



Your Service Plan Driver Guide





Your Audi Service Plan

Relax, we've got it covered. Your Audi Service Plan has been activated, no matter which model you have, this guide helps you understand what to expect when you visit an Audi centre using your Service Plan and how to contact us if you need to.

Use the contents list to help find the information relevant to your model or needs.

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Book a Service

When a service is due, an indicator will appear on your MMI (Multi-Media Interface screen in your car) or you can check the myAudi app. You can setup Automatic Service Reminders in the myAudi app. When a service is required, your preferred Audi Centre can get in touch to book your service.

A Service Plan allows you to use over 100 UK Audi Centres. Simply book in advance online or by telephone, and mention that you have a Service Plan, so they can manage the bill correctly when the time comes.

What happens during a service depends on the age, mileage and engine type of your vehicle. Full details about what should be inspected and or replaced at each scheduled service, can be found in your owner's manual or can be explained by the Centre.

A general overview of what is or isn't included in your Service Plan can be found on the following pages. Being aware of this might help you understand if there might be anything else to pay for on the day.

[Book a service](#)

Plans for Petrol, Diesel and Hybrid models

Different vehicles require different care. Scan through the list below for what will be carried out as part of the service, when visiting with your Service Plan.

What's included

Every service visit will include a Vehicle Health Check shared with you via Audi cam identifying any additional work that may be required.

Vehicle Health Check:

- External visual checks to body, mirrors, glass and lights
- Internal visual checks to warning lights, seatbelts, brake operation and wipers
- Under the bonnet check to fluids, battery and drive belts
- Half height checks to wheels, tyres, brake pads, discs and upper suspension
- Under body checks to lower suspension, drive shaft and exhaust system

Oil Service:

- Drain and replace the engine oil, filter, sump plug and washer

Inspection Service:

Complete internal & external visual inspection including:

- Underbody including trims, wheel housing liners, side members and lines
- Engine, gearbox, final drive and steering
- Wheels (including spare), tyre tread, wear and pressures
- Braking system including pads/lining, discs and hoses
- Exterior and interior lights Including adjustment
- Warning triangle and first aid kit
- Windscreen wipers, washers and blades
- Body panels and seat belts
- Pollen filter replacement
- Coolant leakage reservoir replacement (if required)
- Check for vehicle safety and software updates
- Vehicle road test
- (Hybrid Only) Visual checks to the battery carried out by high voltage trained technicians

Plans for Petrol, Diesel and Hybrid models

There will be times when your vehicle will need additional work that is not covered by your Service Plan.

What's excluded

Additional jobs required at a mileage or time interval:

- Air filter replacement
- Diesel fuel filter replacement
- Spark plugs replacement for petrol models
- Cambelt replacement
- Alternator belt replacement
- Automatic gearbox oil change
- Brake fluid change or top up
- Quattro system oil change

Wear & tear including but not limited to:

- Replacement brake pads, discs and fluid (unless otherwise stated)
- Replacement wiper blades, front or rear
- Engine oil, air and fluid top-ups between services (including AdBlue)
- Air conditioning repairs or servicing
- Tyre replacement or puncture repair
- Glass including windscreen glass and headlamp lenses
- Any repairs or maintenance associated with the engine particulate filter and catalytic reduction systems

Plans for fully electric vehicles

Different vehicles require different care. Scan through the list below for what will be carried out as part of the service, when visiting with your Service Plan.

What's included

Every service visit will include a Vehicle Health Check shared with you via Audi cam identifying any additional work that may be required.

Vehicle Health Check:

- External visual checks to body, mirrors, glass and lights
- Internal visual checks to warning lights, seatbelts, brake operation and wipers
- Under the bonnet check to fluids, battery and drive belts
- Half height checks to wheels, tyres, brake pads, discs and upper suspension
- Under body checks to lower suspension, drive shaft and exhaust system

Inspection Service:

Complete internal & external visual inspection including:

- High voltage components including charging socket
- Underbody including trims, wheel housing liners, side members and lines
- Wheels (including spare), tyre tread, wear and pressures
- Braking system including pads/lining, discs and hoses
- Exterior and interior lights Including adjustment
- Warning triangle and first aid kit
- Windscreen wipers, washers and blades
- Body panels and seat belts
- Pollen filter replacement
- Coolant leakage reservoir replacement (if required)
- Check for vehicle safety and software updates
- Vehicle road test

Brake fluid change

- Drain and replace brake fluid

Plans for fully electric vehicles

There will be times when your vehicle will need additional work that is not covered by your Service Plan.

