



**Contract Hire  
driver's guide**  
Important information



**Volkswagen Financial Services**

Finance. Insurance. Fleet. Mobility.



## This guide is designed to provide you with a better understanding of the Contract Hire agreement you have chosen.

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

You can now access information about your agreement and other products online.

Visit [vwfinance.co.uk](https://vwfinance.co.uk) to find out more

## Contents

### General information

Your responsibilities 3

### Service and maintenance

Non-maintenance contracts 5

Maintained contracts 5

When your Volkswagen needs service and maintenance 6

Inclusions 7

Exclusions 8

Tyres 9

### Driverline

Volkswagen Driverline 10

# General information



## 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 engine oil level/coolant levels and refill as necessary in-between services
- Check tyre pressures, depth of tread and condition
- Check all lights and indicators
- Ensure there is sufficient levels of Adblue (if applicable)

### You should follow the manufacturer guidelines on oil refills and the quality of oil to use. Failure to do so could significantly impact on the performance of your vehicle in a number of ways:

- Increased wear or overheating - leading to engine damage which will, in time, devalue the vehicle
- Exhaust poisoning - over time the wrong oil will block or poison the exhaust catalysts causing the vehicle to fail its emissions and control tests
- Increased fuel consumption
- Decreased service intervals

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.

## 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.

## Fitting a Personalised number plate

If you wish to transfer a cherished number plate onto our vehicle, you must first gain authorisation from us by calling **+44(0) 330 100 8911** and selecting option 1. If you wish to assign a cherished registration number, we will complete the process for you as we are unable 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 hand book
- Spare key
- Driver handbook
- Satellite navigation memory card or disc (where applicable)

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.

## 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 call **+44(0) 330 100 8911** and select option 1.

## Contract amendments

If you wish to make any amendments to your contract, such as address, bank details or mileage allowance, please call us on **+44(0) 330 100 8911** and select option 1.



## 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](mailto: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](http://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 **+44(0) 800 777 192** 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.

# Service and maintenance



## Non-maintenance contracts

If you have chosen to maintain your Contract Hire vehicle yourself, please be aware of your responsibilities, based on the terms and conditions of your contract.

### Service and maintenance

Please ensure our vehicle is serviced and maintained at an authorised Volkswagen Retailer or or Volkswagen authorised repairer strictly in line with recommended manufacturer guidelines using only genuine approved parts.

### Tyres

When worn or damaged our vehicle must have the tyres replaced with a premium brand of the same specification as originally supplied with the vehicle. This is in accordance with the manufacturer's standard specification. The load and speed rating should match the original specification.

**For further information, please refer to the driver handbook supplied with the vehicle.**

## Maintained contracts

If your Contract Hire agreement includes a service and maintenance plan, all costs for parts and labour needed to meet those items in the service requirements will be met. Please see the following page for details.

