booster seat determined by age, weight and height.

**Fact:** In every state/province, some type of child restraint legislation has been passed. Additionally, most states/provinces have already made it mandatory for occupants of a car to use seat belts.

So, urging you to "buckle up" is not just our recommendation - it's becoming the law! The few seconds it takes to buckle up may one day allow you to say, "It's a good thing I was wearing my seat belt."

Instructions for proper seat belt usage can be found in your Owner's Manual.

## Emissions Warranties - U.S. and Canada

### Design and Defect Warranty

#### What Is Warranted-U.S.

Volvo warrants that your 2014 model year Volvo was designed, built, and equipped to conform at the time of sale to U.S. emission standards, in accordance with Section 207(A) of the Federal Clean Air Act, which was applicable when the vehicle was manufactured.

#### What Is Warranted-Canada

Volvo warrants that your 2014 model year Volvo was designed, built, and equipped to conform at the time of sale to Canadian emission standards, in accordance with the Canadian Motor Vehicle Safety Act, which was applicable when the vehicle was manufactured.

#### In the U.S. and Canada

This warranty covers repairs resulting from any defect in material or workmanship which would cause the vehicle not to meet emission standards during the applicable warranty period. Some components considered part of the emission system applicable to this warranty appear on page 53.

This emission warranty is not conditionally based on the use of genuine Volvo parts or service. However, failures which occur as a

result of abuse or lack of maintenance are not eligible for coverage.

#### Warranty Period

The federal emissions design and defect warranty period is two (2) years or 24,000 miles/40,000 kilometers, whichever occurs first. Volvo continues coverage under new car warranty to four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first, except for certain specified major emissions components for which the coverage is eight (8) years or 80,000 miles/130,000 kilometers, whichever occurs first. These major components include only the three-way catalytic converter (TWC), engine control module and the onboard diagnostic system (OBD). (Refer to the 2014 Emission Warranty Parts List for specific components' coverage.) The warranty begins on the date the vehicle is sold/delivered to the first retail purchaser or put into service, whichever occurs first. Any remaining portion of the warranty is fully transferable to subsequent owners free-of-charge.

#### Where the warranty applies

This warranty applies to 2014 model year vehicles sold by Volvo Cars of North America, LLC, or Volvo Cars of Canada Corp., certified for sale, registered and normally operated in any 50 states of the U.S., the District of Co-

lumbia, any territories or commonwealths of the United States, or any territories or provinces of Canada.

#### Repairs and Service

The emission control system of your new 2014 model year Volvo passenger vehicle was designed, built, and tested using genuine Volvo parts. The car is certified to be in conformity with the appropriate U.S. Federal or Canadian emission control regulations at the time of production.

#### Servicing

It is recommended that any replacement parts used for maintenance, repair, or replacement of emission control systems be genuine Volvo parts or genuine Volvo remanufactured parts.

**You may elect to have maintenance, repair, or replacement of the emission control devices and systems performed by any automotive repair establishment or individual. You may also elect to use parts other than genuine Volvo parts or genuine Volvo remanufactured parts which have been certified by the part manufacturer for such maintenance, repair, or replacement without invalidating this warranty. The cost of such service or parts, however, will not be covered under the warranty.**



## Emissions Warranties - U.S. and Canada

**Parts**

Use of replacement parts which are not equivalent to Volvo quality may impair the effectiveness of emission control systems. If other than genuine Volvo parts or genuine Volvo remanufactured parts are used for maintenance, repair, or replacement of components affecting emission control, the owner must obtain assurances that such parts are warranted by their manufacturer to be equivalent to genuine Volvo parts in performance and durability. Volvo assumes no liability under this warranty for parts other than genuine Volvo parts or genuine Volvo remanufactured parts. However, the use of non-Volvo replacement parts does not invalidate the warranty on other components unless the non-Volvo parts cause damage to warranted parts or systems.

