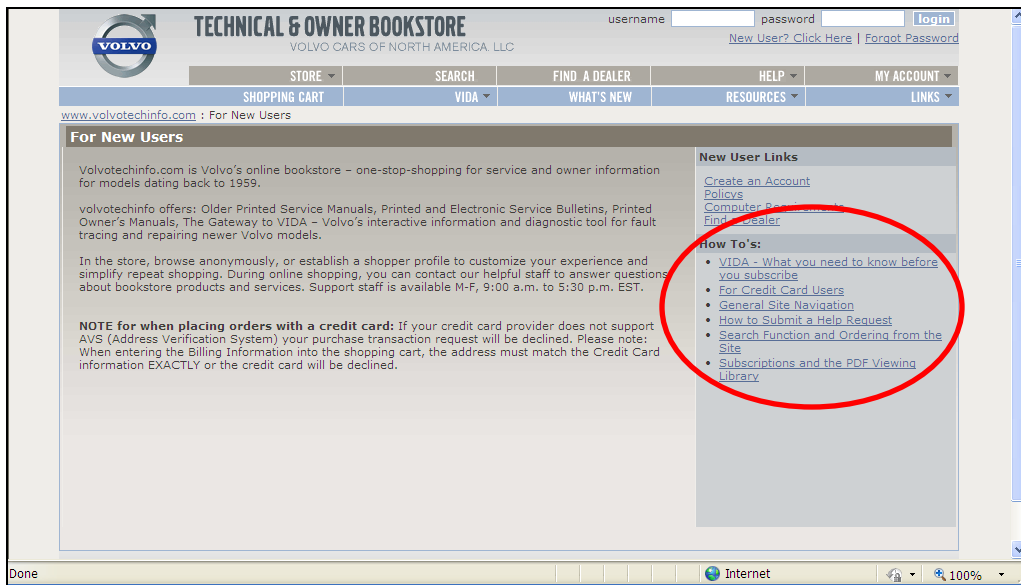


VIDA Purchase and Registration Process for US Independents



1. Log in to Volvotechinfo.com and select "New User"



2. Read information links to get a better understanding of the subscriptions and our policies

VIDA Purchase and Registration Process for US Independents

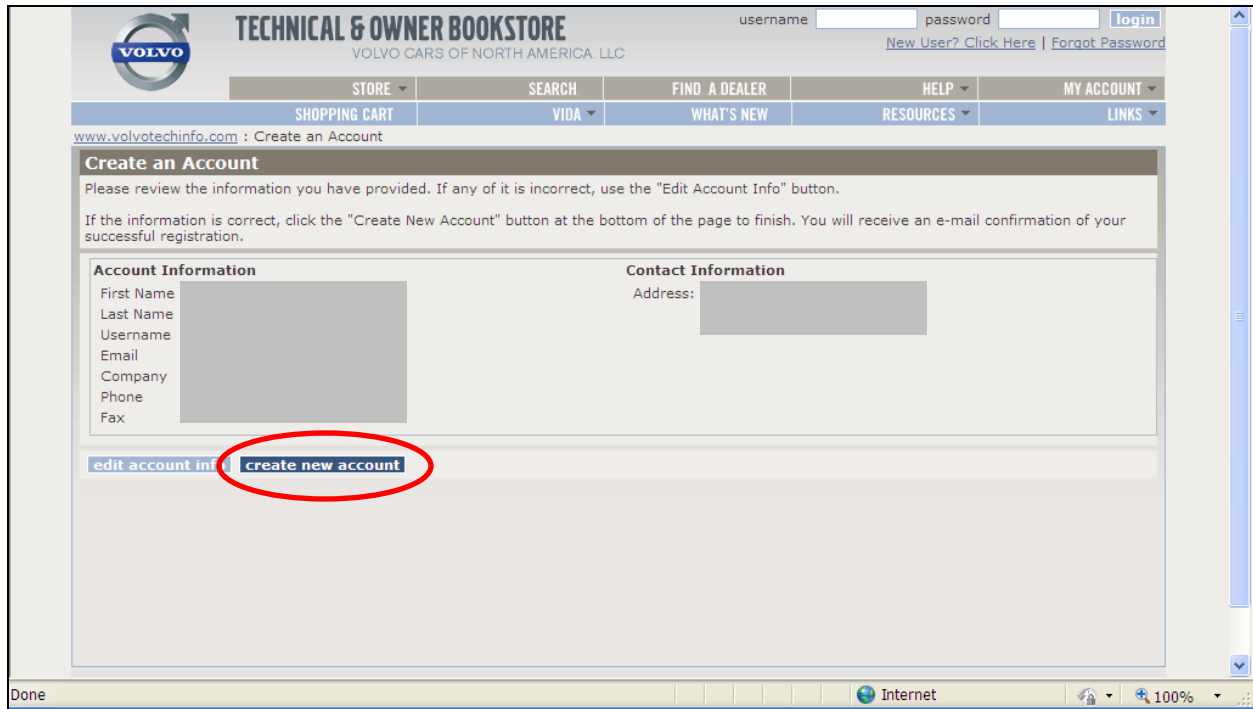
The screenshot shows the 'Create an Account' page on the Volvo Technical & Owner Bookstore website. The page is titled 'Create an Account' and includes a 'Required Information' section. The form is divided into two columns: 'Account Information' and 'Contact Information'. The 'Account Information' column contains fields for First Name, Last Name, Username, Password (repeated), Email, and Email (repeated), along with a Company field. The 'Contact Information' column contains fields for Address 1 - Street, Address 2 - Suite/Apartment, City, State (a dropdown menu currently showing 'Alabama'), Postal Code, Country (a dropdown menu currently showing 'United States'), Phone, Phone Ext, and Fax. A 'submit account information' button is located at the bottom left of the form. The website header includes the Volvo logo, the text 'TECHNICAL & OWNER BOOKSTORE VOLVO CARS OF NORTH AMERICA, LLC', and navigation links for 'STORE', 'SEARCH', 'FIND A DEALER', 'HELP', 'MY ACCOUNT', 'SHIPPING CART', 'VIDA', 'WHAT'S NEW', 'RESOURCES', and 'LINKS'. The browser's address bar shows 'www.volvotechinfo.com : Create an Account'.