What's excluded

Additional jobs required at a mileage or time interval:

- Air Con recharge

Wear & tear including but not limited to:

- Replacement brakes including pads and discs
- Replacement wiper blades, front or rear
- Air and any fluid top-ups between services
- Air conditioning repairs or servicing
- Tyre replacement or puncture repair
- Glass including windscreen glass and headlamp lenses
- High voltage battery charge



Right to cancel

You have the right to cancel this contract within 14 days without giving any reason. This cancellation period will end 14 days from the start date of the policy.

To cancel your policy, you must confirm the cancellation by post, email or call. As long as this is sent to us within the 14 days of the cancellation period, you will have met the cancellation deadline.

If you use any of the services detailed in this booklet before the 14 day cancellation period, you will lose the right to cancel.

To cancel your policy you can:

Email: AudiFinanceCustomerServices@vwfs.co.uk

Call us: **0370 010 2007**

Click below to find a copy of our Service Plan Cancellation Form

[Cancellation Form](#)

Transferring your plan

You can't transfer your service agreement to another vehicle. However, if you decide to sell your vehicle before the plan comes to an end, you can transfer the plan to the new owner, passing on any unused services and MOTs.

All you need to do to transfer a service plan is to email us with the new owner's name and address: customerservices@vwfs.co.uk

Alternatively, the new owner can send us a copy of the full V5 for us to complete the transfer.

Right to make a complaint

Audi Financial Services is committed to providing courteous and professional customer care at all times and ensuring our customers are treated fairly. If you think we may have made a mistake or feel that we did not meet your expectations, we want to know so that we can investigate the matter further. All information is treated seriously and we endeavour to resolve any concerns both promptly and fairly.

If you have a concern or complaint, please contact Customer Resolutions by calling us on: [0800 912 3564](tel:08009123564), or email us by clicking below:

[Get in touch](#)

Legal Terms & Conditions

We know you're busy but here are some of the important things you should know about your plan:

Service Plan Agreement ('the agreement') Terms and Conditions

The Agreement is made between Volkswagen Financial Services (UK) Limited, trading as Audi Financial Services, of Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR ('We/Us/Our') and the person named in this document ('You/Your'). The Agreement is made on the date of Our signature on this document.

Definitions: the key words in this Agreement have the following meanings:

- (i) Agreement: means these terms and conditions and details provided within this document.
- (ii) Contract Period: means the contract period as stated on this Agreement.
- (iii) Fair Wear and Tear: means the wear pattern that we would normally associate with any, brake, suspension, clutch and tyre components as demonstrated for the majority of vehicles of a similar age and mileage within the Audi vehicle portfolio.
- (iv) Service Schedule: means the schedules relating to the servicing of the Vehicle contained in the Service Plan welcome letter supplied to You by Audi.
- (v) Payment: means the fee, as detailed within this Agreement.
- (vi) Centre: means a Retailer in the United Kingdom (excluding Channel Islands and Isle of Man) authorised by Audi and named in the list of Retailers provided on supply of the Vehicle to you, or in any subsequent list of authorised Retailer issued by Audi. Audi may amend such list from time to time and the latest version of such list is available upon request from Audi Customer Care.
- (vii) Service: means subject to the exclusions contained in clause 4, all the parts and labour charges needed to comply with the Service Schedules.
- (viii) Vehicle: means the Vehicle detailed on this Agreement.
- (ix) Audi: means Volkswagen Group United Kingdom Limited of Yeomans Drive, Blakelands, Milton Keynes.

Agreement

The provisions of this Agreement are valid for Vehicles operated and located in the UK only (excludes Channel Islands and Isle of Man).

Our obligations

We will accept agreed costs associated with the Service for Your Vehicle, subject to the exclusions in clause 4, for the duration of the Contract Period.

Exclusions

(a) General exclusions:

- (i) The cost of any works that arise, directly or indirectly, as a result of accident or impact damage; misuse; vandalism or negligence by You or any third party (including any failure by You to have the Vehicle serviced in accordance with the Manufacturer's Service Schedule); failure by You to comply with Your obligations under this Agreement.
- (ii) Any form of external corrosion to the Vehicle, including but not limited to damage caused by: frost, water, chemical, salt, weather, food & drink, cigarette, oil, or the Vehicle not being used for long periods.

