

Model Year 2023 Pure Electric Volvo Customer Delivery Agenda

Before Delivery

10 Days Before Delivery

Review at-home charging solutions. *Consider cable length, charger types/installation, and placement.*

3 Days Before Delivery

Confirm delivery date, time, and expected duration of Day of Delivery activities.

Review “Customer Help” (Owner’s Manuals) link, “Life in Electric” videos, Volvo Customer Care (1-800-458-1552), and Volvo Cars Support Site.

Review Pure Electric Volvo Pocket Guide.

Confirm Google account information.

Download Volvo Cars app to mobile device, and create a Volvo ID and password in the app.

ChargePoint Account Setup: Download the mobile app in preparation to sync to in-car app, which enables touchless pay public charging.

Electrify America Account Setup: Download the mobile app and activate complimentary charging offer.

Review available tax credit(s) for potential applicability. *Cash vehicles/not lease*

Visit Volvo Cars USA YouTube channel (<https://www.youtube.com/c/VolvoCarsUS>) to view a range of informative videos on key features, technologies, and safety systems.

Day of Delivery

Retailer: Confirm vehicle is ready for delivery, including installation of any accessories, and charged 100%.

Review keys’ functionality; vehicle unlocking/locking.

Review primary controls, incl. seats, mirrors, steering wheel, lights, wipers, shifter, parking brake, and front trunk.

Complete owner profile, log in with Google account; pair phone.

Demo infotainment screen with Google built-in*; review Settings, Climate, Google Maps, and Google Play Store for entertainment apps.

Show the state of charge estimation in Google Maps for a set destination.

Demonstrate how to use the Range app in the center display.

Pair the Volvo Cars app with the car.

Demonstrate controls and voice commands.

Charging – set default charging speed to 48 amps.

Review AC/DC basics.

View in-car charging info screens.

Review “Hey, Google, find a charging station.”

Demo long-route planning and charging planning.

Review 90% charging setting and why to never deplete battery to 0%.

Charging cable: Walk through use of standard charging cable – review need to match cable-charging amps.

Demonstrate charging process; vehicle lock/unlock; lights.

Demonstrate One Pedal Drive and review regenerative braking.

* Google, Google Play, and Google Maps are trademarks of Google LLC. Google services are included in the 4-year Digital Services package.

Day of Delivery (continued)

Demonstrate how a customer can access Volvo Owner’s Manual via the Volvo Cars app information tab.

Retailer: Conduct “Facility Tour,” including introduction to Service Advisor and review of service/warranty info.

Retailer: Review scheduled maintenance; introduce “My Volvo Experience”; offer to book first service using Volvo Cars App.

Retailer: Verify all documentation, in digital form and/or, upon request, paper copies.

Review “Customer Help” resources (such as the Digital Owner’s Manual; 1-800-458-1552 24/7/365 helpline; Volvo online support).

Schedule “Second Delivery” to answer follow-up questions, ideally about a week after the day of delivery.

After Delivery

Retailer: 1-2 days after delivery, follow up with customer to see if there are any questions or concerns, and confirm Second Delivery.

VIN

Stock No.

Customer Signature

Sales Consultant/Delivery Specialist, Retailer Code

Sign and attach this agenda and PDS Checklist to the customer deal jacket.