3. Setting up an account on www.volvotechinfo.com (VTI) is required to create a VIDA subscription. Click on "Create an Account" and enter information as required on the account page.
Note – Much of our communications outward is via email. Be sure to add an email address that you frequently view.

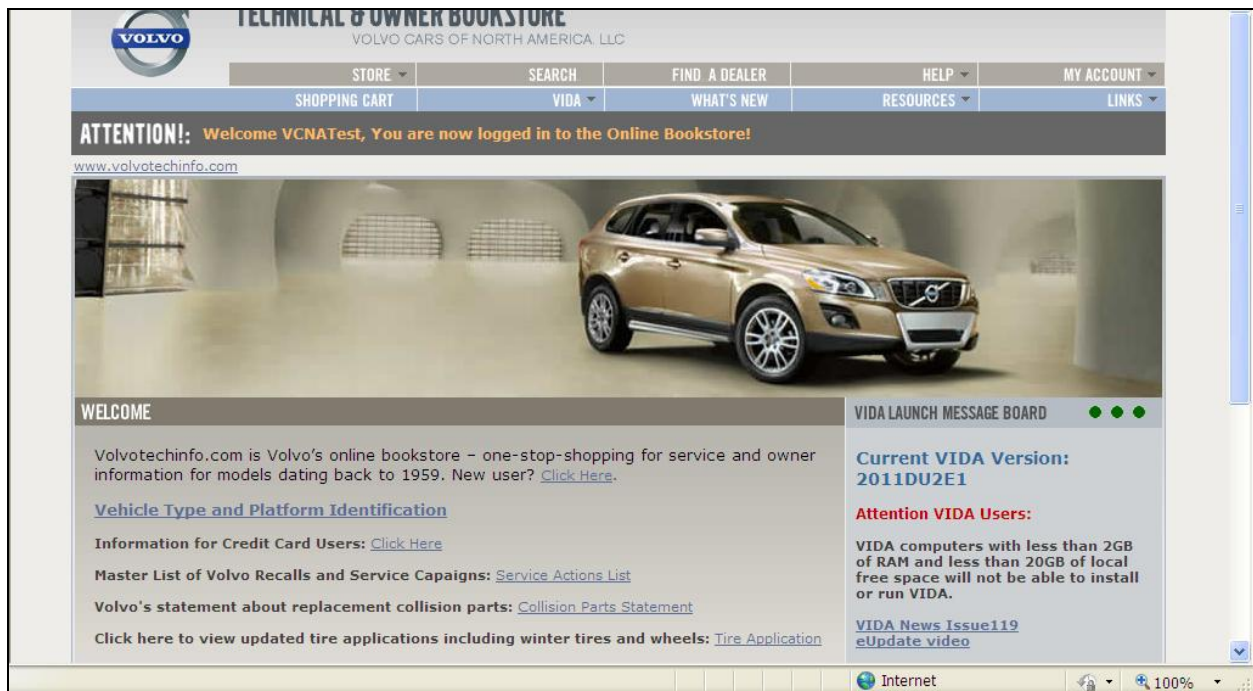
submit account information

4. Click "Submit Account Info"

