



## About your servicing agreement

This leaflet contains important information on your servicing agreement. Please read it to ensure that you know what you are entitled to.

### What's included for new vehicles:

Servicing activity is based on conditions of your service plan. The inclusions of your service plan are stipulated on the accompanying welcome letter. Any other work requested outside of the plan, including wear and tear, is not included.

### What's included for used vehicles:

Please refer to your welcome letter and agreement.

### Main service exclusions, unless otherwise stated in your welcome letter:

- All non-standard service work
- Glass, including windscreen glass and headlamp lenses
- Tyre replacement or puncture repair
- Wheel alignment
- Oil, air and fluid top-ups between services
- Filters, unless otherwise stated in your welcome letter
- Maintenance and repair of non-factory or non-standard fitted items/accessories
- Broken aerials
- Fuel
- MOT
- Volkswagen Roadside Assistance
- Air conditioning
- Camshaft belts/chains
- Drive belts/chains
- Body repairs

- Any repairs or maintenance associated with the diesel particulate filter and catalytic reduction systems
- 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 fuel
  - Any associated maintenance or repairs, including top-ups to diesel particulate filters, catalytic reduction systems and AdBlue®

Please note that the servicing agreement does not include maintenance or tyres.

### Transferring your service plan

This service plan is fully transferable to a subsequent owner if you decide to sell your vehicle before the plan comes to an end, provided that you have made all the payments. You and the new vehicle owner will need to advise us of the transfer in writing within a period of 21 days following the transfer of ownership. The purchaser must also agree in writing to be bound by the terms and conditions of this agreement. The agreement is non-refundable and non-transferable to another vehicle.

For further information, please call the Customer Services Centre.



## When your Volkswagen needs a service

- When your vehicle requires a service, please contact your local Volkswagen Retailer to book your vehicle in. Please book in advance, where possible, to ensure your appointment isn't delayed during busier periods. To find your nearest Volkswagen Retailer, visit [volkswagen.co.uk](http://volkswagen.co.uk). When you're making your booking, remember to mention that you have a service plan. Services under this scheme can only be obtained from a Volkswagen Retailer or Authorised Repairer in the United Kingdom only
- The service advisor will contact us for authority to carry out the work required and you will be asked to sign only when the job is complete
- Please ensure that the servicing centre stamps the service book or logs this on the vehicle's digital service record

### Please note:

- If you ask the Volkswagen Retailer to carry out any work not included within the recommended service plan, you will have to pay for it when the work is done
- Any services or work not carried out before the contract end or mileage limit cannot subsequently be claimed for
- Damage caused to the vehicle as a result of neglecting service requirements will be charged to you

## General information

### Your responsibilities are to:

- Ensure that your vehicle is serviced at the recommended service intervals, as any servicing costs incurred after the contract period are your responsibility
- Ensure that the vehicle is in good repair and condition at all times

### You should regularly:

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

You must ensure that you follow the manufacturer's 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, such as:

- 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 exhaust catalysts causing the vehicle to fail its emissions and controls test
- Increase in fuel consumption
- Engine failure or damage as a result of using poor quality oil could invalidate your warranty

We may terminate the agreement if you fail to perform or observe any of the terms or conditions contained in the agreement.

For full details, refer to the terms and conditions provided with your agreement at point of sale.

Our team of highly trained staff will be happy to assist you with any questions you may have. You can contact the Customer Services Centre on 0370 010 2022; Monday – Friday 8am – 8pm, Saturday 9am – 5pm. Closed Sundays and Bank Holidays.

You can now access information about your service plan and other products online. Visit [vwfinance.co.uk](http://vwfinance.co.uk) to find out more.