

V O L V O P E N T A

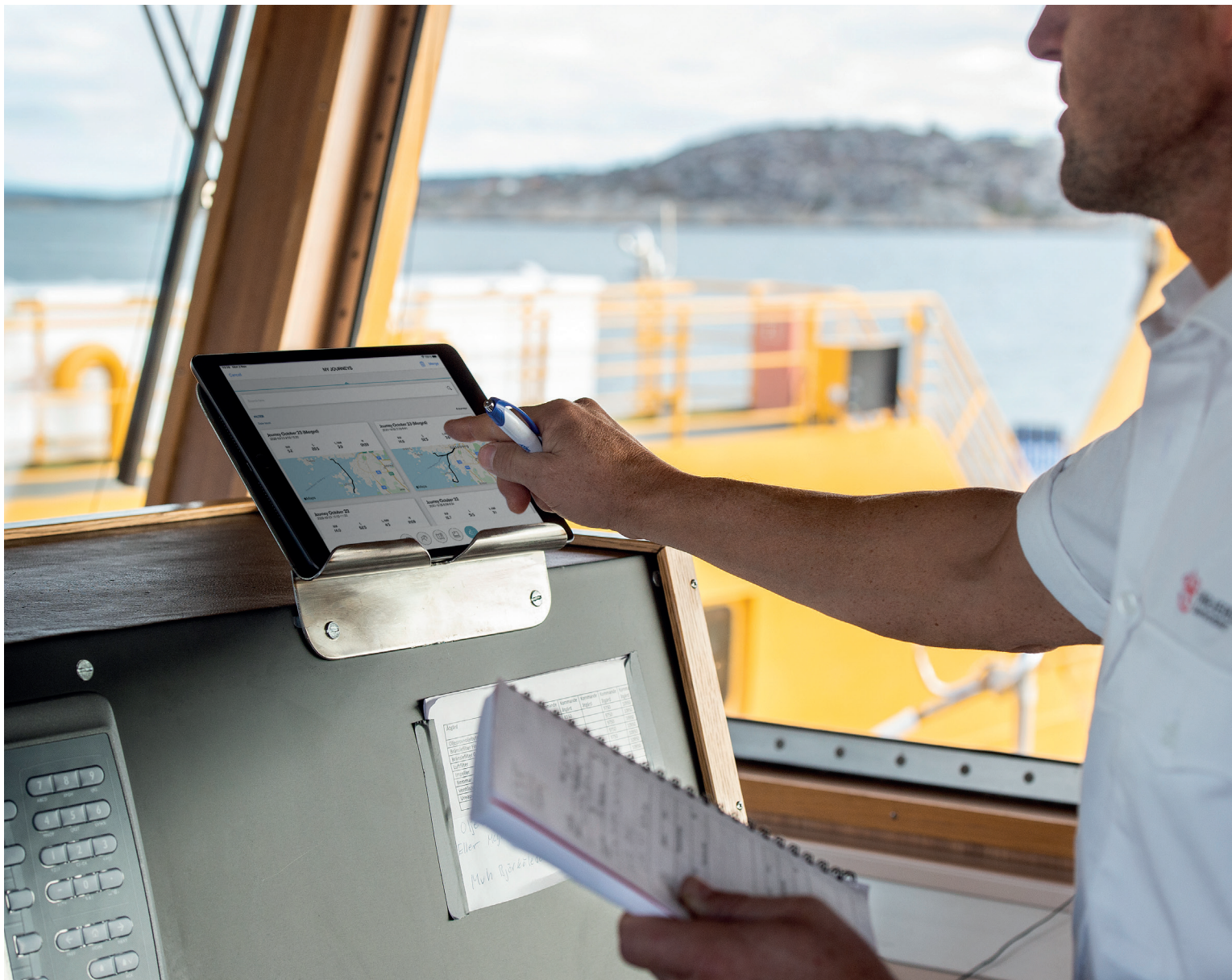
Dealer information

EASY CONNECT

Service Management



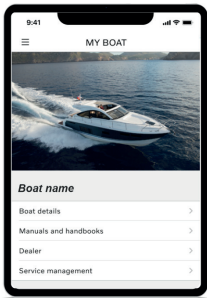
Released in June 2022



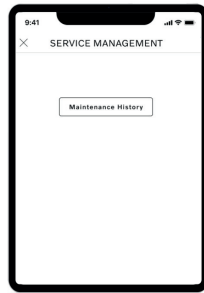
Easy Connect

Now further enhanced by providing digital Service information in the app for the owner as the Service Management menu will present the maintenance history. This means a time saving, digital source of information to the customer, directly derived from Volvo Penta Product Center.