VIDA Purchase and Registration Process for US Independents

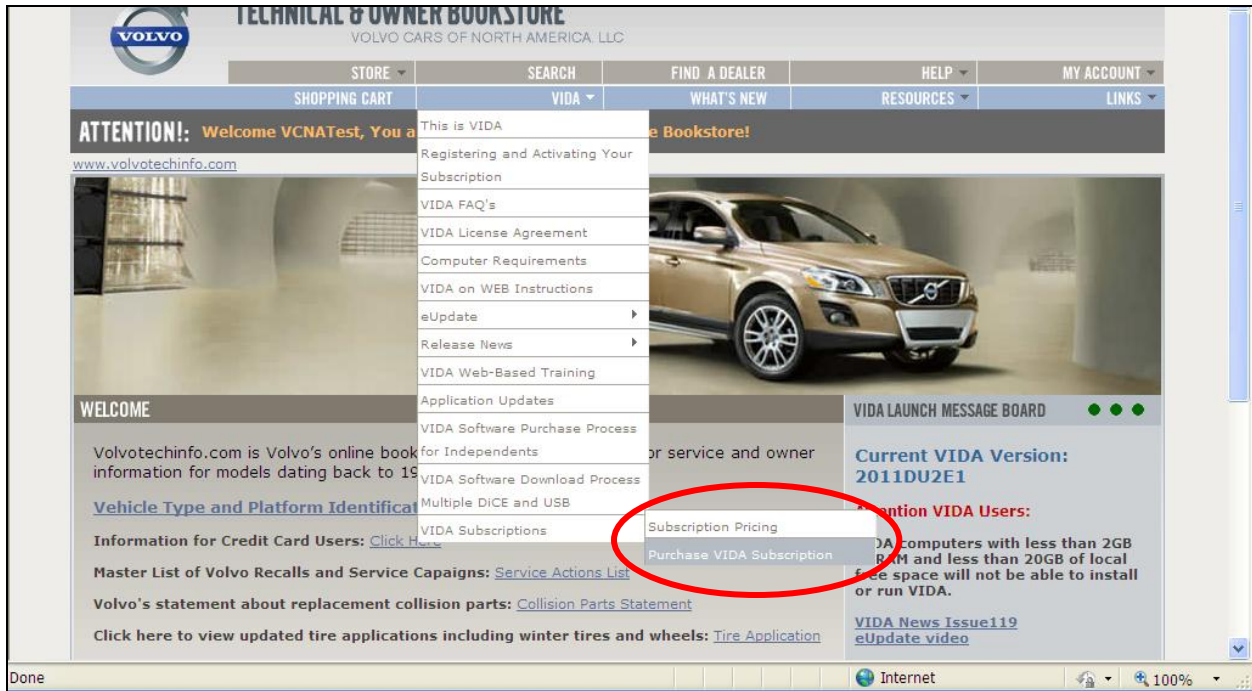


5. Verify your information and click "create new account"

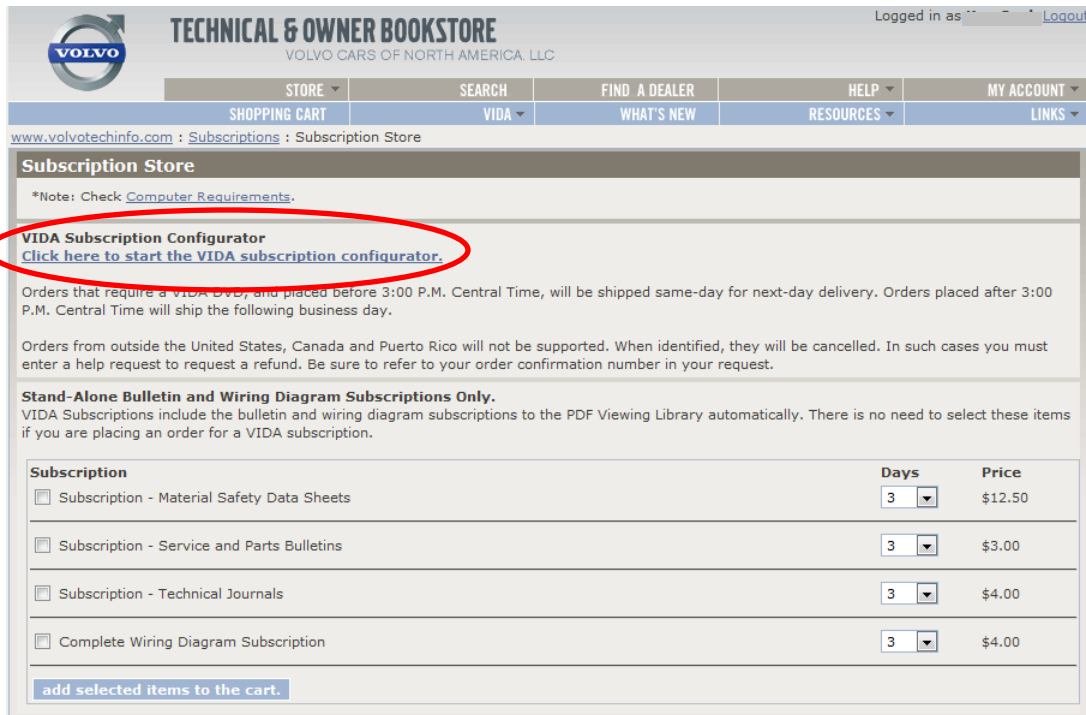


6. After setting up the new VTI (volvotechinfo.com) account, you will be guided back to the front screen. You may now proceed with the purchase of the VIDA subscription.

