



**CERTIFIED BODY & PAINT SERVICE CENTER**



# VOLVO'S TRADITION OF QUALITY, STYLING AND INNOVATIVE SAFETY ENGINEERING IS LEGENDARY.



At Volvo, we take pride in our exacting standards in both the cars we design and manufacture, and in our longstanding commitment to our core values: quality, safety and environmental care. We know that body and collision repair is something that's not often discussed because they usually are a result of an unfortunate circumstance. At Volvo, we are convinced that safety is no accident and we want to be sure that you keep your Volvo a Volvo by using a Certified Body & Paint Service Center for all of your body repair needs.

## IS YOUR VOLVO IN NEED OF BODY REPAIR WORK?

In the event that your Volvo requires body or collision repair, your Volvo retailer is the place to call. They will make sure that you have the opportunity to choose the best repair solution available – whether it's through their own Certified Body Shop or through an independently owned shop that meets Volvo's certification standards.



## STANDARDS FOR FACILITIES & REPAIR WORK

To ensure that your Volvo is returned to its pre-accident condition, Volvo has established CERTIFICATION REQUIREMENTS that body shops must meet in order to be approved. The certification standards address four main areas: Facilities, Management, Competencies & Training, and Tools & Equipment. This means that if you take your vehicle to a Volvo Certified Body & Paint Service Center, all work will be performed to Volvo's exacting standards by highly trained auto body repair technicians.

## VOLVO GENUINE PARTS

The structural integrity of your Volvo depends on the quality of every body part used. Volvo genuine safety components and systems are designed to interact to reduce the harmful effects of a collision. Plus, they offer better fit and appearance and one of the best-limited warranties in the industry. That's why it's important to insist on Volvo genuine replacement parts whenever possible. Volvo Certified Body & Paint Service Centers always recommend installing Volvo Genuine Parts so your Volvo will perform like it was designed to.

## WHAT ABOUT THE INSURANCE COMPANY?

In some cases, your Volvo retailer will deal directly with your insurance provider, or they may simply refer you to a certified shop. Either way, you'll deal with someone experienced in handling all repair details, including working with insurance companies and planning the repair work so that your Volvo will be ready on the date it is promised. In many cases the body repair specialist will help facilitate arrangements for alternate transportation.

## MANY SATISFIED VOLVO OWNERS

The goal of Volvo Certified Body & Paint Service Centers is nothing short of completely satisfying you – the Volvo owner. Volvo also wants to be sure that in the event of an accident, your Volvo gets restored to its pre-accident condition. If you are involved in an accident and ever need body repair work, call your local Volvo retailer first.



## VOLVO CERTIFIED BODY & PAINT SERVICE CENTERS

The one source for hassle-free collision care management.

- Vehicle recovery assistance
- Liaison with insurance company
- Expert inspection and evaluation
- Facilitation of alternate transportation
- Repairs performed to Volvo's demanding standards
- Trained Technicians
- Special Tools & Equipment
- Volvo Genuine Parts installed – covered by Volvo's 24-Month Limited Warranty
- Superior customer satisfaction.