



VOLVO ON CALL



## **VOLVO ON CALL**

This document describes the functionality of the Volvo On Call system.

Volvo works continuously to improve our product. Modifications can mean that information, descriptions and illustrations in this supple-

ment differ from the equipment in your vehicle. We reserve the right to make changes without prior notice.

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VOLVO ON CALL

## Volvo On Call

Volvo On Call provides direct contact with the vehicle and extra comfort and assistance 24 hours a day.

The functions are available via the Volvo On Call app<sup>1</sup> and the **ON CALL** and **SOS** button in the vehicle's ceiling console:



It is possible to lock or unlock the vehicle or check the fuel level directly from a phone or other connected device via the Volvo On Call app. In the event of an accident, emergency assistance (ambulance, police, etc.) can be summoned to the vehicle. In less critical situations, e.g. a flat tire, roadside assistance can be called out.

### **i** NOTE

The **SOS** button should only be used in case of accident, illness or if there is an external threat to the vehicle and its passengers. The **SOS** function is only intended for emergency situations. Misuse could incur extra charges.

The Volvo On Call app and **ON CALL** button can be used for all other services, including roadside assistance.

### The Volvo On Call system

Volvo On Call is connected to the vehicle's safety and alarm systems and to other systems in the vehicle, such as lock and climate systems. The vehicle has an integrated modem for communication with the Volvo On Call customer service center and the Volvo On Call app. The Global Navigation Satellite System (GNSS) is used to locate the vehicle.

### Contacting the customer service center

To contact the Volvo On Call customer service center, press the **ON CALL** button or use the Volvo On Call app. You can also call the Volvo On Call service center by phone.

### **i** NOTE

All calls to Volvo On Call customer service center may be recorded.

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<sup>1</sup> App functions vary from market to market.

## Getting started with Volvo On Call

This article describes what is required to get started with Volvo On Call.

### Preparations

Volvo On Call is a factory option and the driver should download the free Volvo On Call app and test it in demo mode before picking up the vehicle from the retailer. This gives the driver the chance to explore most of the functions and learn how the app is used.

### Activating Volvo On Call

When the vehicle is picked up, the retailer will activate the Volvo On Call system and the owner will receive an automatically generated PIN code for Volvo On Call. The PIN code is used for security reasons to identify the owner of the vehicle (or another authorized person such as a family member) and works as a vehicle key.

### Volvo On Call subscription

For the functions to work, the vehicle must have an active Volvo On Call subscription.

A free subscription is initiated when the vehicle is purchased and the system is activated. This subscription is valid for a limited time, but can be extended. Contact your Volvo retailer for more information.

### NOTE

Automatic Crash Notification and the SOS button function even without a subscription.

### Volvo ID and connecting the Volvo On Call app to the vehicle

A Volvo ID is required to use Volvo On Call. After creating a Volvo ID, the Volvo On Call app must be connected to the vehicle.

### Buying a pre-owned vehicle with Volvo On Call

If you have purchased a pre-owned Volvo with Volvo On Call, it is important to delete the data from the previous owner and add your own details for the service to work. Visit a Volvo retailer for assistance.

### Related information

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## Comfort and control with the Volvo On Call app

Volvo On Call users have direct contact with their vehicle via the Volvo On Call app<sup>2</sup>. These functions can provide information such as if a light bulb needs to be changed or if coolant needs to be filled. You can lock and unlock the vehicle, check the fuel level and find your nearest service station. Preconditioning can also be set and started via the vehicle's parking climate or the Engine Remote Start (ERS<sup>3</sup>) function.

The Volvo On Call app is continuously updated. See [volvocars.com/intl/support](http://volvocars.com/intl/support) for current information on available functions for specific vehicle models.

The Volvo On Call app is available for iOS and Android. Download it free of charge from the Apple App Store or Google Play.

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<sup>2</sup> Both the vehicle and the mobile device must have cellular coverage or another Internet connection.

<sup>3</sup> Engine Remote Start is available on certain markets and models.

## Assistance with Volvo On Call

Volvo On Call can provide extra security and assistance in the event of a flat tire, breakdown, accident, etc.

Volvo On Call not only offers extra comfort and control via the app, but also a number of assistance services via the **SOS** and **ON CALL** buttons in the ceiling, such as emergency assistance in the event of an accident, theft notification, help during a trip and remote door unlock.

