

## **QUALITY AND EQUIPMENT**

### **In brief:**

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 Oeko-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 with pollen and active carbon filter, a high performance audio system with a six CD in-dash autochanger, Dolby Pro Logic II Surround Sound™ and 4 x 50W amplifier, alloy wheels, cruise control, leather trim, 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 lives of Volvo XC70 owners, including Volvo's DVD-based Road and Traffic Information satellite navigation system that, from 2006, now features RDS-TMC (Traffic Message Channel) and automatically highlights traffic problems ahead, and can re-route around any hold-ups.

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

### **In Full:**

- SE and SE Lux trim levels to reflect XC70's higher standard specifications.
- High standard of materials and build quality – all conform to Oeko-Tex standards and are emissions and allergen free.
- Standard specification includes: Electronic Climate Control with Volvo's Air Quality System with pollen and active carbon filters, alloy wheels, leather upholstery, electric heated/folding door mirrors with water repellent glass, cruise control, electric driver's seat, and a high performance audio system with 6xCD player and Dolby Pro Logic II Surround Sound, 4 x 50w amplifier and nine speakers.
- DVD-based Road and Traffic Information system (RTI), with or without TV, available, now featuring RDS-TMC (Traffic Message Channel) to highlight traffic problems.
- Volvo On Call telematics system (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: 18,000 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.

For 2006 models, servicing intervals have been extended from 12,000 to 18,000 miles – or one year, whichever ever comes first.

In line with Volvo's commitment to the environment, all interior trim material conform to the internationally recognized, ecological Oeko-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 pollen and active carbon filters, leather upholstery, 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 4 x 50W amplifier and Dolby Pro Logic II Surround Sound™ delivering premium 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 stylish 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 cushions x 2
Communications Pack 1:	Dual band integrated GSM telephone, RTi navigation system with RDS-TMC, remote control and Europe DVD maps, plus Volvo On Call telematics system
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 telematics system

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.

### **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

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.