

VOLVO XC70

QUALITY AND EQUIPMENT

A passion for high quality lies at the heart of the Volvo brand. In the Volvo XC70, this is reflected not only in the choice of trim materials and contemporary Swedish design, but also in the build quality. In addition, the interior conforms to the international Öko-tex ecological standard, which means all materials are free from potentially harmful emissions to minimise the risk of allergen reaction.

To reflect their higher standard specifications of the XC70, it is available as SE or SE Lux, which includes a minimum of electronic climate control with Volvo's Air Quality System and active carbon filter, a premium audio system with a six CD in-dash autochanger, Dolby Pro Logic II Surround Sound, alloy wheels, cruise control, leather trim, an electric driver's seat, alarm and electric heated and folding door mirrors with water repellent glass for every model. There's also a wide range of options and accessories, reflecting the active life's of Volvo XC70 owners.

Additional peace of mind is provided by a comprehensive warranty package that includes a full three year/60,000 mileage mechanical warranty.

- SE and SE Lux models to reflect XC70's higher standard specifications
- High standard of trim materials and build quality – all conform to Öko-Tex standards and are emissions and allergen free
- Standard specification includes electronic climate control with Volvo's Air Quality System and active carbon filter, alloy wheels, leather upholstery, electric heated/folding door mirrors with water repellent glass, cruise control, electric driver's seat, and premium audio system with 6xCD player and Dolby Pro Logic II Surround Sound with 4 x 50w amplifier and nine speakers
- DVD-based Road and Traffic Information System (RTI) with or without TV available (optional)
- Volvo On Call (optional)
- Vast range of accessories to meet lifestyle requirements, including electric cooler box, towbars and roof carriers for bikes, skis and snowboards
- Full array of Volvo safety equipment (DSTC, ABS, WHIPS, SIPS, IC, etc)
- Service intervals: Petrol 18,000 miles or 1 year; Diesel 12,000 miles or 1 year
- Three year/60,000 mileage warranty package

A passion for high quality lies at the heart of the Volvo brand. It's inherent not only in the build quality that reflects the ruggedness, 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 leather-wrapped gearlever, the Volvo XC70 exudes quality and desirability. The switchgear has a solid, quality feel and the fascia is designed with typical, contemporary Swedish simplicity, reminding occupants that they are enjoying a premium product.

In line with Volvo's commitment to the environment, all interior trim material conform to the internationally recognized, ecological Öko-Tex standard and are emissions-free to reduce allergic reactions and skin conditions (see Environment section)

Design and Desirability

The Volvo XC70 also offers an exceptional array of standard equipment, and to reflect this, the XC70 is available as SE and SE Lux trim levels.

The luxury specification of every model includes Electronic Climate Control (ECC) with Volvo's Air Quality System (AQS) and active carbon filter, leather upholstery, all-round electric windows, electric folding and heated door mirrors with water repellent glass, a rain sensor for the windscreen wipers, cruise control, alloy wheels, a rear waste bin and an electric driver's seat with memory. Also standard is a high-performance audio system with six CD player, nine speakers, a separate amplifier and Dolby Pro Logic II Surround Sound, delivering exceptional sound quality.

Upgrading to the SE Lux model adds an electric passenger's seat, heated front seats, walnut wood trim and Bi-Xenon headlights with cleaning system, plus an upgraded Premium audio system with a more powerful 4 x 75w amplifier and eleven speakers.

Volvo owners are also encouraged to give their car a personal touch by choosing from a range of optional extras, such as darkened side and rear windows or a rear spoiler. Many are conveniently grouped together, such as the Winter, Bi-Xenon, Family, and Communications Packs:

Winter Pack:	Heated front seats and headlamp cleaning system
Bi-Xenon Pack:	Bi-Xenon headlights, heated front seats and headlamp cleaning system
Family Pack:	Foldable table and dual cupholders (rear), power child locks (rear doors) and integrated booster seats x 2
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

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

There's also a vast range of accessories to accommodate the needs of every Volvo XC70 owner.

There is a parking assistance system for the front and rear of the car, while the wide range of

load-carrying systems includes ski and roof boxes, bike racks and surf board holders, plus towbars – all designed to ensure the car can accommodate all the active hobbies, interests and busy lives of Volvo owners.

The technicians and interior designers were anxious to look after every member of the family and have developed a bespoke cage/gate that provides a dedicated compartment within the load area for a pet. All of these features help to confirm the Volvo XC70's reputation for versatility and great design.

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. Volvo's management has set a goal of achieving 'Customer satisfaction no. 1' in the premium sector. To fulfil this ambitious target, the company 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.