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## Automatic Crash Notification with Volvo On Call

In the event of a collision, the vehicle can automatically notify the Volvo On Call customer service center, or the nearest emergency service center, which can then summon emergency assistance.

### Volvo On Call Customer service center

If the vehicle's safety system is triggered, e.g. in an accident in which the activation level is reached for the seat belt tensioners or airbags, a signal will be automatically sent to the Volvo On Call customer service center. The following will occur:

1. A message containing information, including the vehicle's location, is automatically sent from the vehicle to the Volvo On Call customer service center.
2. The Volvo On Call customer service center will then attempt to establish voice contact with the driver to determine the extent of the accident and the need for assistance.
3. The Volvo On Call customer service center will then contact the appropriate emergency service (police, ambulance, tow truck, etc.).

If voice contact cannot be established, the Volvo On Call customer service center will contact emergency services for appropriate action.

## Emergency number

When the collision alarm has been activated, the system will attempt to establish contact with the country's Volvo On Call customer service center. If this is not possible, the call will go directly to the emergency phone number for the country/region in which the vehicle is currently located.

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## Emergency assistance with Volvo On Call

In the event of an emergency, press the **SOS** button to contact the Volvo On Call customer service center, or the nearest emergency service center.

### Volvo On Call Customer service center

To call for help in case of illness or an external threat to the vehicle or passengers, the Volvo On Call service center can be alerted manually by pressing and holding the **SOS** button for at least 2 seconds. The Volvo On Call service center is notified, determines the vehicle's position, and tries to establish verbal contact with the driver to find out what type of help is needed.

If voice contact cannot be established, the Volvo On Call customer service center will contact the required emergency service (police, ambulance, tow truck, etc.).

### Emergency number

When the collision alarm has been activated, the system will attempt to establish contact with the country's Volvo On Call customer service center. If this is not possible, the call will go directly to the emergency phone number for the country/region in which the vehicle is currently located.

The **ON CALL** and **SOS** buttons can be deactivated when the vehicle's ignition is in mode **I**, **II** or if the engine is running:

1. Tap **Settings**.
2. Tap **Communication** → **Volvo On Call**.
3. Select **SOS/On Call button lock** to deactivate.

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## Help during a trip with Volvo On Call

If you e.g. get a flat tire, run out of gas or have a dead battery, you can summon assistance using the **ON CALL** button or the Volvo On Call app.

Hold the **ON CALL** button in the ceiling depressed for at least 2 seconds to establish voice contact with the Volvo On Call customer service center. They will consult with you to determine what type of assistance is needed.

You can also call the Volvo On Call customer service center, but the vehicle must be connected to the Internet for the operator to be able to determine its status and location.

### NOTE

The **SOS** button should only be used in case of accident, illness or if there is an external threat to the vehicle and its passengers. The **SOS** function is only intended for emergency situations. Misuse could incur extra charges.

The Volvo On Call app and **ON CALL** button can be used for all other services, including roadside assistance.

The **ON CALL** and **SOS** buttons can be deactivated when the vehicle's ignition is in mode **I**, **II** or if the engine is running:



1. Tap **Settings**.
2. Tap **Communication** → **Volvo On Call**.
3. Select **SOS/On Call button lock** to deactivate.

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### Remote Door Unlock and Remote Door Lock with Volvo On Call

The vehicle can be remotely unlocked via the Volvo On Call customer service center. It can also be locked and unlocked using the Volvo On Call app.

#### Remote Door Unlock (RDU) via the Volvo On Call customer service center

If the vehicle's remote key has been lost or locked in the vehicle, the doors can be unlocked remotely within 5 days with assistance from the Volvo On Call customer service center.

1. Contact the Volvo On Call customer service center (via the Volvo On Call app or by phone).
2. After confirming that the caller requesting the remote door unlock is the vehicle owner or another authorized person by verifying the PIN code, the Volvo On Call customer service center will send a signal to unlock the vehicle.

3. Press lightly on the rubberized pressure plate on the underside of the trunk lid/tailgate handle to unlock the vehicle.
  - > All doors can now be opened normally.

#### **i** NOTE

If the rubberized pressure plate on the trunk lid/tailgate is not pressed within the time set by the Volvo On Call customer service center, the vehicle will be relocked.

