



Volkswagen Lease&Care Driver's Guide



Volkswagen Financial Services

Finance. Insurance. Fleet. Mobility.



This guide is designed to provide you with a better understanding of the Volkswagen Lease&Care agreement you have chosen.

Please take the time to read it so that you are aware of what you are entitled to under your agreement.

You can also access information about your agreement and other packages online.

Visit myvwfinance.vwfs.co.uk to find out more

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Your Responsibilities

It is your responsibility as the hirer to ensure the vehicle is serviced at the manufacturer's recommended intervals by an authorised Volkswagen Retailer or Volkswagen approved repairer and, where applicable, that the vehicle has a current MOT certificate. You are responsible for ensuring that the vehicle is in good repair and condition at all times and for any damage caused to, or deterioration of, the vehicle other than through reasonable fair wear and tear.

To help take care of your Volkswagen you should regularly:

- Check the coolant levels and refill as necessary in-between services
- Check tyre pressures, depth of tread, and condition
- Check all lights and indicators

If the vehicle is required to be repaired at any time during the contract for accidental damage or similar, please refer to specific requirements as mentioned in the terms and conditions of your agreement.



Additional Information

Fines and charges

You are responsible for the payment of any fines or charges relating to your vehicle, e.g. parking fines, fixed penalty notices, traffic camera offences, congestion charges, etc. If we are required to pay a fine on your behalf, we will recharge you or your company along with an administration fee.

We are legally obliged to provide any details that we have available (such as driver details), on demand from the police, to help identify the driver of any vehicle.

Fitting of non-standard equipment

The costs to fit/purchase and maintain 'extras' are solely at your expense. We recommend that all extras are supplied and fitted by an approved/qualified installer and that they conform to all legal requirements.

Any consequential damage arising from the installation of extras must be repaired at your cost. At the end of the contract, any visible holes in the bodywork or trim must be repaired to the standard required by Volkswagen Financial Services, and any electrical alterations must be restored to the original standard.



Additional Information

Fitting a personalised number plate

If you wish to transfer a cherished number plate onto your vehicle, you must first gain authorisation from us by going to myvwfinance.vwfs.co.uk. If you wish to assign a cherished registration number, we will complete the process for you as we are able to release the registration documents to a third party. The registration number will be assigned to the vehicle and we will charge a £50 (including VAT) administration fee for each plate change. This is in addition to any costs associated with the assignment or retention of the cherished plate. To avoid additional cost, please allow two months for this process.

End of contract – vehicle return

We shall contact you before the end date of the contract to remind you that the vehicle is due for return. Our collection company will then contact you to make arrangements to inspect and collect the vehicle.

Please ensure that all documentation is available with inspection and returned with the vehicle as follows:

- Vehicle handbook
- Spare key
- Driver handbook

We also ask that you sign a formal report of the vehicle condition. If it has sustained any damage beyond fair wear and tear, including missing items or documentation (e.g. driver handbook, spare keys or original documentation), an appropriate charge will be incurred (for a definition of fair wear and tear, please refer to the BVRLA Fair Wear and Tear guidelines). For each mile covered by the vehicle over the agreed annual mileage, or the maximum total mileage, you must pay us the excess mileage charge shown in your agreement.



Additional Information

Road Fund Licence

Every year, we will automatically renew your Road Fund Licence (RFL) for you, as part of your contract. Confirmation that the RFL has been renewed will be sent in the post annually, however, if you have a specific enquiry, please go to myvwfinance.vwfs.co.uk.

Contract amendments

If you wish to make any amendments to your contract, such as address, bank details or mileage allowance, please go to myvwfinance.vwfs.co.uk.

Foreign travel

Before taking the vehicle outside of the UK, please ask us for a letter of authority – form VE103 – as we are the registered keeper of the vehicle. Please apply at least 14 days before the date of travel, providing the names and addresses of all those driving the vehicle, registration number, departure and return date and email to travelabroad@vwfs.co.uk.

You must inform your company's insurance department to arrange a 'Green Card', and ensure you have adequate insurance cover for the country you are visiting. To find out country specific laws and requirements that you will need to know whilst driving abroad, please visit: gov.uk/driving-abroad

Please note that we will not be liable for any cost arising from use of the vehicle outside of the UK. Whilst abroad the vehicle is not covered for breakdown, repair or vehicle hire.

You are strongly advised to check your level of breakdown cover on **0800 777 192** and if required, arrange additional cover for your trip.