**Retailer Service**

Repairs and service covered by this warranty will be performed by an authorized Volvo retailer at his place of business with no charge for parts or labor (including diagnosis), using genuine Volvo parts or genuine Volvo remanufactured parts for any part of the emission control system covered by this warranty and found defective.

If an emergency occurs and no authorized Volvo retailer is available, repairs may be per-

formed at any available service establishment. Volvo will reimburse the owner for such repairs (including labor, in most cases) that are covered under this warranty. Replaced parts and paid invoices must be presented at a Volvo retail facility as a condition of reimbursement for emergency repairs not performed by a Volvo retailer.

We encourage you to have all recommended maintenance and repairs on your new 2014 Volvo vehicle completed. Volvo will not deny a warranty claim solely because you have no record of maintenance; however, Volvo may deny a warranty claim if your failure to perform maintenance resulted in the failure of a warranted part.

Receipts covering the performance of regular maintenance must be retained for reference and confirmation purposes.

**What Is Not Warranted**

1. Required maintenance services as specified in the Owner's Manual and pages 14-16 of this booklet. Items that affect emissions and require scheduled replacement are warranted up to their first replacement point, [such as spark plugs, filters, belts, etc.]. Once these parts have been replaced at the scheduled replacement point, they are no longer covered by this Emissions Warranty. The replaced parts are covered by the two (2) year spare parts warranty.
2. Malfunctions in any part caused by any of the following: misuse, improper adjustments, modification, alteration, tampering, disconnection of system parts, and improper, inadequate or non-maintenance.
3. Damage resulting from accidents, acts of nature, and events beyond the control of Volvo.
4. The use of fuel and/or oil or other fluids which do not meet the Volvo-approved standards as set forth on pages 10-12 of this booklet, the Owner's Manual, or Volvo Service Literature.
5. Repairs on vehicles for which the true odometer mileage cannot be readily determined.
6. The cost incurred from the use of parts other than genuine Volvo replacement

## Emissions Warranties - U.S. and Canada

parts or genuine Volvo remanufactured parts used for maintenance, repair or replacement affecting components of the emission control system.

- 7. Any loss of time, inconvenience, loss of vehicle use or commercial loss.

### Emission Performance Warranty-U.S. and Canada

The warranty begins on the date the vehicle is sold/ delivered to the first retail purchaser or put into service, whichever occurs first.

In accordance with Section 207(B) of the Clean Air Act, Canadian MDU and Canadian Provincial Warranty Regulations, Volvo warrants to the first vehicle purchaser and each subsequent purchaser, that if

- 1. the vehicle is maintained and operated in accordance with the written instructions for proper maintenance and use (Refer to the Owner's Manual under the section titled "Service and Routine Maintenance" and page 8 of this booklet), and
- 2. the vehicle fails to conform at any time during the first 24,000 miles/40,000 kilometers or two (2) years (whichever occurs first) to the applicable emission standards as judged by an EPA approved or Canadian Provincial approved emission short test, and

- 3. such non-conformity will result in the vehicle owner having to bear any penalty or other sanction (including denial of the right to use the vehicle) under local, state, federal or provincial law, then Volvo shall remedy the non-conformity at no cost to the owner. Some components considered part of the two (2) Year/ 24,000 mile/40,000 kilometer Emission Performance Warranty are listed on pages 53 and 54.

### Exceptions

- 1. If the vehicle has been in operation for more than two (2) years or 24,000 miles/ 40,000 kilometers, Volvo will remedy only those non-conformities resulting from failure of certain specified emission control components for which coverage is eight (8) years or 80,000 miles/130,000 kilometers, whichever occurs first. These major components include only the three-way catalytic converter (TWC), engine control module and the on-board diagnostic system (OBD).
- 2. Volvo may deny an Emission Performance Warranty claim on the basis of an uncertified replacement part used in the maintenance and repair of a vehicle if the part in question is either defective in material or workmanship or not equivalent from an emission standpoint to the original equipment part.

- 3. An Emission Performance Warranty claim may be denied on the basis of non-compliance by a vehicle owner with the written instructions for proper maintenance and use.