#### **i** NOTE

If the vehicle is in a parking garage or similar enclosed area, the remote unlock function may be limited due to poor signal reception.

### Locking/unlocking using the Volvo On Call app

The status of all doors and windows will be displayed. The driver can remotely lock and unlock the vehicle for up to five days after the vehicle has been locked. For security reasons, your Volvo ID password is required to unlock your vehicle using the Volvo On Call app.

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**Theft notification with Volvo On Call**

When the vehicle's alarm is armed, the vehicle owner will receive a message to the phone number registered with the retailer and then a push notice to the Volvo On Call app.

If the alarm is not switched off within a short period of time, an operator at the Volvo On Call customer service center will be automatically notified. The operator will attempt to contact the vehicle owner by phone. If it turns out that the vehicle is being used by an unauthorized person, tracking can be started. The police will then be notified.

If the alarm is turned off using the remote key, the service will be interrupted.

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## Remote Vehicle Immobilizer (RVI) with Volvo On Call

If your vehicle is stolen, an immobilizer can be activated remotely<sup>4</sup>.

If the vehicle has been stolen, the owner can contact the Volvo On Call customer service center (by phone or via the Volvo On Call app) or the authorities.

### NOTE

This applies even if the vehicle has been opened and stolen using the associated remote key.

After consulting with the authorities, the Volvo On Call customer service center can deactivate the remote keys to prevent the vehicle from being started. A deactivated vehicle can only be started by contacting the Volvo On Call customer service center and after authorization has been verified using your PIN code. The Volvo On Call customer service center will then reactivate the remote keys.

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## Customer service via Volvo On Call

Press the **ON CALL** button for answers on general customer questions.

The **ON CALL** button can be used to contact the Volvo On Call customer service center for questions concerning vehicle usage. Operators are available for assistance 24 hours a day.

The Volvo On Call customer service center can also be reached via the Volvo On Call app or by phone.

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<sup>4</sup> Only where law permits and in cooperation with proper authorities.

## Volvo On Call availability

To save the battery, the Volvo On Call system is programmed to shut down when the vehicle is not used for long periods of time.

Volvo On Call is fully available for 3 days and then has limited availability for the subsequent 14 days, during which the system connects to the network once an hour. After a further 17 days, the system is disabled to save the battery. It resumes full availability once the vehicle has been started.

### WARNING

The system's service only work in areas in which Volvo On Call's partners have cellular coverage and in markets where Volvo On Call is available.

Just as with cellular phones, atmospheric disturbances or areas with fewer transmitters, e.g. sparsely populated rural areas, can make connection impossible.

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## Volvo On Call abroad

Volvo On Call services may vary when driving in other countries.

When you push the **SOS** button, you will always be connected to the Volvo On Call customer service center for the market in which the vehicle is currently located. If there is no Volvo On Call customer service center, the nearest emergency service center will be contacted.

When you press the **ON CALL** button, you will always be connected to your home country's Volvo On Call customer service center.

However, Volvo On Call services will not be available in countries without roaming agreements.

For more information, please contact a Volvo retailer.

## Related information

- Volvo On Call (p. 4)

## Phone number to the Volvo On Call customer service center

Country	Calling from within the country	Calling from another country
Albania	+385 162 698 40	+385 162 698 40
Australia	1800 186 586	Not applicable
Belgium	02 773 62 22	+32 2 773 62 22
Bosnia/Herzegovina	+385 162 698 40	+385 162 698 40
Brazil	0800 70 775 90	Not applicable
Bulgaria	+359 291 146	+359 291 146
Cyprus	+357 777 724 33	+357 777 724 33
Denmark	070 21 50 53	+45 702 150 53
Estonia	80 07 777	+372 602 23 65
Finland	09 374 77 310	+358 9 374 77 310
France	0810 800 454	+33 1 49 93 72 79
Greece	+30 210 9988 199	+30 210 9988 199
Ireland	01 637 36 50	+353 1 637 36 50
Iceland	+354 515 70 00	+354 515 70 00
Italy	02 266 29 271	+39 02 266 29 271
Canada	855 399 4691	+1 855 399 4691
Kazakhstan	+7 495 212 24 68	+7 495 212 24 68