MOT certificate

An MOT test is not required in the first three years of a vehicle's life. When an inspection is required an authorised Volkswagen Retailer or repairer should undertake it.



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Care Packages

Your chosen Care Package

As part of your Lease&Care agreement you will have selected either a Small, Medium or Large Care Package. The following pages provide a summary of what is included within each Care Package.

A Small Care Package covers you for essential servicing, this includes:

- All routine manufacturer servicing
- Brake fluid changes
- Dust & pollen filters
- Driverline concierge service
- Roadside Assistance



Medium Care Package

A Medium Care Package includes everything on the previous page in Small, as well as:

- All routine servicing as appropriate to your vehicle as determined by Volkswagen Financial Services
- All oils and fluids required within the service
- Brake fluid change as per the service requirement
- Optional Rent-a-Car allowance

With a Medium Care Package you are also entitled to the replacement of vehicle parts, subject to fair wear and tear, that need to be repaired or replaced during the contract period.

All work is carried out in accordance with the manufacturer's recommended change schedule, and it is your responsibility to ensure the vehicle is serviced at the correct intervals. The service light will come on and advise you when the service is due. Failing to get the vehicle serviced in-line with the manufacturer's service schedule may invalidate the vehicle's warranty, which could leave you liable for costs on repairs.

Large Care package

A Large Care Package includes everything within Small and Medium Care Packages.

Tyres are some of the most likely vehicle components to suffer wear and tear. Drivers should make regular checks in order to keep within safety and legal requirements.

As part of your Large Care Package, replacement tyres are provided when necessary due to fair wear and tear.* We will specify the make of any replacement tyres and they can only be repaired or replaced by a tyre specialist authorised by us.

The coverage applies to the standard tyre fitment for your vehicle. Only premium brand tyres will be used and optional upgrades to the standard specification (factory or aftermarket) are the responsibility of the driver.

If you need to use your tyre cover, call Volkswagen Driverline on **0330 100 8988**

A Large Care Packages also include:

- Repairable punctures (to be confirmed by our dedicated tyre repair specialists)
- Replacement tyres of the same size and specification (but not necessarily the same make) as originally specified for standard fitment
- Valves
- Wheel alignment and Geometry check where necessary due to fair wear and tear
- Wheel balance
- Tyres changed at one of over 900 approved outlets across the UK.

*For a full list of the Lease&Care plan inclusions and exclusions, please refer to the terms and conditions detailed in your Volkswagen Lease&Care agreement.



Medium and Large Care Package Inclusions

Medium and Large Care Package inclusions are listed below,
Small Care Packages are limited to routine servicing only.

Electrical system including:

- Alternator
- Battery
- Bulbs
- Central locking
- ECU
- Fuses
- Instruments
- Standard alarm
- Standard immobiliser
- Starter motor
- Window regulator
- Wiper motor
- Wiring

Transmission including:

- Clutch
- CV joints
- Flywheel
- Gaiters
- Gearbox
- Differential
- Drive shafts
- Torque converter
- Wheel bearings

Brake repairs including:

- Callipers
- Cylinders
- Discs
- Pad

Cooling system including:

- Coolant
- Heater components
- Hoses
- Radiator
- Reservoir
- Sender units
- Thermostat
- Water pump

Suspension including:

- Anti-roll bar
- Bushes
- Shock absorbers
- Springs
- Wishbones

Miscellaneous items such as:

- Handbrake adjustments
- Air conditioning service (max. one per contract if necessary)
- Key batteries
- MOT
- UK Roadside Assistance for the term of your agreement, provided that your vehicle is serviced and repaired by an authorised Volkswagen Retailer or repairer in accordance with the manufacturer's instructions
- Wiper blades

Optional extras:

Choose to include 5 days VWFS Rent-a-Car allowance into your monthly payments



When your Volkswagen needs servicing and maintenance

With your Lease&Care agreement servicing and maintenance couldn't be easier. This is how it works:

- When your vehicle requires servicing or maintenance, contact your authorised local Volkswagen Retailer or Volkswagen approved repairer to book your vehicle in. It is advisable to contact your Retailer or repairer in advance of your requirement, where possible, as sometimes they will need notice to fit work into their schedule. When making your booking, remember to mention that you have a Lease&Care agreement. Service or maintenance under this scheme can only be obtained from an authorised Volkswagen Retailer or repairer
- The authorised Retailer or repairer will contact us for authority to carry out the work required and you will be asked to sign only for the completion of the job
- Have your service book stamped by the servicing Retailer or repairer. Alternatively, ensure the digital service record is updated by the servicing retailer.

