

QUALITY AND EQUIPMENT

In brief:

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.

In full:

- S, Sport and SE trim levels.
- High standard of materials and build quality.
- Interior trim materials conform to the Oeko-Tex standard 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).
- Luxury 'Sovereign hide' soft leather upholstery, or new 'Inscription™' interiors.
- DVD-based Road and Traffic Information System (RTI) with TMC (Traffic Message Channel) available as an option – with or without TV.
- Volvo On Call telematics system (optional).
- Performance, High Performance and Premium Sound audio system with Dolby pro-Logic surround sound, plus 'digital jukebox' available.
- Vast range of accessories to meet all lifestyle requirements
- Three year/60,000 mileage warranty package
- Service intervals: 12,500 miles/1 year* for V70 R and Bi-Fuel; 18,000 miles/1 year* (*whichever is soonest)

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 the luxurious 'Sovereign Hide' soft leather upholstery, available in Linen White, Arena and Off-Black colours.

Or, for the ultimate in extra style and desirability, Volvo Inscription™ was launched for the 2006 model year offering an exciting and exclusive new interior and exterior personalization concept – similar to the Land Rover 'Autobiography' programme, or BMW's 'Individual'.

Volvo Inscription™ interiors, available on Sport and SE models, include:

- A range of eight exclusive, full soft-leather upholsteries, in single and mixed colours.
- Ribbed seat panel inserts inspired by leather motorcycle racing suits.
- Finest Scottish semi-aniline leather from Bridge of Weir.
- Inscription™ 3-spoke sports steering wheel in soft leather with silver insert
- Leather door inserts in same colour and quality as upholstery
- Inscription™ textile mats with contrasting Nubuck piping in same colour as upholstery
- Fully Oeko-Tex standard compliant chromium-free hides

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

Options and accessories

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 11 speakers, Walnut wood trim, and Sovereign Hide soft leather sports upholstery
Communications Pack 1:	Dual band integrated GSM telephone, RTi navigation system with RDS-TMC, remote control and Europe DVD maps, plus Volvo On Call
Communications Pack 2:	Dual band integrated GSM telephone, RTi navigation system with RDS-TMC, remote control and Europe DVD maps and TV, plus Volvo On Call
Sports Handling Pack: (N/A Bi-Fuel)	18in Endura, Capella or Nebula (BBS split rim) alloy wheels (235/40 R18 tyres), active Four-C chassis, and speed dependent steering

Volvo's RTI (Road and Traffic Information) satellite navigation system now features a new RDS-TMC (Traffic Message Channel) which displays up to date information of any traffic problems. It comprises of a large colour screen that rises from the top of the dashboard to be safely positioned in the driver's view. This is linked to a DVD map system and displays information for most of Europe, and displays any traffic problem areas by a set of red or yellow symbols to indicate the severity of any congestion. Controls on the steering wheel make it easy for the driver to use the system, which can display information of the traffic areas highlighted, or there's a remote control unit for passengers to use. 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 a valuable personal safety feature using advanced Telematics. The system uses an integrated GSM telephone with a built-in GPS unit for satellite positioning, and ensures help is always close at hand.

Volvo On Call - Safety Package: Volvo On Call comes with a standard safety package. If an airbag or seatbelt pre-tensioner is triggered in the event of an accident, Volvo On Call automatically calls the Emergency Services via BT999 and can also provide data of your location.

Alternatively, pressing the red 'SOS' button on the integrated GSM telephone will put you straight through to the Emergency Services.

Also, if the car breaks down or you need help, pressing the Volvo On Call button will put you straight through to a Volvo On Call operator who is only a call away at any time of day to offer personal services such as route guidance, or to guide roadside assistance to you.

Volvo On Call - Security Package: An optional Volvo On Call security package offers the added benefits of a remote door unlock facility, theft notification and vehicle tracking.

In the future, Volvo On Call's services could include automatically contacting your local dealer when a service is required.

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.