**Emissions Warranties - U.S. and Canada****Servicing**

It is recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be genuine Volvo parts or genuine Volvo remanufactured parts.

**You may elect to have maintenance, repair, or replacement of the emission control devices and systems performed by any automotive repair establishment or individual. You may also elect to use parts other than genuine Volvo parts or genuine Volvo remanufactured parts which have been certified by the part manufacturer for such maintenance, repair or replacement without invalidating this warranty. The cost of such service or parts however, will not be covered under the warranty.**

**Customer Assistance**

Volvo wants to ensure that the Emission Warranties are properly administered. If you do not receive the warranty service to which you believe you are entitled under these warranties, you should contact:

**In the U.S.**

Volvo Cars of North America, LLC  
Customer Service Department  
1 Volvo Drive  
Rockleigh, NJ 07647-0914  
1-(800) 458-1552  
customer care@volvocars.com

You may obtain further information concerning the Emission Performance Warranty and Emission Design and Defect Warranty or report violations of the terms of these warranties, by contacting:

Compliance and Innovative Strategies Division  
Warranty Claims  
U.S. Environmental Protection Agency  
2000 Traverwood Drive  
Ann Arbor, MI 48105

**In Canada**

Volvo Cars of Canada Corp.  
Customer Relations Department  
9130 Leslie Street, Suite 101  
Richmond Hill, Ontario L4B 0B9  
1-(800) 663-8255  
customerrelations@volvocars.com

## Emissions Warranties - U.S. and Canada

### Warranty Claim Procedures

An Emission Performance Warranty claim may be raised immediately upon the failure of an EPA-approved or Canadian Provincial approved emission test, if, as a result of that failure, an owner is required by law to take action of any kind in order to avoid imposition of a penalty or sanction. A warranty claim may be generated by bringing a vehicle to any authorized Volvo retailer. To the extent required by any federal, state, or provincial law, whether statutory or common law, a vehicle manufacturer shall be required to provide a means for non-franchised repair facilities to perform Emission Performance Warranty repairs.

However, to avoid delay and ensure proper service, it is recommended that service under this warranty be performed by an authorized Volvo retailer.

When determining whether an owner has complied with the written instructions for proper maintenance and use, Volvo may require an owner to submit evidence of compliance if it has an objective reason for believing:

1. maintenance was not performed and,

2. that if not performed, it could be the cause of the vehicle exceeding applicable emission standards.

Failure to notify the owner of a decision to honor or deny an Emission Performance Warranty claim within thirty (30) days from the time the vehicle is presented for repair shall result in the vehicle manufacturer being responsible for repairing the vehicle without charge to the vehicle owner, unless such failure is attributable to the vehicle owner or to events which are beyond the control of the vehicle manufacturer or repair facility.

## 2014 Emission Warranty Parts List - Federal - U.S. and Canada

### General information

The following are some items covered by the Emission Warranty for two (2) years or 24,000 miles/40,000 km, whichever occurs first. Volvo has continued coverage on these items under new car warranty to four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first. Components marked with one "\*" are covered by the Long Term Warranty for eight (8) years or 80,000 miles/130,000 km, whichever occurs first.

### Fuel and Ignition System

- Engine Control Module Hardware\*
- Engine Control Module Software
- Fuel Pump including Pressure Regulator
- Fuel Pump Electronic Module (PEM)
- Fuel Filter
- Fuel Injectors
- Fuel Rail Pressure and Temperature Sensor
- Ambient Air Temperature Sensor
- Intake Manifold Absolute Pressure Sensor
- Mass Air Flow Sensor
- Temperature and Pressure Sensor (TMAP)

\*Covered by the Long Term Defect and Performance Warranty for eight (8) years or 80,000 miles/130,000 kilometers, whichever occurs first.