## When your Volkswagen needs service and maintenance

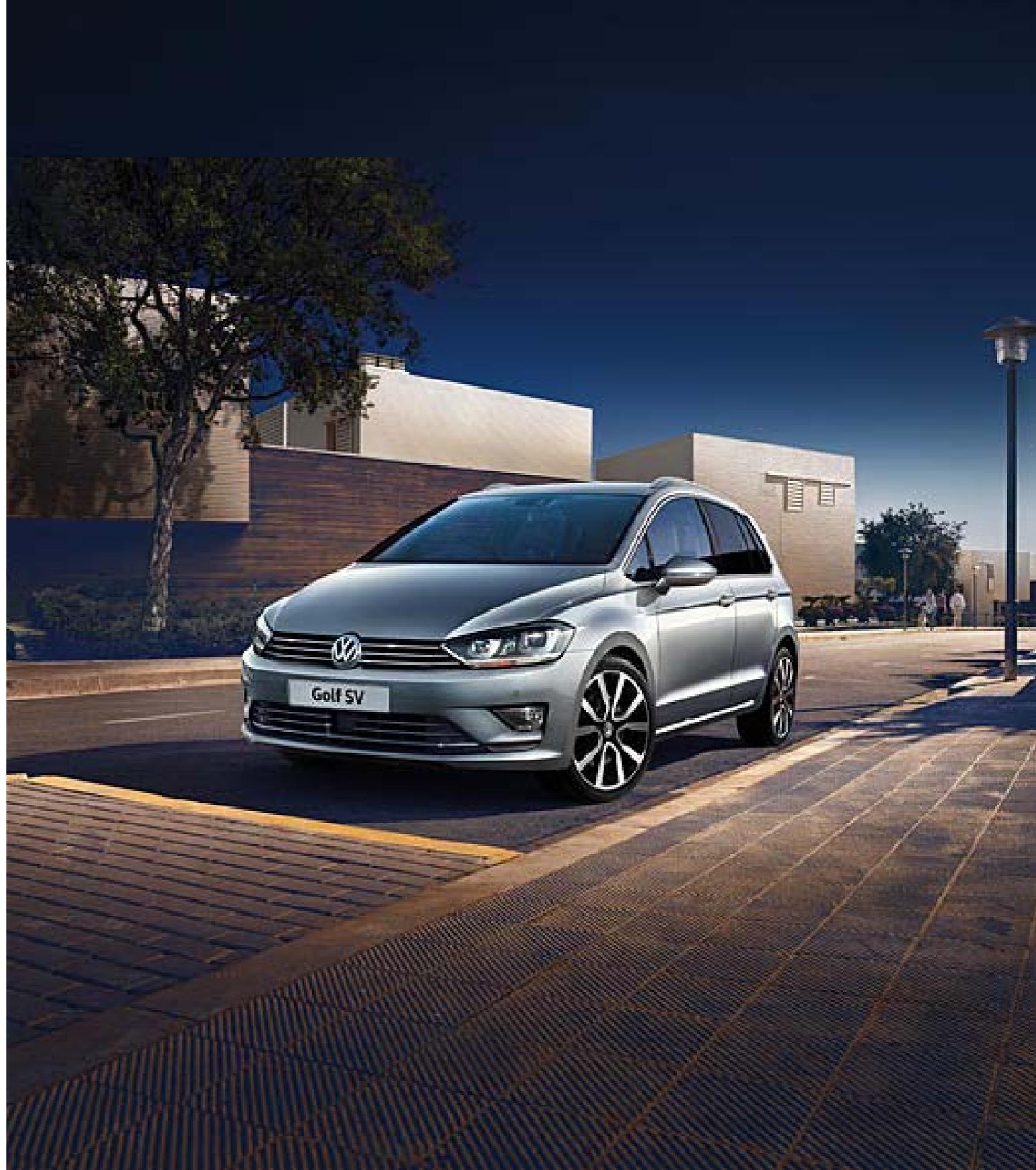
If you have a service and maintenance plan as part of your agreement, using it couldn't be easier.

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 servicing and maintenance as part of your 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 the recommended service and maintenance plan, 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.



# Inclusions

- 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

With a service and maintenance plan 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. Please see below for replacement vehicle parts included in the plan.

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.

## Electrical system including:

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

## Engine including:

- Cambelt and tensioner as stipulated by the manufacturer's specific schedule
- Drive belts
- Exhaust
- Fuel pump
- Gaskets
- Injectors
- Oil pump
- Seals
- Turbo

