

V O L V O

Preventative Maintenance and Driveline Repairs
Improving Uptime with Connected Truck and Connected Operator – Volvo FH, FH16, FM and FMX

VOLVO SILVER CONTRACT - CONNECTED AS STANDARD



Preventative maintenance based on a tailored service plan will increase your truck uptime. Since all driveline components and repairs are covered in the Volvo Silver Contract with connected as standard, you can run your business with better cost control.

It's great for your truck - and your business

With all work on your truck being undertaken when it suits you, we minimise any disruptions to your operations.

All our technicians are certified, use Genuine Volvo Parts and have access to all specialised equipment, diagnostic tools and the database systems required. They perform and follow the Volvo Genuine Service process operations needed to ensure uptime and functionality and this guarantees that your truck is in great shape when it leaves us.

For you, this saves time and effort – and cut costs as driveline repairs and expensive components are included. This, and a smoother running truck, lowers your total cost of ownership.

Improved uptime with Connected Service Planning

How you use your truck over time matters. That's why the Volvo Silver Contract with connected as standard includes Connected Service Planning. Thanks to the truck's connectivity, we can remotely monitor diagnostic trouble codes, selected components and vehicle usage. This information helps Volvo Trucks to understand the time for a vehicles service and enables them to continuously adapt and optimise the maintenance schedule, according to actual usage and condition of your vehicle.

Remote Service Message

The Volvo Silver Contract with connected as standard also includes Remote Service Message. When a service is required, the dealer is notified, and a message is activated in the instrument cluster to inform the driver. This way everybody can plan ahead - helping to keep your truck in reliable, healthy condition for efficient performance.

With remote information from the vehicle, we can pre-plan the complete workshop visit. This means that we contact you to schedule the service visit for a time that is convenient for your operation to ensure that every service visit is as smooth and efficient as possible.

Your digital window with Volvo Connect

Volvo Connect is our customers' digital channel into Volvo Trucks, an ecosystem that simplifies your daily operation through a wide range of digital services in one place – in the office or on the go. The Volvo Silver Contract includes the Insight package *from Volvo Connect*; Vehicles Status, Workshop History, Calendar and Log Book along with the Compliance package from Volvo Connect, the addition of a further suite of digital services that include the Volvo Daily Inspection Tool.

At Volvo Trucks we make it happen – and provide our customers' with a digital one stop shop to access the services and information they need for their business.



FEATURES AND BENEFITS:

- Covers driveline components and repairs
- Covers preventative maintenance
- A service plan tailored to your needs and schedule
- Remote workshop connection – efficient repairs
- Genuine Volvo Parts and Service – no compromise on quality
- Increased uptime
- Fixed monthly fee - improved cost control
- Ensures a well-maintained truck – improved residual value
- Reduced risk for unexpected downtime and expensive repairs
- Volvo Action Service 24/7 On-Call
- Connected Operator - Insight package *from Volvo Connect*, your digital window to your vehicles status, issue reporting, workshop visits and maintenance schedules
- Connected Operator - Compliance package *from Volvo Connect*, the addition of the Volvo Daily Inspection Tool
- Reduced total cost of ownership

Volvo Trucks. Driving Progress

Volvo Silver Contract - Connected as standard

Connected Truck and Connected Operator
including Volvo Action Service 24/7 On-Call

Connected Truck

Connected Service Planning

- Air dryer cartridge
- Battery
- Brake pad wear

- Clutch plate wear
- Engine hours
- Fuel consumption

- Gross Combination Weight
- Topography
- Vehicle mileage

- Oil change prediction
- Road conditions
- Remote software downloads

Remote Service Message

- Oil change prediction

Connected Operator - Insight package from Volvo Connect

- The all-in-one digital venue for a customer's key performance indicators:

- Vehicle Status
- Workshop History
- Calendar
- Log Book

Connected Operator - Compliance package from Volvo Connect

- Digital reporting and compliance management for vehicle and trailer asset defects:

- Volvo Daily Inspection Tool

Volvo Action Service 24/7 On Call

- VAS On-Call – the Uptime Centre just a touch of a button away

Preventative Maintenance*

Lubrication, oil and fluid level check

- Chassis lubrication
- Cab lubrication
- Check oil levels in different compartments and change filters including cab filter
- Change engine oil and filter
- Change gearbox oil and filter
- Change rear axle oil
- Check/change hub reduction oil if applicable
- Check fluid levels

