



Johnson Volvo Cars Durham **New Vehicle Delivery - Customer Preparation**

Congratulations on the purchase of your Volvo!

At Johnson Volvo Cars Durham “We Go The Extra Mile” to ensure we provide our guests with a memorable experience which includes a comprehensive vehicle delivery. We would like to ask you to make a small investment of time to ensure an efficient and productive delivery session.

For New Volvo Customers Prior to Delivery

Volvo Cars App (Utilities)

- 1) On smartphone, search the App Store or Google Play Store and install the Volvo Cars app.
- 2) Create a Volvo ID with an email address and password. The password must contain at least 1 capital letter and a minimum of 8 letters/numbers of your choice.
- 3) Go to your email, open email from Volvo and Verify/Authenticate you as the user. This last step allows you to sign into the app and proceed with the onboarding process.
- 4) The Volvo Cars app email address and password will also be entered into the vehicle during the delivery session; please have this information available at time of delivery.

Note: for customers that have already picked up their Volvo, 2 Key Fobs will be required to complete the process.

G-Mail Address (not mandatory but highly recommended)

- 1) In order to obtain all the benefits and conveniences your Volvo has to offer, we will add your **G-Mail** address into your driver profile; please ensure you have the associated password.
- 2) If you do not have a G-Mail account we recommend creating an account.

Google Assistant (not mandatory at delivery)

- 1) If not already installed on your smartphone, download Google Assistant from the App Store or Google Play Store
- 2) Create account using your current Gmail address and password.

Current Volvo Customers* Utilizing Volvo Cars app Prior to Delivery

Volvo Cars App already installed

- 1) The email and password for the current Volvo Cars app will be required in the new vehicle. If you don't know the password, click FORGOT PASSWORD and follow prompts on your smartphone; also, please ensure you have the latest version (> 5.38) of the Volvo Cars app.
- 2) During delivery we will update Connected Vehicles in the Volvo Cars app.
- 3) If you do not have a G-Mail account we recommend creating an account.

*If you are a current Volvo customer *not utilizing* the smartphone app, follow New Volvo Customer instructions above.

If you have any questions please don't hesitate to call your sales associate.

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