

## VOLVO V70

### QUALITY AND EQUIPMENT

**A passion for premium quality lies at the heart of the Volvo brand, which is reflected in the choice of trim materials and build quality.**

**The standard specification is equally impressive, with Electronic Climate Control, electric windows and mirrors, information system, cruise control, alloy wheels, a superior audio system with CD player and at least six speakers, DSTC (Dynamic Stability and Traction Control), fog lights, plus all the safety features expected in a Volvo.**

**Customers wanting added style have the choice of a Sport model or extra luxury in the lavish SE models, plus a wide range of options and accessories available reflecting the varied requirements of today's premium estate car customers.**

- High standard of material and build quality
- Interior trim materials conform to Öko-Tex standards and are allergen-free
- Standard specification includes Electronic Climate Control (ECC) with Volvo's Air Quality System, performance sound system, cruise control, information system, alloy wheels, fog lights and DSTC (Dynamic Stability and Traction Control)
- Sovereign hide soft leather upholstery available (optional)
- DVD-based Road and Traffic Information System (RTI) available as an option – with or without TV
- Volvo On Call (optional)
- Vast range of accessories to meet all lifestyle requirements
- Three year/60,000 mileage warranty package
- Service intervals: Petrol 18,000 miles/1 year; Diesel 12,000 miles/1 year

A passion for premium quality lies at the heart of the Volvo brand. It's inherent not only in the build quality that reflects the durability and reliability for which the marque is renowned, but also in the choice of body and trim materials. From the exquisitely crafted door handles to the versatile load bay, the Volvo V70 exudes a feeling of quality and well-being. The switchgear has a solid, chunky feel and the fascia is awash with soft-touch materials, reminding occupants that they are enjoying a premium product.

### Luxury and Style

Customers in this sector also expect a high level of standard equipment, and the Volvo V70 does not disappoint. The luxury specification of every model includes Electronic Climate Control (ECC) with Volvo's Air Quality System (AQS), all-round electric windows, electric/heated door mirrors, cruise control, alloy wheels, a performance sound system with

CD player and six speakers, DSTC (Dynamic Stability and Traction Control), fog lights and information centre, plus all the safety features expected in a Volvo.

For added style, a Sport model fits between the S and SE models. It is differentiated by a body-coloured rear spoiler, larger 17in alloy wheels and colour co-ordinated side mouldings and bumper inserts. Its interior features aluminium trim, Spaceball gearlever, unique sports leather/textile upholstery and water repellent glass for the electric folding door mirrors.

Upgrading to the SE version adds leather Sports upholstery, an electric driver's seat with a memory function for both the seat and mirrors, an autodimming rear-view mirror, and rear waste bag/bottle holder. The audio system is also upgraded to a high-performance 225W output unit with dash-mounted six CD autochanger, separate amplifier, nine speakers and Dolby Pro Logic II Surround Sound delivering outstanding sound quality.

For extra luxury, Volvo customers can further upgrade their V70 interiors with a desirable 'Sovereign Hide' soft leather upholstery, available in Linen White, Arena and Off-Black colours.

All interior trim materials conform to Öko-Tex standards and are allergen-free to reduce allergies and skin conditions (see Environment section).

Volvo owners are also encouraged to give their car a personal touch by choosing from a range of optional extras, many of which are conveniently grouped together, such as the Premium, Winter, Bi-Xenon, Family, Communications and Sports Handling Packs:

Winter Pack:	Heated front seats, headlamp cleaning system and luxury floor mats
Bi-Xenon Pack:	Bi-Xenon headlights, heated front seats, headlamp cleaning system and luxury floor mats
Family Pack:	Foldable table and dual cupholders (rear), power child locks (rear doors) and integrated booster seats x 2
Premium Pack: (SE only)	Electric passenger seat, Premium Sound Audio System HU-850 RDS with 6 x CD Radio with Dolby Pro-Logic II Surround Sound, 4 x75W Amplifier and 13 speakers, Walnut wood trim, Bi-Xenon headlights, headlamp cleaning system, heated front seats and luxury floor mats
Communications Pack 1:	Dual band integrated GSM telephone, RTi navigation system with remote control and Europe DVD map, Volvo On Call
Communications Pack 2:	Dual band integrated GSM telephone, RTi navigation system with remote control and Europe DVD map and TV, Volvo On

	Call
Sports Handling Pack: (Not available on Bi-Fuel)	18in Nebula (BBS split rim) or 18in Capella alloy wheels – 235/40 R18 tyres, Active Four-C chassis and speed dependent steering

Volvo's RTI (Road and Traffic Information System) comprises of a large colour screen that rises from the top of the dashboard to be safely positioned in the driver's view and is linked to a DVD map system and displays information for most of Europe. Controls on the steering wheel make it easy for the driver to use or there's a remote control unit for passengers. The screen can also double as a TV monitor, turning the Volvo V70 into a mobile multi-media centre.

#### Volvo On Call – advanced Telematics

Volvo On Call is now available as part of the optional Communications pack. This is an advanced telematics system for two-way communication between the Volvo On Call call centre and the occupants - or the car itself, and operates via two buttons on the dashboard – an 'On Call' and a red 'SOS' button.

The following services are available at the touch of the 'On Call' button:

- **Breakdown Service:** In the unlikely event of the car breaking down, or needing assistance, simply push the On Call button and be transferred to Volvo Assistance with precise details of the car's location
- **Remote unlocking:** Volvo On Call can remotely unlock the car if its keys are lost or left inside the car if the owner contacts Volvo On Call and answers some security questions
- **Tracking:** If the car is stolen, Volvo On Call can transmit a signal to the car to determine its location and recent movements
- **Concierge service:** The Volvo On Call call centre can see the exact location of the car, plans routes and can give guidance to any facilities requested or advice on any traffic congestion on the route ahead
- **Alarm notification:** If the car's alarm is triggered, the car automatically notifies Volvo On Call who can call and alert the driver
- **Travel services:** Volvo On Call will be developing a number of travel services such as hotel booking or flights

Volvo On Call also has an important safety function. Press the red SOS button on the dashboard for more than two seconds and the emergency services will automatically be called. The system also provides a 'Mayday' service by detecting if any airbags have been triggered and automatically calling the emergency services.

### Accessories

Volvo offers a vast range of accessories for the V70. A Volvo front and rear parking sensor system, for example, produces a buzzing note that rises in frequency as the car gets closer to the obstacle. Hands-free kits can also be supplied to fit most types of mobile phone and a broad range of load-carrying systems and towing accessories cater for families or those with active hobbies and business or leisure activities. Another neat feature is the bespoke dog gate that provides a dedicated compartment within the load area for a pet. All of these features help to enhance the Volvo V70's reputation for versatility.

### Quality and Customer Satisfaction

Volvo's employees are justifiably proud of the quality of their products, but they're equally determined to offer the best customer service. In 2001, Volvo's management set a goal of becoming the 'Customer satisfaction no. 1' in the premium sector. To fulfil this, Volvo has initiated a series of Quality Forums, which scrutinise information from a combination of internal and external sources, including independent rankings by companies such as JD Power. Having analysed the data, the Forums initiate action plans to improve performance in specific areas.

This quality assurance package is backed up by a comprehensive warranty. The standard mechanical warranty is three years/60,000 miles, there's a three year, unlimited mileage warranty on the paintwork and eight years' cover against rust perforation. In addition, all Volvos are covered by one year's free RAC cover, which provides full breakdown and recovery assistance, anywhere in Europe, 24 hours a day.