- Electronic Throttle Module
- Oxygen Sensor
- Spark Plugs
- Crankshaft Position Sensor
- Camshaft Position Sensor
- Ignition Coil/Power Stage
- CVT Timing Unit
- CVT Solenoid Valve
- Cam Profile Switch ability valve tappet
- CPS solenoid
- CPS valve tappet (inlet)



### NOTE

Model year 2014 vehicles with engine VIN code 94 sold and registered in California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, New York, Rhode Island or Vermont are classified as Partial Zero Emissions (PZEV) vehicles. PZEV vehicles have a defects and performance emissions warranty on all emissions components for fifteen (15) years or 150,000 miles, whichever occurs first.

### Engine Cooling System

- Coolant Thermostat
- Engine Coolant Temperature Sensor

### Crankcase Emission Control System

- Crankcase Pressure Regulator
- Crankshaft Cover/PCV
- PCV Connections, Hollow screw with non-return valve
- Oil separator with crankcase pressure
- Crankcase Pressure Control Valve

### Evaporative Emission Control System

- EVAP Carbon Canister
- EVAP Leakage Diagnosis Pump
- EVAP Canister Purge Valve
- Fuel Filler Cap
- Fuel Tank

## 2014 Emission Warranty Parts List - Federal - U.S. and Canada

### Catalyst

- Catalytic Converter\*
- Exhaust manifold with close coupled catalyst

### Turbocharger

- Turbocharger Assembly including Wastegate
- Charge Air Cooler

### Automatic Transmission

- Transmission Control Module Hardware and Software

### Miscellaneous items used in above systems

Manifolds, hoses, clamps, fittings, tubing, sealing gaskets or devices, pulleys, belts, fuel lines, wiring harnesses and mounting hardware and electronic controls (all models) used with the components listed above.



### NOTE

Parts listed under the 2014 Emission Warranty Parts List - Federal - U.S. and Canada are only covered components when they apply to specific engine variants. Not all parts listed apply to all engine types.

\* Covered by the Long Term Defect and Performance Warranty for eight (8) years or 80,000 miles/130,000 kilometers, whichever occurs first.

**Retailer Certification (For ID Only) - U.S.****Ref: Title 40, Code of Federal Regulations, Section 85.2108**

Your authorized Volvo retailer certifies that this Volvo vehicle conforms to all applicable emission standards of the U.S. Environmental Protection Agency. This certification is based on:

1. The retailer's knowledge that the vehicle is covered by an EPA Certificate of Conformity.
2. A visual inspection of the vehicle, including the engine, to assure that all emission-related components have been properly installed; and
3. The retailer's performance of all emission-related preparation required by the manufacturer prior to the sale of the vehicle.

If this vehicle fails an EPA-approved emission test prior to the expiration of three (3) months or 4,000 miles (whichever occurs first) from the date or mileage at the time of delivery of the vehicle to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then Volvo shall remedy the non-conformity under the Emission Performance Warranty.

## California Emission Warranties

**California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington**

### California Emission Control Warranty Statement

#### Your Warranty Rights and Obligations

The California Air Resources Board and Volvo Cars of North America, LLC are pleased to explain the emission control system warranty on your 2014 Volvo passenger vehicle. In California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington new motor vehicles must be designed, built and equipped to meet California's stringent anti-smog standards. Volvo must warrant the emission control system on your passenger vehicle for the periods of time listed in the section "Manufacturer's Warranty Coverage," provided there has been no abuse, neglect or improper maintenance of your car.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter and engine computer. Also included may be hoses,

belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Volvo Cars of North America, LLC will repair your passenger vehicle at no cost to you including diagnosis, parts and labor.

Due in part to certain Federal air quality requirements, other states may propose adoption of the California LEV regulations, including (but not limited to) the specific emissions parts/performance warranties associated with the regulation, and are described in this booklet.

#### Manufacturer's Warranty Coverage

**For three (3) years or 50,000 miles, whichever first occurs<sup>1</sup>:**

- If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Volvo to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.