VIDA Purchase and Registration Process for US Independents



7. Click the VIDA drop down and select **VIDA Subscriptions** and **Purchase VIDA Subscriptions**
Note: Additional information about the VIDA subscriptions and the ordering process can be found in the links under the VIDA drop down.



8. Select the VIDA Configurator option to begin the purchase process.

VIDA Purchase and Registration Process for US Independents

TECHNICAL & OWNER BOOKSTORE
VOLVO CARS OF NORTH AMERICA, LLC

Logged in as [Logout](#)

STORE ▾ SEARCH FIND A DEALER HELP ▾ MY ACCOUNT ▾
SHOPPING CART VIDA ▾ WHAT'S NEW RESOURCES ▾ LINKS ▾

www.volvotechinfo.com

You are entering the subscription configurator to purchase VIDA from www.volvotechinfo.com. This service is for residents residing within the boundaries of United States and Canada, and its respective states and provinces. Please read the following limitations as they pertain to the purchase and use of VIDA subscriptions.

- Information received through this VIDA subscription is to be used solely for internal purposes by the person(s) or company that has made the purchase.
- Under no circumstances may any subscriptions purchased from this site be used outside the boundaries of United States and Canada, and its respective states and provinces.
- The access to VIDA is non-transferable and non-exclusive. Under no circumstances may subscription ownership be transferred or shared with another person or company.
- VIDA subscriptions are non-refundable.
- I accept the terms and conditions of the below License Agreement for VIDA.

Any violation of the above will result in automatic termination of your VIDA license.
By continuing to purchase a VIDA Subscription you agree to be bound by all of the terms and conditions stated above. Volvo reserves the right to modify the above terms.

License Agreement for VIDA

VIDA (the Service) is a program application provided by Volvo Car Corporation ("VCC"). The Service is provided on-line ("VIDA on Web"), accessed via the World Wide Web, intranet, extranet or provided as a stand alone application on DVD ("VIDA All-in-one"). By continuing to register your user information or to use the Service, you agree to be bound by all of the terms and conditions in this License Agreement. VCC may from time to time modify this License Agreement. If and when these terms and conditions are changed you will be prompted with the modified terms and conditions and

representative, shall be liable to you or anyone else, for any loss or injury, caused in whole or part by its negligence, or contingencies beyond its control in procuring, compiling, interpreting, reporting or delivering the Service and any information through the Service. In particular, VCC shall not be liable for any loss or damages of any kind, including loss of data, lost profits cost of cover or other special, incidental, consequential or indirect damages arising out of the use or inability to use the Service. Insofar as the liability of VCC is excluded or limited, this shall apply also to the personal liability of its employees, representatives and other vicarious agents. Inasmuch as VCC violates a key contractual obligation by intent or gross negligence, the liability for damage to property or personal injury shall be limited to typical damages that occur. VCC shall accept no liability for any orthographic, printing or arithmetical errors in the Service. If the Service is distributed in abuse of this License Agreement, VCC shall be entitled to claim damages. VCC shall be entitled to immediately terminate this license if the Service is used in violation of this License Agreement. In no event will VCC, its affiliates, agents and representatives be liable to you or anyone else for any decision made or action taken by you in reliance on the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages. Any cause of action concerning the Service and the information available through the Service must be commenced within six (6) months after such cause has occurred.

Applicable law and venue

This License Agreement and any use of the Service shall be construed in accordance with and be governed by Swedish law and the exclusive venue for all claims and disputes shall be the district court of Gothenburg, Sweden.

