



# Service Manager Bulletin

TITLE:

**Volvo Car Bookstore: Technical Information, Owner's and Aftersales Support Materials**

<b>GROUP:</b> 00	<b>NO:</b> 199	<b>ISSUING DEPARTMENT:</b> Service Operations		<b>CAR MARKET:</b> United States and Canada	
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## "Right first time in Time"

The online bookstore, [www.volvotechinfo.com](http://www.volvotechinfo.com), serves Volvo Retailers, Independent Repairers and consumers throughout the United States and Canada by providing easy order-access to service, parts, owners' literature and Aftersales Support Materials over the Internet.

- Volvo Retailers, see: EGB 00-428.
- Volvotechinfo.com provides independent repairers access to VIDA/Software Downloads.
- Volvotechinfo.com provides certified locksmiths (Associated Locksmiths of America) access to key codes.
- All non-Volvo Retailers should use the New User section of Volvotechinfo.com to set up an account or call 1-800-25VOLVO (1-800-258-6586).

Developed in partnership with the Ken Cook Co., the online bookstore lets Independents and consumers set up accounts and make purchases. Retailers can securely order and charge items to their existing accounts while preserving existing wholesale and shipping arrangements.

We hope the online bookstore simplifies your shopping. As always, you are welcome to call (1-800-258-6586) if you have any additional questions.

NOTE: Volvo Retailers must place orders online; orders cannot be placed by calling 1-800-25VOLVO (1-800-258-6586).