<sup>1</sup> Model year 2014 vehicles with engine VIN code 94 sold and registered in California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, New York, Rhode Island or Vermont are classified as Partial Zero Emissions (PZEV) vehicles. PZEV vehicles have a defects and performance emissions warranty on all emissions components for fifteen (15) years or 150,000 miles, whichever occurs first.

- If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Volvo. This is your short-term emission control system DEFECTS WARRANTY.
- Volvo continues coverage for components covered under the short term emissions control system DEFECTS WARRANTY to four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first.

**For seven (7) years or 70,000 miles, whichever first occurs<sup>1</sup>:**

If an emission-related part listed in this warranty booklet, specially noted with coverage for seven (7) years or 70,000 miles, is defective, the part will be repaired or replaced by Volvo. This is your long-term emission control system DEFECTS WARRANTY.



## California Emission Warranties

**Owner's Warranty Responsibilities**

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Manual and this booklet. Volvo recommends that you retain all receipts covering maintenance on your vehicle, but Volvo cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Volvo retailer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed thirty (30) days.

As the vehicle owner, you should also be aware that Volvo may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

Volvo Cars of North America, LLC  
Customer Service Department  
1 Volvo Drive  
Rockleigh, NJ 07647  
1-800-458-1552

California Air Resources Board  
9528 Telstar Avenue  
P.O. Box 8001  
El Monte, CA 91731-2990

Massachusetts Department of Environmental Protection  
1 Winter Street  
Boston, MA 02108

Vermont Agency of Natural Resources  
Department of Environmental Conservation  
Air Pollution Control Division  
103 South Main Street  
Waterbury, VT 05671-0402

Maine Department of Environmental Protection  
17 State House Station  
Augusta, ME 04333

Connecticut Department of Environmental Protection  
Bureau of Air Management, Planning & Standards Division  
79 Elm Street  
Hartford, CT 06106

Rhode Island Dept. of Environmental Management  
Office of Air Resources  
235 Promenade Street  
Providence, RI 02908-5767

Pennsylvania Dept. of Environmental Protection  
Bureau of Air Quality  
Rachel Carson State Office Building, 12th Floor  
P.O. Box 8468  
Harrisburg, PA 17105-8468

New Jersey Department of Environmental Protection  
P.O. Box 402  
Trenton, NJ 08625-0402

Oregon Department of Environmental Quality  
811 SW 6th Avenue  
Portland, OR 97204

State of Washington Department of Ecology  
P.O. Box 47600  
Olympia, WA 98504-7600

Maryland Department of The Environment  
Mobil Source Control Program  
1800 Washington Blvd., Suite 705  
Baltimore, MD 21230-1720

Delaware Department of Natural Resources  
Division of Air Quality  
655 S. Bay Road  
Dover, DE 19901

## Volvo's Emission System Warranty

### States of California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington only

Volvo Cars Of North America, LLC<sup>1</sup> ("Volvo" or "VCNA") warrants that your 2014 model year Volvo passenger vehicle was designed, built and equipped to conform to applicable California emission standards as specified under the Health and Safety Code 43205.

This warranty covers repairs resulting from any defect in material or workmanship which would cause any part installed on this vehicle which affects any regulated emissions to not meet these requirements or would cause the vehicle to fail to pass a Smog Check test during the applicable warranty period.

<sup>1</sup> Volvo Cars of North America, LLC, is sometimes referred to in this booklet as "Volvo". All such references to "Volvo" are intended to refer to Volvo Cars of North America, LLC

### Warranty Coverage

The warranty period begins on the date the vehicle is delivered to the first retail purchaser or the initial date the vehicle is put into service, whichever occurs first. The emission warranty is transferable to subsequent owners.

The vehicle must be maintained and operated under normal use in accordance with Volvo's written instructions for proper maintenance and use, which are detailed in the Owner's Manual and in this booklet. Items and conditions listed under "What Is Not Warranted" are excluded, if any of these conditions exist.

**i** **NOTE**

No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Volvo will repair, adjust, or replace a part when performing a repair under the warranty.