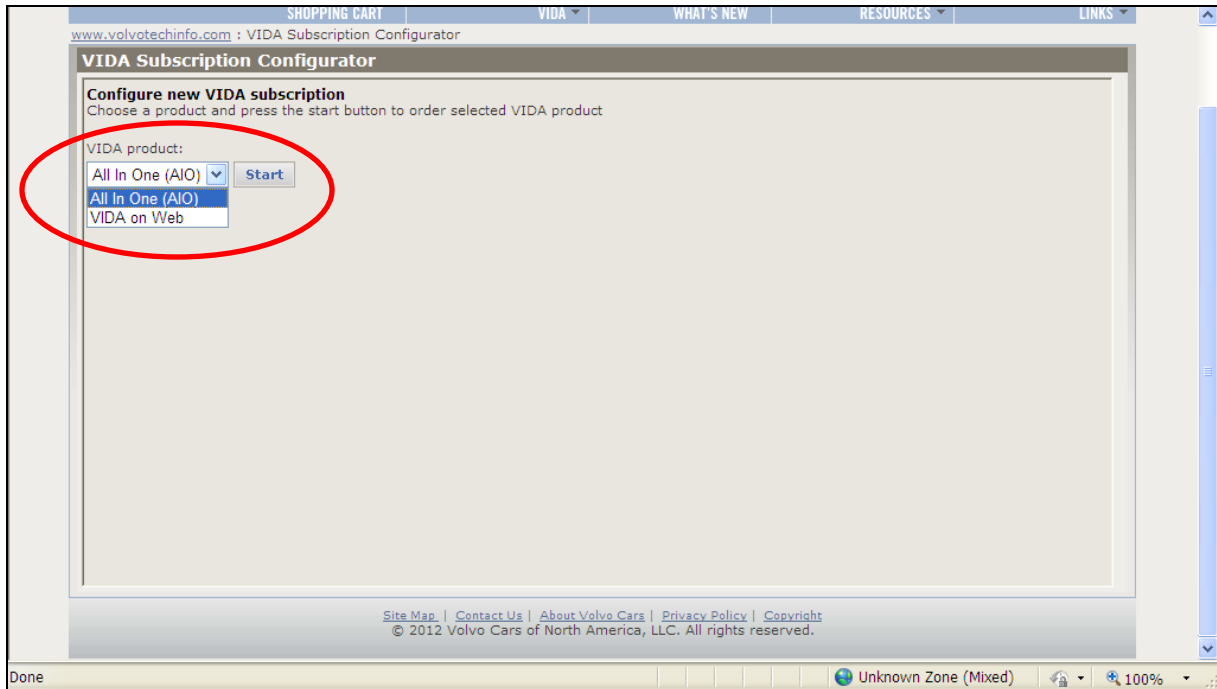
Contact information

For questions regarding the Service please contact your local support organization.

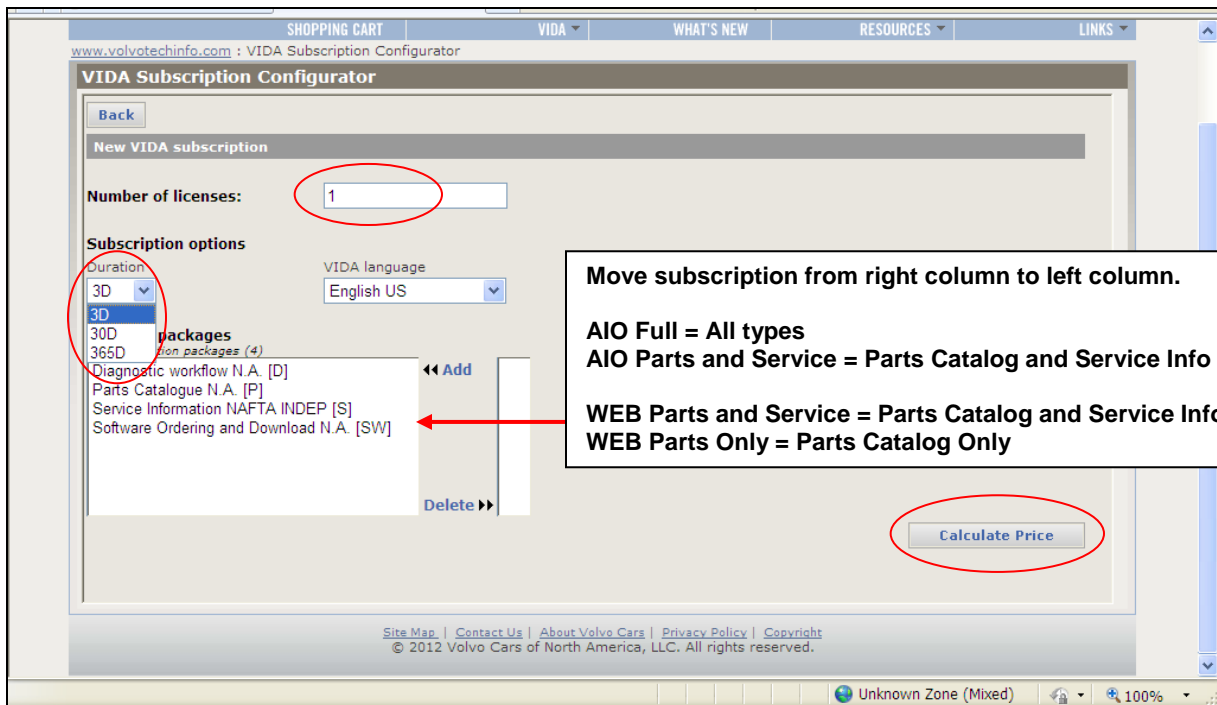
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9. Read and accept the Licensing agreement regarding the use of VIDA and click on "I accept"