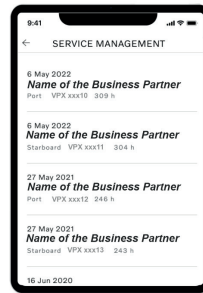
By this new feature, we are providing customer experience value directly connected to the Services.



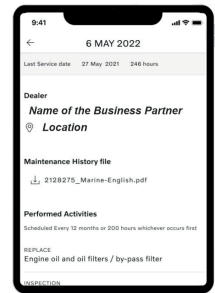
New menu:
Service management



Click to enter
Maintenance history



Click to view
detailed information



Download PDF
or view in the app

News in this release

Maintenance activities, maintenance performed calendar date, operating hours, intervals and items are described under each driveline. The information also includes who, where and what action was taken.

Features


- The owner gets easy access and overview of the maintenance history registered by authorized Volvo Penta Dealer.
- Centrally stored information, accessible through the new Service Management menu within the app.
- Maintenance history in PDF available to view and easy to download.
- Manually uploaded Maintenance history, in original format, is now available for legacy engines.

Benefits for Business Partners

- Time and labor saving as the owner can access maintenance history directly.
- The owner can contact Volvo Penta Business Partner to receive maintenance.
- Dealers can control population and plan maintenance activities regularly and in advance.



Unit Overview

<p>Individual Products in Unit</p> <ul style="list-style-type: none"> Unit <ul style="list-style-type: none"> VC1RL 3615 <ul style="list-style-type: none"> CA1110569 VV 97069 <ul style="list-style-type: none"> A1110478 VV 97134 <ul style="list-style-type: none"> A1110641 	<p>Unit Information</p>  <p>Unit name: PTA31</p> <p>Location (best known): Sweden, fake OperatingConditions (10/6/2021)</p>	<p>Diagnostics & Remote Readout</p> <p>Brand: SARGO</p> <p>Hull ID</p>	<p>Model: 33</p> <p>IMO Number</p>	<p>Detailed Segment: Marine Leisure Diesel</p> <p>MMSI Number</p>	<p>Owner: Jakob Svensson</p> <p>Call Sign</p>
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Buttons: Show Print Preview

Prerequisites

- The End user set as Owner in the Unit information in Product Center.
- The same e-mail address applied between Easy Connect account and End Customer Information section in Product Center. Refer to next page: Overview Customer – Dealer agreement
- Volvo Penta Business Partners register service protocols into Product Center whenever maintenance is performed.

If your end customer is not yet connected, refer to the tutorial video 'How to activate Easy Connect' available on our Dealer information web page.