The emission warranty is not conditionally based on the use of genuine Volvo parts. Failures which occur, however, because of

abuse or lack of required maintenance, are not eligible for coverage.

### Where The Warranty Applies

This warranty applies to 2014 model year vehicles originally sold by Volvo Cars of North America, LLC, certified for sale and registered in the states of California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington.

### Repairs and Service

The emission control system of your new 2014 Volvo passenger vehicle was designed, built and tested using genuine Volvo parts, and the car is certified to be in conformity with California emission control requirements.

According to Federal regulations, you are eligible for additional emissions warranty coverage for up to eight (8) years or 80,000 miles, whichever first occurs for certain specific major emission components. The Federal emissions warranty starts on the date the vehicle is sold to the first retail purchaser or put into service, whichever occurs first. California and Federal Warranty coverages are concurrent.

## Volvo's Emission System Warranty

### Servicing

It is recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be genuine Volvo parts or genuine Volvo remanufactured parts. **The owner may elect to have maintenance, replacement, or repair of the emission control devices and systems performed by any automotive repair establishment or individual. He/she may also elect to use parts other than genuine Volvo parts or genuine Volvo remanufactured parts for such maintenance, replacement, or repair without invalidating this warranty.** The cost of such service parts, however, will not be covered under the warranty except in an emergency. (See Retailer Service.)

### Parts

Replacement parts which are not equivalent to Volvo quality may impair the effectiveness of emission control systems. If other than genuine Volvo parts or genuine Volvo remanufactured parts are used for maintenance, replacement or repair of components affecting emissions, the owner should obtain assurances that such parts are warranted by their manufacturer to be equivalent to genuine Volvo Cars of North America, LLC parts in performance and durability.

Volvo assumes no liability under this warranty for parts other than genuine Volvo parts or genuine Volvo remanufactured parts. The use of non-Volvo replacement parts, however, does not invalidate the warranty on other components unless non-Volvo parts cause damage to those warranted parts or systems.

### Retailer Service

Repairs, adjustments, and service covered by this warranty will be performed by any authorized Volvo retailer at his place of business. There will be no charge for parts or labor (including diagnosis) when genuine Volvo parts or genuine Volvo remanufactured parts are used for any part of the emission control system or for any part which may affect emissions covered by this warranty.

If an emergency occurs and an authorized Volvo retailer is not reasonably available, repairs may be performed at any available service establishment or by any individual, using any replacement part. When a warranted part is not available within thirty (30) days or the repair cannot be completed within thirty (30) days, repairs may be performed at any available service establishment or by any individual, using any replacement part.

Volvo will reimburse the owner for emergency repairs (including diagnosis) that are covered under this warranty. The expenses, however, cannot exceed our suggested retail price for all warranted parts replaced and labor charges, based on Volvo's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and paid invoices must be presented at a Volvo retailer as a condition of reimbursement for emergency repairs not performed by a Volvo retailer.

Failure to notify the owner of a decision to honor or deny a Performance Warranty Claim within thirty (30) days from the time the vehicle is initially presented for repair shall result in the vehicle manufacturer being responsible for repairing the vehicle without charge to the vehicle owner, unless such failure is attributable to the vehicle owner or to events beyond the control of the vehicle manufacturer or the repair facility.

You are advised to have all recommended maintenance or repairs on your new 2014 Volvo vehicle performed. Volvo will not deny a warranty claim solely because you have no record of maintenance; however, we may deny a warranty claim if your failure to perform required maintenance resulted in the failure of a warranted part.



### **Volvo's Emission System Warranty**

Receipts and/or maintenance records covering the performance of regular maintenance should, therefore, be retained in the event questions arise concerning maintenance.

