



## Windscreen repair. What is covered?

Windscreen repairs, for Volvo cars only, will be assessed initially to establish that the damage is repairable as stipulated by Volvo Safety Standards:

- Red Zone: Repairs cannot be carried out
- Yellow Zone: Repairs for damage a maximum of 15mm in diameter
- Green Zone: Repairs for damage a maximum of 25mm in diameter
- A repair must be a minimum of 100mm distance from any other repair

You will be advised as soon as possible if the damaged can be repaired. In the case where the windscreen is unrepairable, you will be offered the option of chargeable replacement. Where applicable, the option to have the replacement through your insurance company will also be offered.

Once it has been confirmed that the damage can be repaired, the repair will be undertaken by your chosen authorised Volvo Retailer or Volvo Service Centre in the United Kingdom. The repair will be completed using a professional grade windscreen repair resin method.

## Tyre Repair. What is covered?

Tyre repairs, for Volvo cars only, will be assessed initially to establish that the damage is repairable. If the tyre displays any of the following characteristics, a puncture repair will not be attempted.

- Tread depth (below 1.6mm across the central  $\frac{3}{4}$  of the tyre tread throughout the entire circumference)
- Secondary damage - caused by the injuring object
- Ageing/deterioration of tyre rubber
- Bead damage
- Exposed cords
- Faulty/poor previous repairs

There are certain recommendations set by the British Standard (BS AU 159) that must be adhered to for a puncture repair to be carried out safely. They define limits to the location, size and number of repairs that can be carried out on a tyre. To meet these recommendations and adhere to the safety guidelines, we will only repair a puncture sustained in the 'minor repair area' which is the central  $\frac{3}{4}$  of the tyre. If the tyre has a puncture anywhere outside of this area, we cannot safely repair this section as it is too close to the sidewall. Additionally, if a puncture is over 6mm in diameter, regardless of whether it is in the safe area or not, a repair cannot be carried out as the damage is too big for a safe repair. You will be advised as soon as possible if the puncture can be repaired. In the case where the tyre is unrepairable, you will be offered the option of chargeable replacement.

## **While you wait repairs**

Whenever possible, retailers will endeavour for the repair work to commence as soon as possible after the initial assessment, while you wait. The time required for the repair will be confirmed and needs to be agreed with prior to the repair being started.

The timeframe to commence and complete work is at the retailer's discretion. If the work cannot be carried out post the initial assessment, the retailer will discuss alternative options with you.

## **What to do if you have a complaint**

If you have a complaint about the repair work conducted on your vehicle, you should address the complaint to the authorised Volvo Retailer or Service Centre who conducted the repair. If you have a complaint about any other element, please contact Volvo Cars Customer Services.