That is all there is to it, however please note:

- If you ask the Retailer or repairer to carry out any work not included within your Care Package, you will have to pay for it when the work has been completed
- Any services not carried out before the contract end or mileage limit cannot subsequently be claimed for
- Damage caused to the vehicle as a result of neglect of service requirements will be charged to you.



Exclusions

The following are excluded from our Small, Medium and Large Care Packages (unless otherwise stated)

- All non-standard service work
- Glass, including windscreens and all light units resulting from damage/ outside influences
- Tyre replacement or puncture repair (Available with Large Package only)
- Wheel alignment and Geometry check (Available with Large Package only)
- Air and fluid top-ups **between** services
- Maintenance and repair of non-factory or non-standard fitted items/accessories
- Damaged or broken aerials
- Warranty work
- Any repairs we do not believe are fair wear and tear (as defined in the terms and conditions)
- Anti-theft devices
- Body repairs
- Accidental damage
- Irreparable punctures (to be confirmed by our dedicated tyre repair specialists)
- Misuse or vandalism
- Replacement of non-standard tyres
- Tyre sealant and repair equipment
- Tyres that have been repaired using tyre sealants or additives
- Wheel alignment as a result of kerb damage or any other negligence
- Winter and all season tyres

Damage caused by:

- Negligence, abuse or misuse, and accidents
- Food, drink, and cigarettes
- Any form of corrosion including pollution, water, chemicals, salt and weather

Damage to:

- In-vehicle entertainment (including audio, communications and navigation systems)
- Internal and external trim and bodywork
- Damage to HV charging cables or incompatible charge points.



For a full list of the Lease&Care plan inclusions and exclusions please refer to the terms and conditions detailed on your Volkswagen Lease&Care agreement.

VWFS Rent-a-Car Allowance

If you have chosen to include the 5 days Rent-a-Car annual allowance to your Care Package, please follow the steps below to arrange hire of your non-electric vehicle:

- Contact VWFS Rent-a-Car on 0330 100 8933
- The VWFS Rent-a-Car team will locate and confirm your closest Rent-a-Car location and check whether a suitable vehicle is available for your dates required
- Once confirmed you will be able to arrange delivery of your vehicle or collection of your vehicle from that location – don't forget to take your driving licence with you. (For full delivery details please see your Lease&Care agreement)

If you would like to locate your nearest Rent-a-Car location please visit www.vwfsrentacar.co.uk/locations

For more information email rentacarallowance@vwfs.co.uk





Volkswagen Driverline

You are also eligible to get instant access to a range of services from Volkswagen Driverline, a dedicated telephone line for all your motoring needs.

Volkswagen Driverline can help you with any of the following:

- Breakdown and recovery services
- Reporting accidents and damage
- Service booking or maintenance enquiries
- Tyres
- Glass repair
- General enquiries

To activate your Volkswagen Driverline services, or for more information, please contact us on **0330 100 8988**.



Ensurance

In addition to the Volkswagen Driverline service, you are also eligible for Ensurance* – Volkswagen's free accident and repair cover. In the event of an accident, Volkswagen Ensurance guarantees that your vehicle will be repaired in a Volkswagen approved repairer using only genuine Volkswagen parts. It works alongside your existing comprehensive motor insurance policy, no matter who you are insured with, to help get your vehicle back on the road as smoothly as possible.

To activate your Volkswagen Ensurance cover, please visit: insurewithvolkswagen.co.uk

* For more details on what's covered please refer to the Ensurance Cover Booklet that will be sent to you upon activation. Please note you will need to pay any policy excesses that you are responsible for in accordance with the terms and conditions of your motor insurance policy. Ensurance® from Volkswagen Financial Services is sold and administered by Lawshield UK Limited, registered in England number: 3360532. Registered office: 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, Cheshire, WA1 1RL and underwritten by UK General Insurance Limited on behalf of Great Lakes Reinsurance (UK) SE, registered in England No. SE000083. Registered Office: Plantation Place 30 Fenchurch Street, London, EC3M 3AJ. All of these organisations are authorised and regulated by the Financial Conduct Authority (FCA). Authorisation details can be checked on the FCA's register at [fca.org.uk](https://www.fca.org.uk) or by contacting the FCA on 0 800 111 6768.

Volkswagen Lease&Care

Volkswagen 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.

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