



Service News

To: Service Directors
General Managers
Service Managers

Region: ☒ U.S.
☒ CAN

Bulletin: SNV21-003
Date: February 16, 2021
Valid to: December 31, 2021
Action Required? ☐ Yes ☒ No

From: Magnus Gustafson – VP, Aftermarket Quality & Operations
Subject: Dealer Afterhours Support

The dealer afterhours support program is intended to deliver a consistent customer experience during afterhours; when dealerships close for the evening and/or weekend.

As Volvo Action Service does not manage the afterhours support lines during the day, forwarding phones due to unforeseen closures (weather related, COVID, etc.) is not recommended. We instead propose having a recorded message on your dealership's main phone line informing customers of alternative options. In such message, it is encouraged to provide the Volvo Action Service number (800-52-VOLVO) should a customer experience an emergency breakdown and need assistance. Furthermore, if the dealership is on the afterhours support program, but are unable to temporarily provide true afterhours service (i.e., callouts, gate access, parts access), please follow to the above guiding principles.

Adhering to the above will ensure a better overall customer experience when contacting your dealership in the event of an unexpected closure.

If you currently are not on the afterhours program and would like to learn more and/or sign up, please reference Trucks Dealer Portal – Uptime → Uptime Services → Afterhours Support or contact Kim Skrzecz, Director Uptime Support Kim.Skrzecz@volvo.com