



Commercial
Vehicles

You have purchased an **ID Buzz Service Plan**

Which means your next 3 scheduled services are 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 Van Centre, so please read and retain for future reference.

When a service is due, please book with any UK Volkswagen Commercial Vehicle Authorised repairer at volkswagen-vans.co.uk or by telephone, and mention that you have a service plan. Most Van Centres have a great range of courtesy vehicles for you to use, if you book ahead. A service will be due depending on the service regime set at time of handover (please refer to your owner's manual).

Below is an overview of what is included and excluded. For full details, please ask your local Retailer.

Included:

- 3 x Inspection Service
- 3 x Pollen Filter replacement
- 3 x Brake Fluid change
- 1 x MOT
- BEV Inspection test: check the cable condition and charging socket function
- Check fluid levels for screenwash, brakes and coolant
- Check tyre conditions and report any issues
- Check the condition of the braking system and report any issues
- General overall condition incl. lights, battery, instruments, wipers etc.
- Diagnostic check and carry out any outstanding software updates
- Reset interval display

Excluded:

- Any wear and tear
- Glass/body repairs or any other damage

Please note: If you ask the Van Centre to carry out any work not included in the plan, you will need to pay for it when the work is complete.

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 within a certain timeframe. The agreement is non-refundable and not transferable to another vehicle. For further information please contact customer services or visit wvcfinance.co.uk