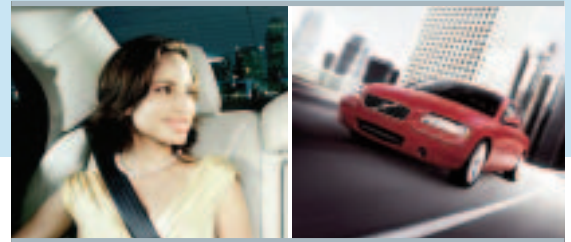


VOLVO ON CALL® WARRANTY COVERAGE



Volvo On Call. The kind of protection you'd expect from a Volvo.

A part of the Volvo warranty, Volvo On Call® Roadside Assistance offers 24-hour protection in the event of a mechanical disablement through access to over 30,000 emergency roadside assistance and towing service facilities across the United States and Canada. Volvo owners can secure their roadside assistance service via telephone at 1-800-63-VOLVO.

Volvo On Call provides the following benefits:

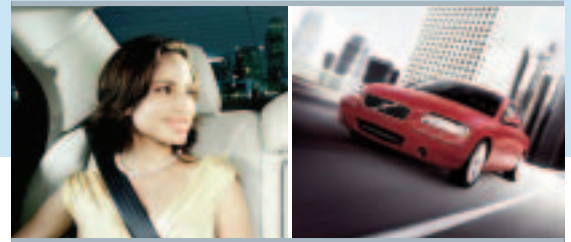
- **Basic Road Service/Towing Service to closest retailer** - Covered in full to the closest Volvo retailer. Vehicles may have to be stored if the retailer is closed and has no designated night drop. Upon customer request, vehicles can be towed to the selling/preferred retailer within a 25-mile radius of the disablement site.
- **Battery failure**
- **Fuel delivery up to 2 gallons**
- **Tire change**
- **Lock out service**
- **Trip routing** - Computerized scenic and direct maps with written directions, points of interest including retailer locations, and regional maps for U.S. and Canada.
- **Trip Interruption reimbursement** - Trip interruption expense benefits are available in the event of a mechanical disablement or a traffic accident occurring more than 150 miles from your primary residence. **Reimbursement consideration is for expenses incurred during the first three days following the disablement/accident.** Reasonable expenses for food, lodging & alternate transportation such as a rental vehicle and/or commercial transportation are covered. Volvo On Call must be supplied with original receipts to qualify for reimbursement. Trip interruption coverage is limited to a total of \$500.00 per incident and it is required that you contact Volvo On Call to obtain pre-authorization of claim's expense.

Covered items include:

1. Food
2. Lodging
3. Alternate transportation including:
 - a. Car or trailer rental
 - b. Taxi fare
 - c. Bus fare
 - d. Train fare
 - e. Airfare
4. Reunite: The amount of reunite is deducted from the trip interruption limit. Costs for a reunite would be included in the total \$500 maximum benefit.

VOLVO ON CALL WARRANTY COVERAGE

(CONTINUED)



Items not covered include:

1. Alcoholic beverages
2. Tips
3. Pre-arranged hotel stays
4. Car rental insurance
5. Fuel
6. Tolls
7. Toiletries, entertainment (movies), or clothing

Trip Interruption coverage and exclusions:

All trip interruption claims must be submitted with the following:

1. A repair order from the dealer that repaired the vehicle.
2. Itemized receipts for food, car rental and hotel.
3. Accident related claims must be accompanied by a letter from the customer's insurance company denying payment for any of the trip interruption expenses.
4. If an owner who has activated his or her trip interruption benefits must return home or to his or her final destination before repairs are completed on their disabled Volvo, Volvo On Call will, in conjunction with trip interruption benefits, arrange to have the vehicle transported to the owner's choice of location.

For reimbursement related to a traffic accident, please provide a copy of the accident report obtained from the police with all original receipts.

For a mechanical disablement, please provide the original itemized repair bill. Tire failure is not applicable.

To obtain reimbursement, please mail your original receipts to: Volvo On Call Roadside Assistance, Attn: Claims Department, P.O. Box 9145, Medford, MA 02155. The reimbursement process takes 4-6 weeks.