MOBILITY BY VOLVO PROGRAM

YOUR GUIDE FOR THE ROAD AHEAD

PROGRAM DATES
JANUARY 2, 2014 – JANUARY 2, 2015
MOBILITY BY VOLVO OFFERS

• UP TO $1,000 REIMBURSEMENT TOWARD THE COST OF ADAPTIVE EQUIPMENT* ADDED TO AN ELIGIBLE NEW VOLVO

MOBILITY BY VOLVO PROGRAM TERMS AND CONDITIONS

Please see your local Volvo retailer for complete program details and vehicle eligibility.

• Offer is limited to up to $1,000 toward the cost of adding adaptive equipment, and $200 on an alert hearing device, per vehicle. Maximum reimbursement is $1,000. Offer only available to legal U.S. residents. Offer is not transferable.

• Offer only available for purchases of new 2013, 2014 and 2015 model year vehicles, properly retired courtesy cars, and retired demonstrators. Offer cannot be applied to the purchase of any other model year Volvo or Volvo courtesy car, models sold directly or indirectly outside of the United States, and/or VCIC (overseas delivery) program sales. Vehicles purchased as used are not eligible.

• Claims must be submitted within 180 days of vehicle purchase.

• Factory or retailer installation options, such as running boards and power-assisted seats, are not considered eligible for reimbursement.

• Offer cannot be used toward the cost of the purchase or installation of Volvo options or accessories, and the payment of sales tax. This offer is subject to federal, state and local taxes.

• Consumers should verify modification information and obtain complete modifier references before having the vehicle modified.

Note: The adaptive equipment listed below is subject to change and should be used for reference purposes only. Volvo Cars of North America, LLC, is providing this information for assistance and reference purposes only — no endorsement is intended. The quality of services and/or equipment provided by others can only be assured by the supplying organization. Consumers should verify information and obtain complete references before beginning any vehicle adaptation.

*ELIGIBLE ADAPTIVE EQUIPMENT

“Adaptive equipment” includes all permanently installed mobility devices, necessary for a person with a physical disability to drive, or be transported in, a vehicle. Options available from the factory or the retailer for installation, such as running boards and power-assisted seats, are not considered eligible for reimbursement.

Although a Driver Assessment Center is likely your best authority on what is right for you or a family member, here are examples of adaptive equipment installations available for Volvo vehicles, approved by Mobility by Volvo:

• Wheelchair or Scooter Carriers
• Lifts/Hoists
• Driving Aids/Hand Controls
1. Obtain a Driving Abilities Assessment

A Certified Driver Rehabilitation Specialist (CDRS) at a driver assessment center will provide a recommendation and help select adaptive equipment for a driver or passenger. Many centers offer adaptive driving training. To find a specialist or center within your own state contact the Association for Driver Rehabilitation Specialists – ADED. Please visit www.driver-ed.org, call 1-866-672-9466 or email info@aded.net

2. Visit your Volvo Retailer

Your Volvo retailer should work with your local mobility equipment provider to ensure you have selected the correct vehicle to suit your adaptive driving requirements. To find a Volvo retailer please visit www.volvocars.com/us and click on the “Find a Dealer” button.

3. Choose a Mobility Dealer/Installer

Selecting a mobility dealer/installer is an important part of the process as they will be responsible for the installation and safety of your adaptive equipment. To help you find a dealer or installer located nearby contact the non-profit organization NMEDA, The National Mobility Equipment Dealers Association. Please visit www.nmeda.com or call 1-866-948-8341.

4. Know your State Laws and Regulations

Licensing requirements for drivers with physical disabilities vary from state to state. Contact your nearest driver’s license office to make sure you’re driving legally, to report physical changes which may affect your license, or if you move to another state where laws can differ.

Consult the agencies that are designed to assist you with your purchase decision.

START THE REIMBURSEMENT PROCESS

1. You or your retailer may obtain a Mobility by Volvo Claim Form by calling the Mobility by Volvo Center 1-800-803-5222 or by completing the online web form “Contact Us” located at www.volvocars.us/mobility.

2. You have 180 days from the sale date of the vehicle to have your vehicle adapted.

3. Once the adaptive equipment is installed on your newly purchased vehicle, please review and complete the following sections on the Claim Form:
   a. Consumer Information – Verify your mailing address as this is where the check will be mailed.
   b. Vehicle Information – Complete the Vehicle Identification Number (VIN), Sale Date and Volvo Model.
   c. Volvo Retailer Information – Complete the Name, Contact, Telephone and E-mail fields.
   d. Adaptive Equipment Installer Information – Ask the installer to complete this portion of the Claim Form.
   e. Signature and Date – Sign and print your name with the date you are mailing the Claim Form.