In the cab

- Check warning and indication lights
- Check fault codes
- Check function of parking heater
- Check of engine control in cab
- Check retarder controls
- Check start of engine and starter element
- Check of pressure regulator operation
- Check of compressor function and condition
- Check of brake system
- Check of parking brake and blocking valve
- Check of engine brake
- Check gear shift linkage and clutch pedal
- Check of bogie lift
- Check of hinges, locks, and sealing stripes

External

- Check of lights, wipers and washers
- Check rear view mirrors and reflectors
- Change of air filter for ventilation system
- Check of refrigerant tank, condenser, pipes
- Check cab attachment, hydraulic system, locking devices, grille and cab tilting
- Check of batteries – dirt, leakage, attachment, specific gravity of battery acid, fluid level, connections and battery box
- Check battery fixing and connections
- Check fuel tank
- Check water separator for fuel system, draining of condensed water
- Check tyre wear

Engine compartment

- Check all mountings
- Check all electrical connections and cables
- Check drive belts
- Check of compressor for ventilation system
- Check pressure testing of cooling system
- Check coolant
- Check radiator and radiator fan
- Check sealings, hoses, pipes and lines
- Check for exhaust leakage

- Check power steering
- Check of air intake between air intake and turbo
- Check of turbocharger and EP governor
- Check of pump coupling for injection pump
- Check security of servo pump, oil lines and steering gear
- Check of sound baffles for engine
- Check valve clearance (if applicable)
- Check unit injector clearance (if applicable)

Front suspensions, steering gear

- Check air dryer
- Check gaiters and clearance for ball joints
- Check of steering link system
- Check of front shock absorbers
- Check of steering knuckle bearing
- Check of front wheel bearings
- Check of front wheels

Checks beneath vehicle

- Check of tightness, bearing clearance and ventilation on driving front axle (where fitted)
- Check clutch / record thickness
- Check gearbox, transfer gearbox and power take-off
- Check speedometer sensor and joint coupling
- Check retarder

- Check rear axle and hub reduction
- Check propeller shafts
- Check exhaust pipe and silencer of particulate filter
- Check springs and U-bolts
- Check of anti-roll bar
- Check of rear shock absorbers
- Check of bogie lift
- Check of air suspension
- Check of chassis frame and cross-members
- Check lubrication system (central lubrication)
- Check of compressed air lines and hoses
- Check of rear wheels
- Check of differential locks
- Check / test of brakes
- Check of load sensing valve
- Check wheels fit correct torque
- Check valve performance
- Check driving controls
- Record brake line thickness
- Record road brake performance

Additional operations as per the service schedule (based on age / mileage)

- Belt tensioner, alternator, replace
- Filter insert, air cleaner, replace. Only valid for primary filter
- Air filter secondary filter, replace
- Alternator drive belt, replace
- Charging regulator, replace

- Air drier cassette, replace
- Drive belts fan, replace
- PTO oil & filter (factory fitted), replace
- Hydraulic retarder oil & filter (factory fitted), replace
- Filter, water separator, replace
- Fuel filter, replace
- Valves and unit injectors, adjust
- Filter for fuel tank ventilation, replace
- DPF - Particulate filter insert replace
- Coolant, replace
- Filter, AdBlue, replace (exc. Euro 6)
- Fan belt tensioner, replace
- Rasec drive belt & tensioner, replace

Other

- Vehicle chassis wash, one per year prior to MOT test
- MOT annual test including submission to test station, administration and test fees
- A minimum four loaded roller brake test per year
- Tachograph test and calibration (biennial)
- Road test (not on OLI)

Driveline Repairs

Engine

- Connecting rods and bearings
- Coolant pump
- Crank mechanism
- Cylinder head, cylinder block
- Cylinder liner and pistons
- Electric air pre-heater
- Engine ECU
- Fan
- Flywheel / flywheel housing
- Fuel pump

- Injection pump, unit injectors
- Inlet and exhaust manifolds
- Intercooler
- Oil pump and oil cooler
- Radiator
- Timing mechanism and camshaft
- Turbocharger, Turbo compound
- Valve mechanism and valve cover
- Volvo engine brake / exhaust brake
- Starter motor
- Alternator

Transmission

- Gearbox / gearchange ECU
- Gearbox / clutch housing
- Gears, bearings and shafts
- Gear lever, gear shift controls
- Oil pump and oil cooler
- Selector forks
- Synchronising parts
- Differential gear
- Differential / rear axle housing

- Differential lock
- Drive shaft
- Hub reduction
- Propeller shaft and bearings
- Sealings and gaskets

General

- Compressor
- Brake ECU

Possible contract options

Collection and delivery of the vehicle for routine servicing • Maintenance of tail lift • Maintenance of trailer coupling • ADR inspections