Dealer information web page

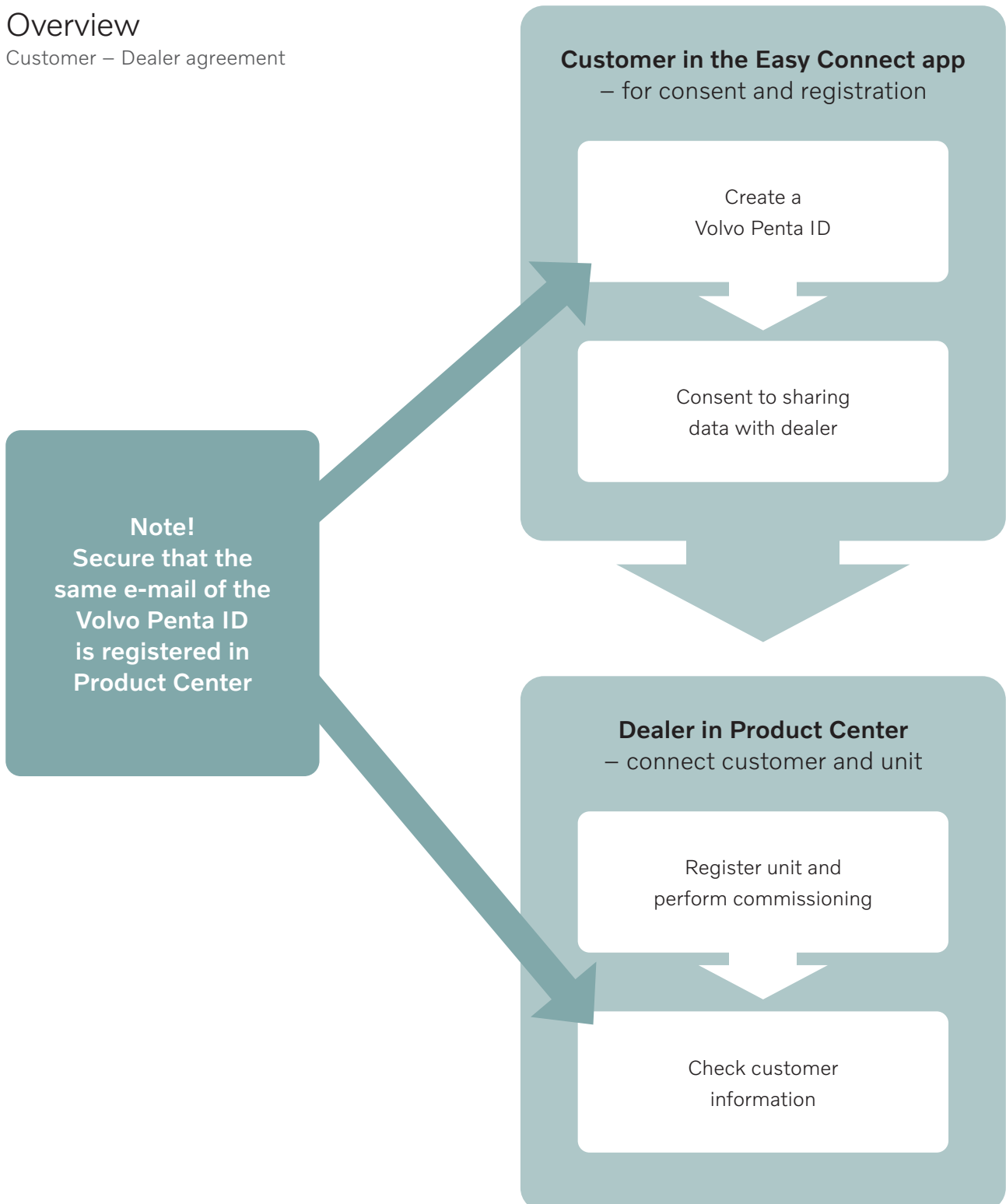


Download the app



Overview

Customer – Dealer agreement



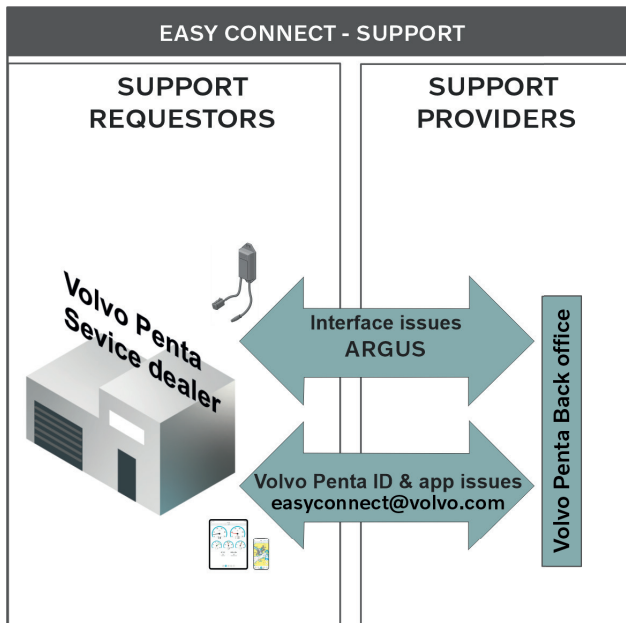


The customer will register the preferred dealer e-mail in the app:

Example of e-mail to dealer, generated in the Easy Connect app, with Active Vessel Status report:



Support



Interface related issues

The Volvo Penta Service dealer will use ARGUS.

Volvo Penta ID & app-related issues

The Volvo Penta Service dealer will use

easyconnect@volvo.com

Find more information

Navigator 640020: VP Product Center - Online Service Protocol:
-Including a guide on how to upload service protocols manually.

List of Frequently Asked Questions (FAQ):

<https://www.volvopenta.com/marine/service-and-support/easy-connect-faq/>

Information, e-learning, marketing material etc. is also available on Easy Connect VPPN (Requires login).

<https://vppn.volvo.com/gpp/index.html#/page/content/offering/18a800e0-bbcb-4dd6-838b-8089cf550435>

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