## Inspection Program

**California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington**

The following provisions apply to vehicles which fail to pass the California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont or Washington Smog Inspection. Should your vehicle fail a smog check test during the warranty period, you may choose to have the vehicle repaired at any authorized Volvo retailer. The authorized Volvo retailer will make the necessary repairs within the three (3) year/ 50,000-mile period so that the vehicle will pass the inspection. After three (3) years/50,000 miles, but before a period of use of seven (7) years/70,000 miles, the authorized Volvo dealer will repair or replace only those parts listed on page 64. After seven (7) years/70,000 miles, but before a period of use of eight (8) years/80,000 miles, the authorized Volvo retailer will cover only the catalytic converter, engine control module, central electronic module and on-board diagnostic device. PZEV vehicles identified on page 34 of this booklet have all emissions components covered for a period of fifteen (15) years or 150,000 miles. Volvo will pay for the repair unless the failure was

caused by abuse, neglect, improper maintenance, or the use of leaded fuel or fuels not recommended in your Owner's Manual or this booklet. If the failure is covered under this warranty, Volvo shall be liable for diagnostic and repair expenses. If the failure is caused by a combination of warrantable and nonwarrantable conditions, the owner shall not be liable for the portion of diagnostic and repair costs relating to the warrantable condition. If the failure is caused by a nonwarrantable condition, the vehicle owner shall be liable for all diagnostic and repair expenses, but not to exceed the maximum permissible under the inspection program. The owner may choose to have the vehicle repaired at a facility other than a Volvo retailer; however, if a warrantable condition is found, the owner must bring the vehicle to an authorized Volvo retailer to have the repairs completed at no cost for parts, labor, and diagnosis. Volvo will not reimburse the owner for diagnostic costs incurred at the unauthorized service facility except in the case of an emergency.

**What Is Not Warranted**

1. Required maintenance services as specified in the tables beginning on page 14 of this booklet. Items that affect emissions and require scheduled replacement are warranted up to their first replacement point, [such as spark plugs, filters, belts, etc.]. Once these parts have been replaced at the scheduled replacement point, they are no longer covered by this Emission Warranty.
2. Malfunctions in any part caused by misuse, improper adjustments (by other than a Volvo dealer during warranty repair work), modification, alteration, tampering or disconnection of system parts.
3. Damage resulting from accidents, acts of nature, or events beyond the control of Volvo.
4. The use of fuel and/or oil or other fluids which do not meet the Volvo-approved standards as set forth in the Owner's Manual and on pages 10 and 12 of this booklet.
5. Repairs on vehicles for which the true odometer mileage cannot be readily determined.
6. Parts other than genuine Volvo replacement or remanufactured parts used for maintenance, repair or replacement af-



### Inspection Program

fecting components of the emission control system.

7. Any loss of time, inconvenience, loss of vehicle use or commercial loss.

## Limitations and Disclaimers

**California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington**

Volvo's written warranty is exclusive and in lieu of all warranties, whether oral or written, expressed or implied.

*No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of this warranty.*

Volvo does not authorize any individual or corporation to create for it any obligation, liability or other warranty in connection with this vehicle.

Volvo's liability, if any, for product(s) furnished under this warranty shall in no event exceed the cost of correcting defects in the product(s) as herein provided and upon the expiration of this warranty, any such liability shall terminate.

 NOTE

This warranty gives you specific legal rights and you may also have other rights. **California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington may not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.** These states may not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.



# 02 Warranty

## 2014 Model Year Emission Parts List

**California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington**

The components listed in the chart below are covered by the Long Term Defect and Performance Warranty for seven (7) years or 70,000

miles/113,000 kilometers, whichever occurs first.