<b>Country</b>	<b>Calling from within the country</b>	<b>Calling from another country</b>
China	400 606 1635 <sup>A</sup>	+86 40 606 1635 <sup>A</sup>
Kosovo	+385 162 698 40	+385 162 698 40
Croatia	+385 162 698 40	+385 162 698 40
Latvia	800 070 77	+371 661 008 21
Lithuania	8 800 100 18	+370 521 650 10
Luxembourg (customer service center located in Belgium)	+32 2 773 62 22	+32 2 773 62 22
Macedonia	+385 162 698 40	+385 162 698 40
Malta	+356 255 925 64	+356 255 925 64
Moldavia	+373 225 789 13	+373 225 789 13
Montenegro	+385 162 698 40	+385 162 698 40
Netherlands	020 851 22 78	+31 20 851 22 78
Norway	800 30 060	+47 22 32 39 50
New Zealand	09 975 1948	+64 9 975 1948
Poland	+48 22 537 43 43	+48 22 537 43 43
Portugal	800 206 670	+351 219 429 107
Puerto Rico	855 399 4691	+1 855 399 4691
Romania	313 200 200	+36 145 844 47
Russia	+7 495 212 24 68	+7 495 212 24 68
Switzerland	044 283 35 70	+41 44 283 35 70





<b>Country</b>	<b>Calling from within the country</b>	<b>Calling from another country</b>
Serbia	+385 162 698 40	+385 162 698 40
Slovakia	+421 258 252 186	+421 258 252 186
Slovenia	+385 162 698 40	+385 162 698 40
Spain	091 325 55 09	+34 91 325 55 09
United Kingdom	0800 587 9848	+44 20 860 39 848
Sweden	020 55 55 66	+46 31 518 335
South Africa	0800 698 6586	Not applicable
Czech Republic	+420 800 050 296	+420 296 787 297
Turkey	444 4 858	+90 212 356 13 17
Germany	089 208 018 747	+49 89 208 018 747
Belarus	+7 495 212 24 68	+7 495 212 24 68
Ukraine	0800 303 555	+380 444 950 078
Hungary	06 80 200 269	+36 1 345 17 75
USA	855 399 4691	+1 855 399 4691
Austria	+43 1 525 03 6244	+43 1 525 03 6244

<sup>A</sup> This phone number does not apply for the Information and Concierge Service or Roadside Assistance.

### Related information

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## Volvo On Call PIN code

The PIN code is used for security reasons to verify that a person is authorized to use Volvo On Call services in a particular vehicle.

The four-digit PIN code is automatically generated by the Volvo On Call customer service center or an authorized Volvo retailer. The code is sent to the vehicle owner and is used to identify persons authorized to use certain Volvo On Call services.

## Using the Volvo On Call PIN code

For security reasons, a Volvo On Call PIN code is required for the following services:

- Creating a connection between the Volvo On Call app and your Volvo.
- Unlocking your vehicle remotely via the Volvo On Call customer service center.
- Setting up new app users for your vehicle.
- Canceling your Volvo On Call subscription via the app, e.g. if the vehicle changes owners.

## If you have forgotten or want to change your PIN code

If the PIN code has been forgotten or needs to be changed (e.g. when a previously owned vehicle with Volvo On Call has been purchased), contact

- a retailer or
- the Volvo On Call customer service center using the **ON CALL** button, the Volvo On Call app or by calling the hotline phone number.

The new code is sent to the car owner.

## If an incorrect PIN code has been entered in the Volvo On Call app multiple times

If an incorrect PIN code has been entered incorrectly 10 times in a row, the account will be locked. To use the app again, a new PIN code must be selected and a new app account created following the same process used to create the previous app account.

## Difference between Volvo ID password and Volvo On Call PIN code

The Volvo ID password is required to log in to the Volvo On Call app. The PIN code for Volvo On Call is the four-digit code used for the above services. The PIN code shows that the user is authorized.

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- Buying or selling a vehicle with Volvo On Call (p. 16)

## **Buying or selling a vehicle with Volvo On Call**

If the vehicle changes owners, it is important to cancel the Volvo On Call service.

### **Canceling the Volvo On Call service**

If the vehicle changes owners, contact a Volvo retailer to cancel the service. The retailer will cancel the subscription and delete the service history. The service can also be canceled using the Volvo On Call app.