## Transmission including:

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

## Brake repairs including:

- Callipers
- Cylinders
- Discs
- Pads

## 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



# Exclusions

## The following is excluded from our service and maintenance plan:

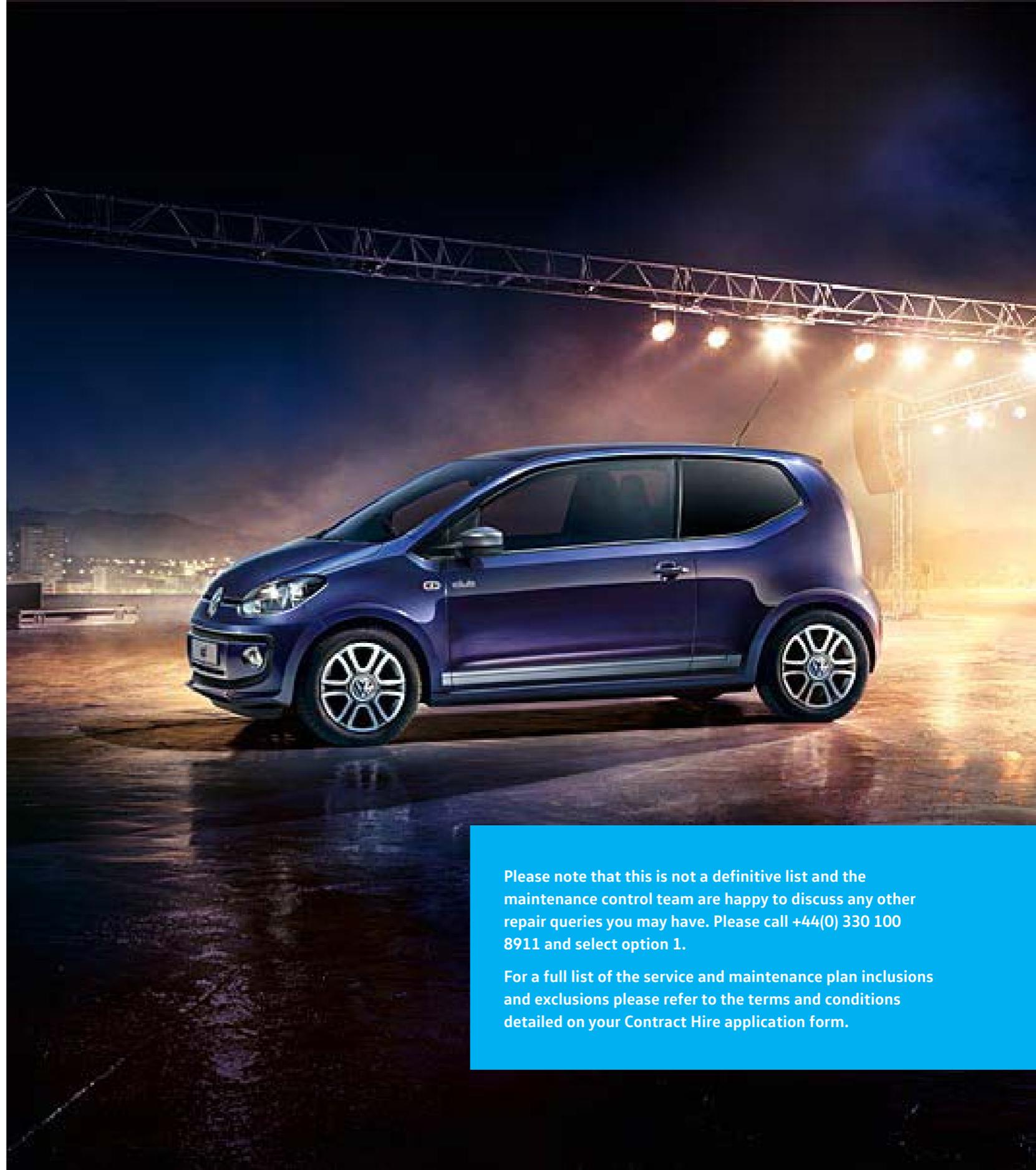
- All non-standard service work
- Glass, including windscreens and all light units resulting from damage/outside influences
- Tyre replacement or puncture repair
- Wheel alignment and geometry check
- Oil, air and fluid top-ups between services
- Maintenance and repair of non-factory or non-standard fitted items/accessories
- Damaged or broken aerials
- Fuel and mis-fuelling
- Adblue top ups
- Warranty work
- Any repairs we do not believe are fair wear and tear (as defined in the terms and conditions)
- Anti-theft devices
- Any associated maintenance or repairs to diesel particulate filters, catalytic reduction systems and AdBlue®
- Body repairs

## Damage caused by:

- Negligence, abuse or misuse and accidents
- Food, drink and cigarettes
- Any form of corrosion including pollution, water, chemicals, salt and weather
- Using the incorrect oil or over filling

## Damage to:

- In-vehicle entertainment (including audio, communications and navigation systems)
- Internal and external trim and bodywork



Please note that this is not a definitive list and the maintenance control team are happy to discuss any other repair queries you may have. Please call +44(0) 330 100 8911 and select option 1.

For a full list of the service and maintenance plan inclusions and exclusions please refer to the terms and conditions detailed on your Contract Hire application form.



If you have any queries regarding tyres, please call us using the Volkswagen Driverline contact information opposite.

## Tyres

**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. If your agreement includes 'tyres', this means 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.

### Our tyre plan also includes:

- 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

### Our tyre plan excludes:

- 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.



## Volkswagen Driverline

You are also eligible to get instant access to a range of services from Volkswagen Driverline, a dedicated contact number 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

### Your Volkswagen Driverline card is coming soon.

To activate your Volkswagen Driverline services, or for more information, please contact us on **+44(0) 330 100 8988**.

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](https://www.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 +44(0) 800 111 6768.



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.

Registered office as above | Registered in England number 2835230 | 09/19



## Volkswagen Financial Services

Finance. Insurance. Fleet. Mobility.