



Certification and Sales Process

STEP 1: LOCATE POTENTIAL VEHICLES FOR CERTIFIED INVENTORY

Potential Certified by Volvo vehicles:

- Less than 5 years from original in-service date
- 80,000 miles or lower on odometer.
- Meet or be reconditioned to meet all Certified mechanical and cosmetic standards.

Retired demos and retired service loaners are eligible for Certified status as long as they meet all other eligibility requirements.

STEP 2: OBTAIN VEHICLE HISTORY REPORT

- Run or request Vehicle History Report.
- Upon receipt of “clean” report, continue Certification steps.

Please note: Volvos not eligible for Certified status include those labeled “Lemon law” (indicates manufacturer’s buybacks or voided new-car warranties), observed odometer discrepancies, sold “as-is,” or those with frame damage as announced, declared, or reported by auction or Vehicle History Reports. Please see Inspection Handbook for full list of eligibility requirements.

STEP 3: PERFORM INSPECTION

- Complete Volvo Certified Comprehensive Inspection Report.
- Service tech inspecting vehicle and/or performing service signs Inspection Report.
- Service manager and Certified Pre-Owned manager review and signs Inspection Report.

The inspection is valid for 180 days.

STEP 4: ACQUIRE VEHICLE INTO UCR SYSTEM INVENTORY

- Enter vehicle into UCR system as Certified.
 - Certification will remain valid for 180 days. Once a unit reaches 180 days, certification will be removed from the vehicle until it is re-inspected.
- VIN-Specific Certified Program window sticker will be generated and sent to retail facility.

STEP 5: DISPLAY VEHICLE

Use proper Certified display materials:

- VIN-Specific Certified Program window sticker
- Certified by Volvo Window Clings, Showroom Plates, Mirror Danglers



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STEP 6: SELL VEHICLE

- Explain Certified by Volvo Vehicle Warranty
- Share Vehicle History Report with customer
- Provide customer with copy of inspection report

STEP 7: DELIVER VEHICLE AND REPORT SALE

- Print the Certified by Volvo Warranty (generated via the UCR system: enter the customer's information and print copies for the customer and your records)
- Enter sale into UCR system:
 - o Select "Used Cars" from the Volvo Cars Portal applications shell
 - o Select option 3: "RDR Used Car"
 - o Enter required information
- Review customer communications
- Special Certified by Volvo Welcome Kit will be mailed to the customer once the sale is entered into the UCR system