VIDA Purchase and Registration Process for US Independents



10. Choose the VIDA product, then click Start.
(See "This is VIDA "info from the VIDA drop down, for detailed information about the different types)



11. Choose the number of licenses (adding more than 1 is rare)
Choose the duration (subscription time begins when activated in VIDA Adm)
Select and specify VIDA package type
Click on "Calculate Price"

VIDA Purchase and Registration Process for US Independents

SHIPPING CART | VIDA | WHAT'S NEW | RESOURCES | LINKS

www.volvotechinfo.com : VIDA Subscription Configurator

VIDA Subscription Configurator

VIDA subscription

[Edit subscription](#) [Proceed](#)

VIDA product
Product: All In One (AIO)
Action: New VIDA subscription
Number of licenses: 1
Duration: 3D
Expiring on: 2012-02-18
VIDA language: English US
Packages: Diagnostic workflow N.A. [D]
Parts Catalogue N.A. [P]
Service Information NAFTA INDEP [S]
Software Ordering and Download N.A. [SW]

Total price to pay (excluding VAT and Delivery) 97.00 USD

Site licenses

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Unknown Zone (Mixed) 100%

SHIPPING CART | VIDA | WHAT'S NEW | RESOURCES | LINKS

www.volvotechinfo.com : VIDA Subscription Configurator

VIDA Subscription Configurator

[Add more VIDA Subscriptions](#) [Add to basket](#)

Title	Status	Delivery	Quantity	Price (excl. VAT)	
VIDA All In One (PSDSW)	New	Electronic	1	97.00	Remove
				Total	97.00 USD

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Done Unknown Zone (Mixed) 100%

VIDA Purchase and Registration Process for US Independents

The screenshot displays a shopping cart summary with the following items:

Item	Description	Format	QTY	Unit Price	Extended
VIDA2011D EN	VIDA2011D EN	DVD	1	\$0.00	\$0.00

Volvo Techninfo Subscriptions

Type	Subscription	Days	Price
SUB-TNN	Subscription - Retail Technical Journals	3	\$4.00
SUB-WD-COMplete	Complete Wiring Diagram Subscription	3	\$4.00
SUB-SB	Subscription - Service and Parts Bulletins	3	\$3.00
SUB-NEWS	Subscription - VIDA News	3	\$0.00

VIDA Subscriptions

Type	Subscription	Days	Price
remove	AIOC VIDA All In One (PSDSW) Packages Diagnostic workflow N.A. [D] Parts Catalogue N.A. [P] Service Information NAFTA INDEP [S] Software Ordering and Download N.A. [SW]	3	\$97.00

Sub Total: \$108.00
Handling: \$0.00
Shipping: \$0.00
Total: \$108.00

[Continue Shopping](#) | [Remove All](#)

Any such content may be displayed and printed solely for your personal, non-commercial use. You agree not to retransmit, distribute, disseminate, sell, publish, broadcast or circulate any such material to anyone without the express prior written consent of Volvo.

I agree (checkout)

12. Click **I agree(checkout)**

The screenshot shows the shipping information form with the following details:

Sub Total: \$108.00
Handling: \$0.00
Shipping: \$0.00
Total: \$108.00

Shipping Information

***Required Fields**

- * **First Name:**
- * **Last Name:**
- Company
- * **Address 1 - Street:****
- Address 2 - Suite/Apartment:
- * **City:**
- * **State:** New Jersey
- * **Postal Code:**
- * **Country:** United States
- Phone
- * **Email:**
- Customer P.O. Reference No.

next...

****Sorry we do not ship to PO boxes**

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13. Click Next, then enter your credit card information. Information entered here must be added EXACTLY as it appears on your credit card statement.

VIDA Purchase and Registration Process for US Independents

Order Complete

[print invoice](#)

Order Number: **VTI118146**
2/15/2012 09:45 AM

Shipping Information		Billing Information	
Name:	TEST GOSSON	Name:	TEST GOSSON
Address:	VOLVO CARS OF NORTH AMERICA 1 VOLVO DR ROCKLEIGH, NJ 07647 US	Address:	VOLVO CARS OF NORTH AMERICA 1 VOLVO DR ROCKLEIGH, NJ 07647 US
Phone:	(201)768-7300	Phone:	(201)768-7300
Email:	wgosson@volvocars.com	Email:	wgosson@volvocars.com

Item	Unit Price	Ext Price
VIDA2011D EN - VIDA2011D EN	\$0.00	\$0.00
SUB-VIDAAIOC - SUB-VIDAAIOC	\$0.00	\$0.00
SUB-NEWS - SUB-NEWS	\$0.00	\$0.00
SUB-SB - SUB-SB	\$0.00	\$0.00
SUB-TNN - SUB-TNN	\$0.00	\$0.00
SUB-WD-COMPLETE - SUB-WD-COMPLETE	\$0.00	\$0.00
	Sub Total:	\$0.00
	Handling:	\$0.00
	Shipping:	\$0.00
	Total:	\$0.00

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Done Internet 100%

Within a few minutes you will receive an email from the VIDA Administrator, indicating that a DVD may be shipped to you. An example is below.