- (iii) Repair, replacement or alteration of: accessories, components or other parts which are non-factory or non-standard or were fitted to the Vehicle after manufacture ; car telephones or any other form of in-car entertainment equipment; windscreen or other glass in or on the Vehicle; trim, seating, head linings, fascia and all other interior fittings; body repairs.
 - (iv) Fuel and any costs arising from using fuel of the incorrect specification for the Vehicle or contaminated fuel.
Any costs arising from using oil of the incorrect specification for the Vehicle or contaminated oil.
 - (v) Any costs arising from using charging methods of the incorrect specification for the Vehicle.
 - (vi) Fluid top-ups between the Services.
 - (vii) Any work that has not been carried out at an authorised Centre.
 - (viii) Any work requested outside of the Contract Period.
 - (ix) Any repairs or work that is not due to reasonable Fair Wear and Tear (as defined in clause 1).
 - (x) Safety inspections and other legally required inspections such as MOT unless otherwise stated.
 - (xi) All road wheels.
 - (xii) Roadside assistance.
 - (xiii) Any work carried out outside of the United Kingdom Channel Isles and Isle of Man.
 - (xiv) Vehicles which are not to the manufacturer's United Kingdom specification.
- (b) Service Plan - Additional Exclusions:
- (xv) All non-standard service work.
 - (xvi) Safety inspections and other legally required inspections such as MOT unless otherwise stated.
 - (xvii) Air conditioning.
 - (xviii) Drive train gearbox/transmission service.

Disputes

(a) In the event of any dispute concerning work being undertaken on the Vehicle and/or Your failure to meet Your obligations under this Agreement, We will (where appropriate) arrange an independent inspection. In the event that the independent inspection finds in Our favour You will be liable for the costs of the repairs and/or work and the subsequent cost of the inspection.

Termination by You

- (a) If We are in breach of Our obligations under the Agreement You shall be entitled to terminate the Agreement in writing to Us .
- (b) If You terminate this Agreement, the amounts already paid by You are not refundable as these are reflective of our costs incurred in providing You with the Service plan, and other costs associated with the administration and set up of the Agreement.

Termination by Us

We may terminate the Agreement on written notice to You or suspend performance by Us under the Agreement for so long as We shall see fit, and then We may terminate the Agreement if:

- (a) You default in the payment due under the Agreement. This will amount to Your repudiation of the Agreement (meaning that You no longer intend to be bound by it); or
- (b) You fail to perform or observe any of the terms or conditions contained in the Agreement; or

(c) False information has been given by You in connection with the making of the Agreement which We have relied on.

(d) If we terminate this agreement or accept your repudiation You must pay Us all payments due and, as acceptance of Your repudiation or as a debt on Our termination You agree to pay Us all payments that have not fallen due up to the cost of any Services that We have incurred and not paid for by You along with all Our expenses (including legal costs and any VAT applicable) in recovering these sums from You.

Our liability

(a) Our obligations pursuant to the Agreement to accept the cost of Service shall constitute the full extent of Our liability and We shall not be responsible for any delay by a Centre in carrying out Service work; or for any loss, injury or damage, direct or consequential in respect of defective Service work performed by a Centre or in respect of defects in or failure of goods supplied by a Centre.

(b) We do not exclude liability for death or personal injury arising from Our own negligence or that of Our employees.

(c) Nothing contained in this clause 9 affects Your statutory rights as a consumer.

No waiver

Our failure at any time to enforce any provision of the Agreement shall in no way affect Our right to require complete performance by You after that nor shall the waiver of any breach of any provision be taken or held to be a waiver of the provision itself.

Matters beyond reasonable control

Neither party shall be liable for any delay or failure to meet its obligations under this Agreement due to any cause outside of reasonable control including an event of force majeure (without limitation) an Act of God, war, riot, terrorism, vandalism, civil commotion, strike, lockout, industrial dispute, Government control, restrictions or prohibitions or any other Government act or omission whether local or national or any natural catastrophe.

Variation

No modifications or variations to this Agreement such as addition or removal of levels of plan; mileage amendments; contract term extensions; cover for imported vehicles; product amendments is permissible without Our prior written approval.

Law

This Agreement shall be construed and interpreted in all respects in accordance with the laws of England.

Volkswagen Financial Services (UK) Limited is registered in England (number 2835230).

Effective from 20/06/2015

Contacting us

We want to make it easy for you to contact us, please find the details below:

To find contact details for a Audi Retailer click below.

[Find a Centre](#)

Call us on **0370 010 2007**

Lines are open Monday to Friday 9am – 6pm

Audi Financial Services

Audi Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR, which is authorised and regulated by the Financial Conduct Authority (FCA). Volkswagen Financial Services (UK) Limited financial services register number is 311988. Registered office as above. Registered in England number 2835230.

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