02

ENGINE VIN CODE NUMBER			
	61	90	95
Catalytic Converter <sup>1</sup>	x	x	x
Charge Air Cooler	x	x	
CPS Valve Tappet (Inlet)			x
CVVT Timing Device (Exhaust)	x		
CVVT Timing Device (Inlet)	x	x	x
Electronic Throttle Module (ETM)	x	x	x
Engine Control Module <sup>1</sup>	x	x	x
EVAP Carbon Canister		x	x <sup>2</sup>
Exhaust manifold w/close coupled catalyst			x <sup>3</sup>
Fuel Filter		x	x <sup>4</sup>
Fuel Injectors	x	x	x
Fuel Pump	x	x	x
Fuel Pump Electronic Module (PEM)	x	x	x <sup>5</sup>
Fuel Rail Pressure and Temperature Sensor			x <sup>6</sup>
Fuel Tank Assembly	x	x	x
Heated oxygen sensor (front)	x	x	x
Hollow Screw with Non-Return Valve			x
Transmission Control Module	x	x	x
Turbocharger	x	x	

<sup>1</sup>The Engine Control Module and Catalytic converter are also covered by the 8-year or 80,000-mile Long Term Emissions Warranty. Please see pages 53 and 54.

<sup>2</sup>XC70, S80, XC60 AWD models only

<sup>3</sup>XC70, XC90 & S80 models only

<sup>4</sup>XC60 & XC70 AWD models and S80 2wd

<sup>5</sup>XC60, XC70, XC90 & S80 models only

<sup>6</sup>XC60, XC70 and S80 AWD models.



**Partial Zero Emissions Vehicles****Defects and Performance Emissions  
Warranty**

Model year 2014 vehicles with engine VIN code 94 sold and registered in California, Connecticut, Delaware, Maine, Massachusetts, Maryland, New Jersey, New York, Rhode Island or Vermont are classified as Partial Zero Emissions (PZEV) vehicles. PZEV vehicles have a defects and performance emissions warranty on all emissions components for fifteen (15) years or 150,000 miles, whichever occurs first.

The additional components listed below, installed only on vehicles with engine code 94, are covered under the PZEV warranty:

- PremAir Radiator and ATD Sensor

## Complimentary Factory Scheduled Maintenance (FSM) Program (U.S. Only)

### General Information

To further enhance the Volvo ownership experience, your 2014 model year Volvo vehicle sold new and registered in the US by an authorized Volvo retailer includes the Volvo Complimentary Factory Scheduled Maintenance (FSM) Program. This maintenance program is designed to complement your Volvo warranty and will help ensure trouble free operation of your Volvo vehicle.

The Volvo Complimentary FSM program is honored at any authorized Volvo retailer in the United States. Coverage begins with the date the vehicle is delivered to the original purchaser or the original lessee, or on the date the vehicle is placed in service as a demonstrator. This program is associated with the vehicle and cannot be transferred to another vehicle.

The Volvo Complimentary Factory Scheduled Maintenance (FSM) program is transferred automatically to subsequent owners of the vehicle within the program period.

Volvo reserves the right to make changes to or terminate this program at any time.

### Program coverage

The Volvo Complimentary Factory Scheduled Maintenance (FSM) program offers:

- Scheduled maintenance coverage for the first 3 (three) years or up to 36,000 miles
- The first three regularly scheduled maintenance services at 10,000, 20,000 and 30,000 miles as outlined on pages 14-16 of this manual.
- Severe operating conditions requiring additional services.
- Owner requested services or Volvo retailer suggested services not specified under Maintenance Service Operations on pages 14-16 of this manual.

### Owner's Responsibilities

Each recommended service must be performed within 1,500 miles of the normal service interval listed, refer to pages 14-16.

You will be responsible for maintenance costs when mileage precede or exceeds the recommended interval by 1,500 miles<sup>1</sup>.

Service intervals missed will not be performed. Authorized Volvo retailers will perform the service that is appropriate for the mileage or age of the vehicle.

### Items Not Covered

- Wear items outlined on page 38 of this manual.
- Damage to the vehicle resulting from normal wear and tear or abuse.
- Vehicles severely damaged and/or declared to be a total loss by an insurer.

<sup>1</sup> Volvo recommends that you bring your vehicle in for service at least once a year regardless of mileage. In such cases Volvo will cover the recommended services at one (1) per year for the first three (3) years.



# **VOLVO**

**Volvo Cars of North America, LLC**

Rockleigh, New Jersey

**Volvo Cars of Canada Corp.**

North York, Ontario

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