Dear VIDA Subscriber,

Our records indicate that the version of VIDA you currently have installed needs to be updated. A new VIDA disk, accompanied by installation instructions, will be sent to you via next-day delivery. Orders placed before 3:00 P.M. Central Time will be shipped same-day. Orders placed after 3:00 P.M. Central Time will ship the following business day.

**Best Regards,
VIDA Administrator**

VIDA Purchase and Registration Process for US Independents

Second, a copy of the invoice will be emailed to you as well. It may look something like this.

Checkout Complete!				
Thank you for ordering from the Volvo Cars of North America Online Book Store. Your order reference number is VTIXXXX				
Shipping Information				
First Name:	Joe			
Last Name:	Smith			
Company:	Volvo Garage			
Address:	123 Main St			
Address (cont):				
City:	Anywhere			
County:				
State:	California			
Country:	US			
Postal Code:	12345			
Phone:	(XXX) – XXX-XXXX			
Email:				
Billing Information				
First Name:	Joe			
Last Name:	Smith			
Company:	Volvo Garage			
Address:	123 Main St			
Address (cont):				
City:	Anywhere			
County:				
State:	California			
Country:	US			
Postal Code:	12345			
Phone:	(XXX) – XXX-XXXX			
Email:				
Items				
QTY	Item	Description	Format	Price
1	VIDA2011D EN	VIDA2011D EN	DVD	\$0.00
1	SUB-VIDAAIOC		software	\$0.00
1	SUB-NEWS	Subscription - VIDA News	subscription	\$0.00
1	SUB-SB	Subscription - Service and Parts Bulletins	subscription	\$0.00
1	SUB-TNN	Subscription - Retail Technical Journals	subscription	\$0.00
1	SUB-WD-COMPLETE	Complete Wiring Diagram Subscription	subscription	\$0.00
Sub Total:	\$108.00			
Tax:	\$7.56			
Handling:	\$0.00			
Shipping:	\$0.00			
Order Total:	\$115.56			

Next, you will receive an additional email once the VIDA Partner ID (Company ID), VIDA user name and temporary password are established at Volvo Car Corporation in Sweden. This step is mostly automated but could take a couple of hours to fully process. The email you receive back will look like this.

Your Web Single Logon has been updated with the following information.	
WSL:	J-Volvo
Password:	rbX2(m6Go

***Note:**

Your user id and password for the volvotechinfo.com website is separate and different from what will be provided for your VIDA subscription.

VIDA Purchase and Registration Process for US Independents

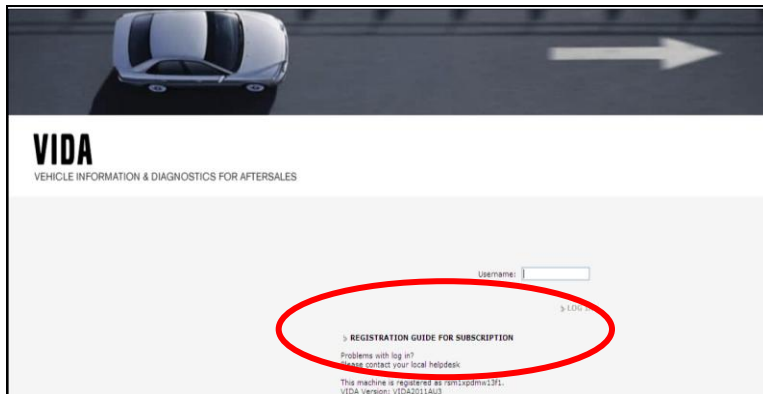
Once you are an established VIDA customer, this process is not required for subsequent VIDA subscriptions. New orders are available immediately.

Once you receive your new VIDA DVDs and have an established the VIDA account, the instructions below outline how to register the users and computers against the subscription.

14. Install and run the VIDA DVD, following the on screen prompts. In the early steps if the installation, the application will check your computer, to determine if it is compliant. This is called the Certification Agent. If the computer fails this test, the installation will stop and the deficiencies will need to be remedied.

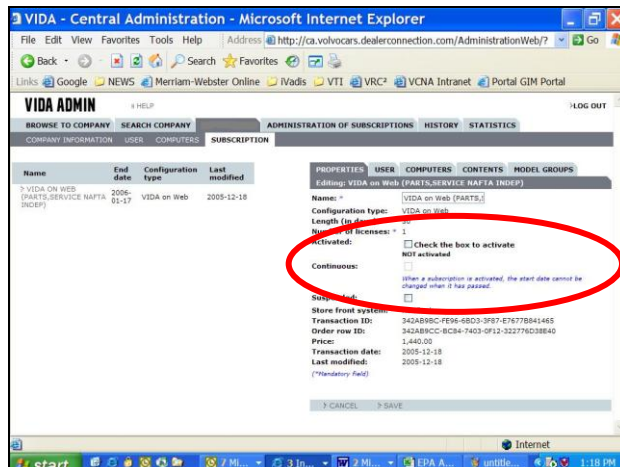
After installing the VIDA DVD, follow steps A through D below in the VIDA Adm website.

