

# **VOLVO PENTA**

Volvo Penta of the Americas

## **Press Information**

### **Volvo Penta Earns 15<sup>th</sup> Consecutive NMMA Award for Customer Satisfaction**

#### **Only Marine Sterndrive Manufacturer to Receive 15 CSI Awards in a Row**

(CHESAPEAKE, Va.) – Feb. 16, 2018 – Volvo Penta was honored today with an annual Customer Satisfaction Index (CSI) award presented by the National Marine Manufacturers Association (NMMA) for its marine sterndrive systems.

Volvo Penta is the only marine sterndrive manufacturer to win a CSI award for 15 years in a row.

The marine industry CSI award signifies that the Volvo Penta sterndrives achieved and maintained a standard of 90 percent or higher in customer satisfaction. It was based on surveys of customers who purchased a new boat or engine during the period from Jan. 1 to Dec. 31, 2017.

“We are especially grateful for the efforts of our boatbuilder and dealer partners who played a big role in this unprecedented 15<sup>th</sup> consecutive CSI award,” said Ron Huibers, president of Volvo Penta of the Americas. “Our next-generation gasoline engines together with the award-winning Forward Drive and Easy Drain innovations, have won accolades for their strong performance, fuel efficiency, and proven reliability, and all are backed by our comprehensive warranty programs. Our dealers are on the front line when it comes to customer satisfaction, and this year we expanded our technical training for them to stay up-to-date on new technologies, such as the recently launched Easy Connect app. The bottom line is a better boating experience and more people enjoying their time on the water.”

The CSI awards, presented at the Miami International Boat Show Feb. 16, honor boat and engine manufacturers that actively measure customer satisfaction and pursue continuous improvement to better serve their customers.

Visit our show site at: <http://volvopentaboatshow.com/>.

For a high-resolution image, visit:

[https://www.dropbox.com/sh/x875jyybbytps88/AAAYdYR8pzX1Rb\\_WZUtJY5gaa?dl=0](https://www.dropbox.com/sh/x875jyybbytps88/AAAYdYR8pzX1Rb_WZUtJY5gaa?dl=0).

#### **About Volvo Penta**

Volvo Penta, with approximately 3,500 dealers in over 130 countries, is a world-leading and global manufacturer of engines and complete power systems for boats, vessels and industrial applications. The engine program comprises diesel and gasoline engines with power outputs of between 10 and 1,000 hp. Volvo Penta is part of the Volvo Group, one of the world’s leading manufacturers of heavy trucks, buses and construction equipment.

Connect with Volvo Penta of the Americas on [Facebook](#), [Twitter](#) and [Instagram](#) for the latest company news and insights.

*For further information, please contact:*

*Christine Carlson*

*Volvo Penta of the Americas*

*Phone: +1 (757) 382 4084*

*E-mail: [christine.carlson@volvo.com](mailto:christine.carlson@volvo.com)*

*Jim Rhodes*

*Rhodes Communications, Inc.*

*Phone: +1 (757) 451 0602*

*E-mail: [jrhodes@rhodescomm.com](mailto:jrhodes@rhodescomm.com)*