



## You have purchased A Volkswagen Service Plan

Your next service is covered within this agreement.

This leaflet contains information about your servicing agreement that you may find useful when thinking about your next service. It helps to understand what you are entitled to before you need to visit a Volkswagen Retailer, so please read and retain for future reference.

When a service is due, please book with any Volkswagen UK Retailer or Authorised Repairer at [volkswagen.co.uk](http://volkswagen.co.uk) or by telephone, and mention that you have a Service Plan. Most Retailers have a great range of courtesy options for you to take advantage of, if you book ahead. A service is due every 24 months. The service indicator will appear on your dashboard to prompt you. More information can be found in your owner's manual.

Below is an overview of what is included and excluded.

### Included:

- 1 x Inspection service – which means a full inspection of key components including battery health and charging cables
- 1 x Pollen Filter change
- 1 x Brake Fluid change
- 1 x MOT
- Check fluid levels for screenwash and coolant
- Check condition of tyres and report any issues
- Check condition of the braking system
- Check for vehicle safety, software and product enhancements from Volkswagen's database (implemented with customer's approval)
- Volkswagen proof of service record
- Reset interval display

### Excluded:

- Any wear and tear and any non-standard service work
- Glass/Body repairs or any other damage

**Please note:** If you ask the Retailer to carry out any work not included in the plan, you will need to pay for it when the work is complete. No additional work will be carried out on your vehicle without your authorisation.

### Transferring your service plan

This plan is fully transferable to a subsequent owner if you decide to sell your vehicle before the plan comes to an end. You and the new vehicle owner will need to advise us of the transfer in writing. The agreement is non-refundable and not transferable to another vehicle. For further information please contact customer services on 0370 010 2022 or visit [myvwfinance.vwfs.co.uk](http://myvwfinance.vwfs.co.uk)