



Commercial
Vehicles

You have purchased a Volkswagen Commercial Vehicles Service Plan

Which means your next 2 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 visit wvcfinance.co.uk

What's Included:

- The next 2 services – which means draining and replacing the engine oil and filter
- 1 x Check and replace pollen filter if required
- Check fluid levels for washers, 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

If you have purchased the Service Plan Plus you also get:

- Check and replace air filter if required
- Check and replace spark plugs and diesel filter if required

What's excluded:

- Any wear and tear
- Glass/body repairs or any other damage
- Camshaft belts/chains, drive belts/chains
- Any repairs or maintenance associated with diesel particulate filter and exhaust systems

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.

This Service Plan is non-refundable and not transferable to another vehicle, however it can be transferred to a new owner if you decide to sell your vehicle before the plan comes to an end, passing on any unused services. For further information please contact customer services or visit wvcfinance.co.uk