If the vehicle changes owners, it is important to reset all personal settings and user data in the vehicle to the original factory defaults. This is done via the Settings menu in the center display.

The owner should not change or erase their Volvo ID when the vehicle is sold. The Volvo ID is personal. However, vehicle ownership should be canceled and the link between the Volvo On Call app and the vehicle deleted.

### **Change of ownership to another country**

When a vehicle is purchased and imported to another country, it is important that the owner visits a retailer in the country in which the vehicle was purchased. The retailer will then delete all customer data in their systems. The owner should then contact a retailer in the country in which the vehicle is imported for assistance starting the Volvo On Call service.

### **Starting the Volvo On Call service**

If you purchase a previously owned vehicle with Volvo On Call:

The new owner should contact his/her Volvo retailer to transfer the remaining time on the subscription to the new owner. If this has not already been done, the retailer will delete all of the previous owner's information. All contact details must be updated for Volvo On Call to function and to ensure the previous owner is no longer authorized to use Volvo On Call services in the vehicle.

The Volvo retailer will inform the new owner of the status of the vehicle's Volvo On Call subscription. The new owner will receive a personal four-digit PIN code that will be required for the owner (or another authorized person) to access certain services. If the owner doesn't already have a Volvo ID, this will need to be created so that the Volvo On Call app can then be linked to the vehicle.

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### **Backup battery for Volvo On Call**

If the main battery has no electrical current, the Volvo On Call backup battery will take over so that the system can still be used. The backup battery has a limited lifespan. When the battery requires servicing or replacement, a message (**Volvo On Call Service required**) is shown in the instrument panel.

If the message persists, contact an authorized Volvo workshop.

### **Related information**

- Volvo On Call (p. 4)

## Personal information and Volvo On Call

Personal information is gathered for use with the Volvo On Call service.

Volvo Car Corporation is responsible for processing and storing Volvo On Call-related information. This information is treated according to legislation and regulations pertaining to data of this type.

### Why information is gathered

Personal information is used by Volvo Cars and its partners to provide and develop the Volvo On Call service.

### What types of personal data are processed?

The primary types of personal information gathered for Volvo On Call-related purposes are:

- Personal information that the customer provides in connection with the activation of the Volvo On Call service and during other contact with Volvo Cars, including name, address, telephone number, type of service and the duration of the service.
- When information about a specific Volvo On Call-related event is automatically transmitted from the vehicle. A message of this type contains: the vehicle identification number (VIN), time when the service is used, type of service, if airbags have

been triggered, if the seat belt tensioners have been triggered, current fuel level, current temperature inside and outside the vehicle, whether the doors are locked and windows are closed and the vehicle's last six locations, including speed and direction.

- Other information associated with the owner/driver, such as telephone calls with people in the vehicle, the customer service center that provided the service and notes made by the customer service operator.

### Access to my personal information

Volvo uses sub-contractors to provide the service. These subcontractors work on behalf of Volvo Cars and may only process personal information to the extent necessary to provide the service. All sub-contractors are bound by agreements requiring them to observe strict confidentiality and to treat personal details in accordance with applicable legislation.

### Deleting personal information

The personal details required to provide the Volvo On Call service are stored during the subscription period and thereafter for as long as necessary in order for Volvo Cars to fulfill its obligations according to legislation and other regulations. Information generated during events covered by the Volvo On Call service is deleted 100 days after an event has occurred.

### Corrections and register extracts

Private persons have the right to request corrections of incorrect information and to obtain an extract showing the personal information that has been processed. Requests for extracts from the register must be submitted in writing and signed by the applicant and include name, address and customer number. The request should be posted to:

#### Volvo Car USA, LLC

Customer Care Center

1 Volvo Drive,

P.O. Box 914

Rockleigh, New Jersey 07647

Phone: 1-800-458-1552

#### Volvo Car Canada Ltd.

Customer Care Centre

9130 Leslie Street, Suite 101

Richmond Hill, Ontario L4B 0B9

Phone: 1-800-663-8255

### Consent to gather personal information

By activating a Volvo On Call subscription in accordance with the instructions in this document, the user agrees to the collection of Volvo On Call-related personal information.



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◀◀ **Related information**

- Volvo On Call (p. 4)



 **WARNING**

### **California Proposition 65**

Operating, servicing and maintaining a passenger vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle).

**V O L V O**