4. Mail the completed and signed Claim Form to the Mobility by Volvo Center with copies of the following; not submitting this information at the same time will delay the payment of your reimbursement.
   a. Volvo Sales or Lease Agreement.
   c. Medical Prescription (required only for adaptive equipment considered non-traditional). Please call the Mobility by Volvo Center for questions regarding equipment eligibility.

5. You will receive a check from the Mobility by Volvo Center within 90 to 120 days upon approved Claim Form.
QUESTIONS & ANSWERS

How do I receive the Mobility by Volvo Program Claim Form?
Either the customer or Volvo retailer may obtain a Claim Form by contacting the Mobility by Volvo Center at 1-800-803-5222.

What is the time period of the Mobility by Volvo program and which vehicles are eligible?
The current program is in effect from January 2, 2014 through January 2, 2015, and includes new Volvo vehicles* purchased from an authorized U.S. Volvo retailer.

How soon after I purchase my new Volvo do I have to complete the adaptive equipment installation?
Eligible new Volvo vehicles must be upfitted with approved adaptive equipment or alert hearing devices and claims must be submitted within 180 days of the vehicle purchase.

How do I receive my Mobility by Volvo cash assistance?
When the adaptive equipment installation has been completed on your new Volvo, the adaptive equipment dealer will sign the personalized Claim Form obtained from the Mobility by Volvo Center and provide you with a paid invoice. Mail the Claim Form, your Volvo sales agreement, paid adaptive equipment invoice and medical prescription, if a clear definition of need does not exist, to the Mobility by Volvo Center. You will receive a check mailed to you directly from the Mobility by Volvo Center for up to $1,000 toward the cost of your adaptive equipment and up to $200 on alert hearing devices. Maximum reimbursement is $1,000* per vehicle.

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What adaptive equipment qualifies for the cash assistance?
Adaptive equipment is defined as any device that makes it easier for persons with physical disabilities or impairments to drive or be transported in a vehicle. Options available for factory or retailer installation, such as running boards and power-assisted seats, are not eligible. Equipment that is not clearly related to a specific medical need, such as alert hearing devices, swivel seats and pedal extensions, will require original medical documentation clearly detailing the physical disability or permanent impairment for which the equipment is intended. This documentation must be prepared by a licensed, certified medical or medical-related professional.

May I go to any adaptive equipment installer or must I go to a NMEDA member?
You may take your vehicle to the adaptive equipment installer of your choice. The information provided is for assistance and reference only and no endorsement is intended. You should verify information and obtain complete references before any services are rendered.

Is it necessary for me to visit an assessment center before I qualify for Mobility by Volvo assistance?
No. While it is recommended it is not a requirement for eligibility. If you already have equipment you’re going to transfer, or you know what equipment you need, it is not necessary for you to have an evaluation at an assessment center.

May I use the cash assistance toward the purchase of my Volvo?
No. Cash assistance can only be used toward the installation of adaptive equipment or alert hearing devices.

Does newly-purchased used adaptive equipment qualify?
Yes. As long as you have a paid receipt, newly-purchased used equipment acquired for your installation will qualify for assistance.

Can Mobility by Volvo cash assistance be used in combination with other incentives or rebates?
Yes. Mobility by Volvo cash assistance may be combined with all other publicly offered incentive programs in effect at the time of purchase. Please speak with your authorized Volvo retailer for details.

Are used Volvo vehicles eligible?
No. Only new Volvo models purchased from an authorized Volvo retailer are eligible.*

Will Mobility by Volvo cover the cost of transferring my equipment from my old vehicle to a new vehicle?
Yes. The cost of the transfer installation to your new vehicle is covered with a paid receipt. Maximum reimbursement is $1,000* per vehicle.

If I have a family member who requires adaptive equipment assistance to enter or ride in my new Volvo, will Mobility by Volvo cover the cost of the equipment for that person?
Yes. Adaptive equipment required to transport a physically disabled family member is covered up to $1,000 and up to $200 for alert hearing devices. Maximum reimbursement is $1,000* per vehicle.

* Refer to the Mobility by Volvo Program Rules. For complete details see your authorized Volvo retailer.

Mobility by Volvo Center
P.O. Box 312290
Detroit, MI 48231
1-800-803-5222
MobilitybyVolvo@Volvoprogramhq.com
www.volvocars.us/mobility

Volvo New Car Warranty
Damage caused by unapproved or improperly installed adaptive equipment, alert hearing devices and accessories will not be covered under the Volvo New Car Warranty. Owners should refer to the Volvo Warranty and Service Records Information booklet for additional warranty information. Volvo Cars of North America, LLC, assumes no responsibility for death, injury or expenses that result from the installation of adaptive equipment, alert hearing device and non-genuine Volvo Accessories.