Return to the front VIDA page and click **Registration Guide for Subscription** and follow the steps provided. This is adding the computer to the VIDA Adm. website.



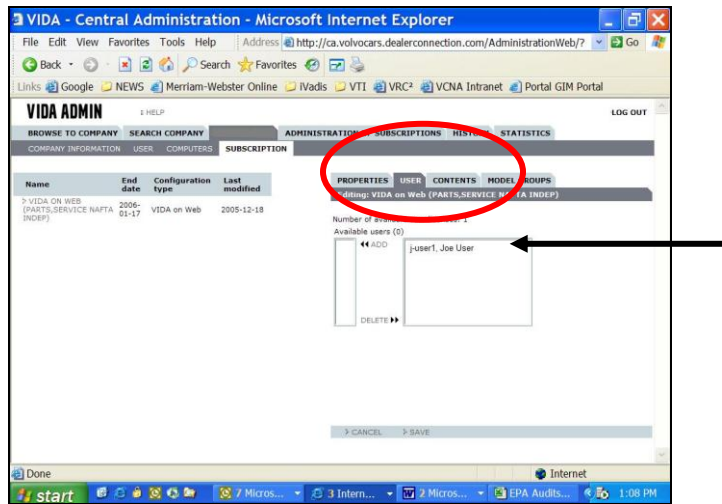
Next from your Desktop click on VIDA Admin. (Orange VIDA icon).

- Click on the Subscription tab.
- Under Name click on your subscription. This will bring up your subscription details on the right side of the screen.
- On the Properties tab click the Activated box. This starts the clock on your subscription.

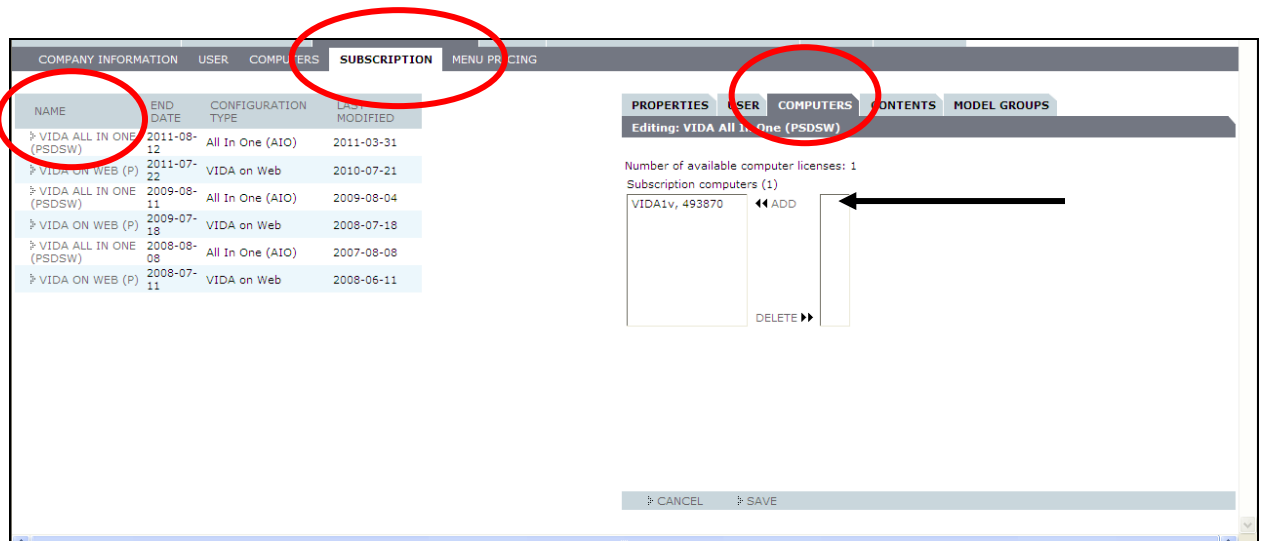


VIDA Purchase and Registration Process for US Independents

- d. Click on User. You will have to add your user name/ID to your subscription and click Save.



- e. Click on the Subscription tab.
f. Under Name click on your subscription. This will bring up your subscription details on the right side of the screen.
g. Click on Computer, then move the registered computer to the left, then click Save.



- h. Close VIDA Admin.

15. You can now click on VIDA All in One icon on your desktop to begin using VIDA.