

VOLVO PENTA

AB Volvo Penta

Press Information

Volvo Penta Action Services goes global

The around-the-clock customer care service provided by Volvo Penta has been significantly expanded to offer global coverage in 28 languages worldwide.

Volvo Penta's extensive network of over 3,500 dealers is the first line of support for customers. Now, the global dealer network is backed up by Volvo Penta Action Service globally.

The expanded Action Service is truly global, meaning that all of Volvo Penta's customers will have easy access to the service on a global scale, 24 hours-a-day, 365 days a year – covering all Volvo Penta products.

If a customer experiences a breakdown, they can call Volvo Penta Action Services and the operator will provide support all the way through the case and keep the customer updated on status and progress.

Whenever on-site assistance or technical support is needed, the operator will ensure that the customer is put in contact with the closest Volvo Penta dealer with the right competence to cater for their specific needs.

Any technical issue will be dealt with without delay once a dealer is contacted and will be escalated if necessary.

Expert knowledge

Stephan Orsulic, director of field service support at Volvo Penta, explains that while the service itself is not new, it has been significantly expanded to provide truly global coverage, in many more languages.

“We're a global company with a global presence, but we support our customers locally,” says Stephan.

“We want to have expert knowledge and support as close to our customers as possible.”

Customers have access to support in 28 languages, regardless of where they are in the world. The preferred language can be selected and does not depend on where the customer is located, reinforcing the global nature of the service.

“We want to make sure that no customer is ever stranded without knowing where to turn”, says Stephan. “We strive to provide support where and when our customers need it. When time is of the essence, we’re there to get our customers back in operation as quickly as possible.

“For example, we can now offer the service to someone who is in Africa but only speaks Chinese. We can give them the opportunity to contact a Chinese speaker 24/7, so access to a dealer will be based on language knowledge, not physical location.”

For full details of the numbers to call to access Volvo Penta Action Service, visit Volvopenta.com

Ends.

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For more information, please contact

Jennifer Humphrey

Corporate Communication

AB Volvo Penta

Tel: in +46 (0) 31 323 30

E-mail: jennifer.humphrey@volvo.com

Volvo Penta, with approximately 3,500 dealers in over 130 countries, is a world-leading and global manufacturer of engines and complete power systems for boats, vessels and industrial applications. The engine program comprises diesel and gasoline engines with power outputs of between 10 and 900 hp. Volvo Penta is part of the Volvo Group, one of the world's leading manufacturers of heavy trucks, buses and construction equipment.