



Volvo Trucks. Driving Progress

VOLVO SERVICE PLANNING

Maximise Your Uptime With Pre-Book Service



Timely pit stops.

A matter of planning.

Why Volvo Service Planning? Simple. To help keep your truck on the road and available for work. Only then can it generate revenue. Uptime is that important. By planning your next service according to the specific demands of your truck or fleet, you will get the very most from your upcoming transport operations.

We are committed to the completion of your service and repairs in a timely fashion. To prevent the possibility of delays, we stress the importance of having your vehicle in our hands at the appointed time.

When it comes to maximising truck uptime, Volvo is leading the way. Volvo Service Planning is a perfect example.

We really get to know your truck.

Together with you, we take a look at how your truck is used. What kind of transport assignments does it perform? How often must it be on duty? What distances are involved? Answers to questions like these are entered into our service planning system. In our system, we can test how different service intervals may affect your truck's uptime and service requirements.

Individual Service Schedule.

The result is a tailored service plan that makes sure your truck gets the exact service it requires – no more, no less. This Individual Service Schedule enables a preventive approach to maintenance, and is the best way to keep your vehicle on the road and maintain its high fuel efficiency.





It pays to plan.

Unplanned downtime due to a breakdown or urgent repair means significant costs and immediate lost income. It could have been avoided with well-planned service and repairs. And that's what Volvo Service Planning is all about.

With a proactive and predictive approach to service, you can maximise truck uptime and schedule service and repairs for when it best suits your operation. Simply put, planned downtime for service and repairs minimises standstills – and always saves time and money.

A photograph of two Volvo technicians in a workshop. The technician on the left is wearing a dark blue and white long-sleeved shirt with 'Volvo' and 'Malaysia' logos. The technician on the right is wearing a dark blue and white short-sleeved shirt with 'Volvo' and 'Malaysia' logos. They are standing in a well-lit workshop with various tools and equipment visible in the background.

Doing it right the first time.

Anyone can perform service on a Volvo truck. But not like how we do it. With Volvo, you know that it's been done right. No surprises. No shortcuts.

You can rest assured that we only use Genuine Volvo Parts to maintain original condition. All services are carried out by our highly skilled technicians, who are continuously trained to develop their expertise and keep up with the latest technological developments.

Our workshops are also equipped with effective diagnostics systems and databases, the full range of special tools and the very latest service literature. With Volvo, you know that your truck – and your operation – is getting the service it deserves.

For a more profitable fleet.

With Volvo Service Planning, the only time that you'll need to visit the workshop is when a visit is scheduled. This keeps your truck on the road so that you can get the job done, satisfy your customers and make more money. Our goal is clear: to work together with you to make your truck ownership as profitable as it can be.

Volvo Service Planning – step by step.

- 1 The right input.** All relevant information about your truck is entered into the system. This includes the truck's exact specifications, how it will be used, the expected distances involved, and much more.
- 2 Identifying the best solution.** Together, we determine the right level of maintenance for your truck and develop your Individual Service Schedule.
- 3 Precise planning.** The Individual Service Schedule shows exactly when your truck needs a service and what actions need to be performed.
- 4 Keeping you updated.** We'll contact you 7 days before the actual service due date to make an appointment with your nearest dealer. A reminder will be sent 2 days before the appointment date for your team's peace of mind. This simplifies fleet planning and you know that each truck is getting the right service.
- 5 Fine-tuning your service.** When your truck is with us, we fine-tune the Individual Service Schedule if new data shows that this is necessary. This ensures optimal maintenance for best possible truck performance and fuel efficiency.

Pre-Book Service

How does pre-booking benefit you?

Pre-booking your service allows us to ensure a bay is booked with the technician and parts on standby, all ready to go when your truck enters the workshop for its scheduled maintenance and repairs. This helps get your truck back on the road in a timely and efficient manner. Our Service Advisor will call you to make an appointment and we will also send you an appointment reminder to ensure all goes smoothly and efficiently.



Peace of mind with Volvo Service Agreements

Available for the Volvo FM, Volvo FH and Volvo FMX, the Volvo Service Agreements include Volvo Service Planning, Fast Track Repair as well as many other features that are not available to non-subscribers. What does this mean to you? Maximum uptime for your trucks.

Volvo Service Planning – one step ahead.

Together we can plan your workshop visit. The Individual Service Schedule means that you don't need to visit the Volvo workshop more than is absolutely necessary.

Quick pit stops.

Thanks to the individual Service Schedule, we can plan the best time for your truck to come to us. As a result, we're always perfectly prepared when you enter the workshop. So you'll be back on the road before you know it.

Fast Track repairs

Fast Track repair is specially catered for selected repairs which are 2 hours and below. This ensures your truck gets back on the road with minimal waiting times. Once the repair is identified and is assigned the Fast Track repair status, the truck will be allocated a bay with a dedicated technician and parts on standby, ready to begin work immediately. This service is offered to our valued Volvo Blue and Volvo Gold Service Agreement customers.

*Fast Track repair is now available in all West Malaysia dealers

Connected Service

The telematics gateway makes it possible for the workshop to access information such as engine data, mileage, fuel consumption, driving conditions and status of crucial components (brake pads, clutch, battery, air dryer, etc.). We can therefore, alert you in time, before you risk an unplanned stop.

Volvo Action Service. Just a call away.

In the event of an unplanned stop in the middle of nowhere, Volvo Action Service is just a call away. You will be connected to the Customer Service Center where someone will assist you promptly. Just call 012-373 1030 or 019-240 1030 for assistance.

* There is no call-out charge to Volvo Service Agreement customers.

**UPTIME IS JUST
A CALL AWAY.
VOLVO ACTION SERVICE
ASSISTANCE 24/7**





Pick Blue or Gold.

The Volvo Blue and Volvo Gold Service Agreements meet different needs of your truck and its life cycle. They include service, repair, preventative maintenance and much more.

Flexibility

We tailor our agreements to perfectly suit your needs according to your truck's operating condition. Our Volvo Service Agreements are flexible enough to give you the best possible solution.

Best possible uptime

A truck with a maintenance plan, using Genuine Volvo Parts, runs a lower risk of unexpected standstills and repairs. Thus, a service agreement helps you achieve the best possible uptime.

Hassle-free

Your truck's maintenance/repair costs are fixed with only one invoice per month. This reduces your administrative work.

Every second counts.

Keep your truck on the road where it belongs. With Volvo Service Planning, you know that your truck is getting the preventive maintenance it deserves, based on how it is used. Together, we can develop an Individual Service Schedule that works best for you, mapping out the recommended actions and when they should be taken. After all, when it comes to maximising truck uptime, every second counts. For more information, contact your nearest Volvo Dealer.

PORT KLANG (FLAGSHIP)

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Fax. : 03-5519 4233/03-5519 0592
03-5510 9096 (Parts)

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IPOH

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KUANTAN

Lot 15, Jalan Gebeng 2/10,
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KOTA BHARU

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Jalan Kota Bharu-Pasir Puteh,
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16400 Kota Bharu,
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