# Contract Hire Driver's Guide

## Important Information




## Volkswagen Financial Services

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# **Your Volkswagen**
# comes with a thank you

At Volkswagen, we know that choosing a new car isn't an easy decision. Which is why your new car comes with a thank you from us for choosing Volkswagen Financial Services to get you moving.

Now you can take to the road knowing wherever you're going, we're just a phone call away.

This guide covers everything you need to know about your Contract Hire Agreement, plus more details of how Volkswagen Financial Services can help you.

If you ever need any information about your agreement, or any of our other services, you can find it online at:

myvwfinance.vwfs.co.uk






# General information

## Your responsibilities

As the hirer of the vehicle, it's your responsibility to:

- ✓ Make sure the vehicle is serviced in line with the Volkswagen recommended servicing schedule – this should be done by an authorised Volkswagen Retailer or Volkswagen Approved Repairer
- ✓ Make sure the vehicle has a current MOT certificate (MOT Tests applicable after the vehicle's age exceeds 36 months)
- ✓ Make sure you look after your vehicle. If it gets damaged, any repairs must be done to Volkswagen standards or you will be charged
- ✓ You are responsible for any deterioration or damage to the vehicle when you hand it back, that is outside of the fair wear and tear defined in the BVRLA Guidelines

To help take care of your Volkswagen, you should regularly:

- ✓ Check the levels of engine oil and coolant between services and refill if needed
- ✓ Check the tyre pressure, depth of tread and the condition of your tyres
- ✓ Check all lights and indicators
- ✓ Make sure there are sufficient levels of AdBlue (if this applies to your vehicle)

You should follow the Volkswagen guidelines on oil refills and the quality of oil to use.
If you don't it could affect your vehicle's performance in a number of ways:

- ✓ Increase wear or overheating – leading to engine damage
- ✓ Exhaust poisoning – over time the wrong oil will block or poison the exhaust catalysts
- ✓ Increased fuel consumption
- ✓ Less time between services

If the vehicle needs to be repaired at any time during the contract due to accidental damage, please check the specific requirements – you can find these in the terms and conditions of your agreement.

# Frequently asked questions

**Q. Who is responsible for fines and charges?**

**A.** If you receive any fines or charges relating to your vehicle (such as parking fines, fixed penalty notices, traffic camera offences, congestion charges etc.), it's your responsibility to pay them.

If we must pay a fine on your behalf, we will recharge you or your company along with an admin fee.

If the police ask us to help identify the driver of any vehicle, we are legally obliged to provide any details that we have available (such as driver details).

**Q. Can I add any non-standard equipment?**

**A.** If you add any 'extras', you have to cover the costs of buying, fitting and maintaining them. We recommend that all extras are supplied and fitted by an approved and qualified installer, and the extras should meet all legal requirements. Please note that:

- If installing the extras causes any damage, you'll need to arrange and pay for the repairs
- At the end of your contract, any visible holes in the bodywork or trim must be repaired to the required standard
- Any electrical alterations must be restored to the original standard at the end of your contract

**Q. Can I purchase the vehicle?**

**A.** At the end of your contract period, the vehicle may be available to purchase through our agent, BCA Driver Sales.

You can visit purchasemyvehicle.co.uk to get a quote or call 01625 417991 for more information.

Please note that the sale of the vehicle is not connected to the hire agreement.

**Q. What happens at the end of the contract?**

**A.** We will contact you before the end date of the contract to remind you that the vehicle is due for return and discuss your options for getting into a new vehicle.

Our collection company will then contact you and arrange to inspect and collect the vehicle.

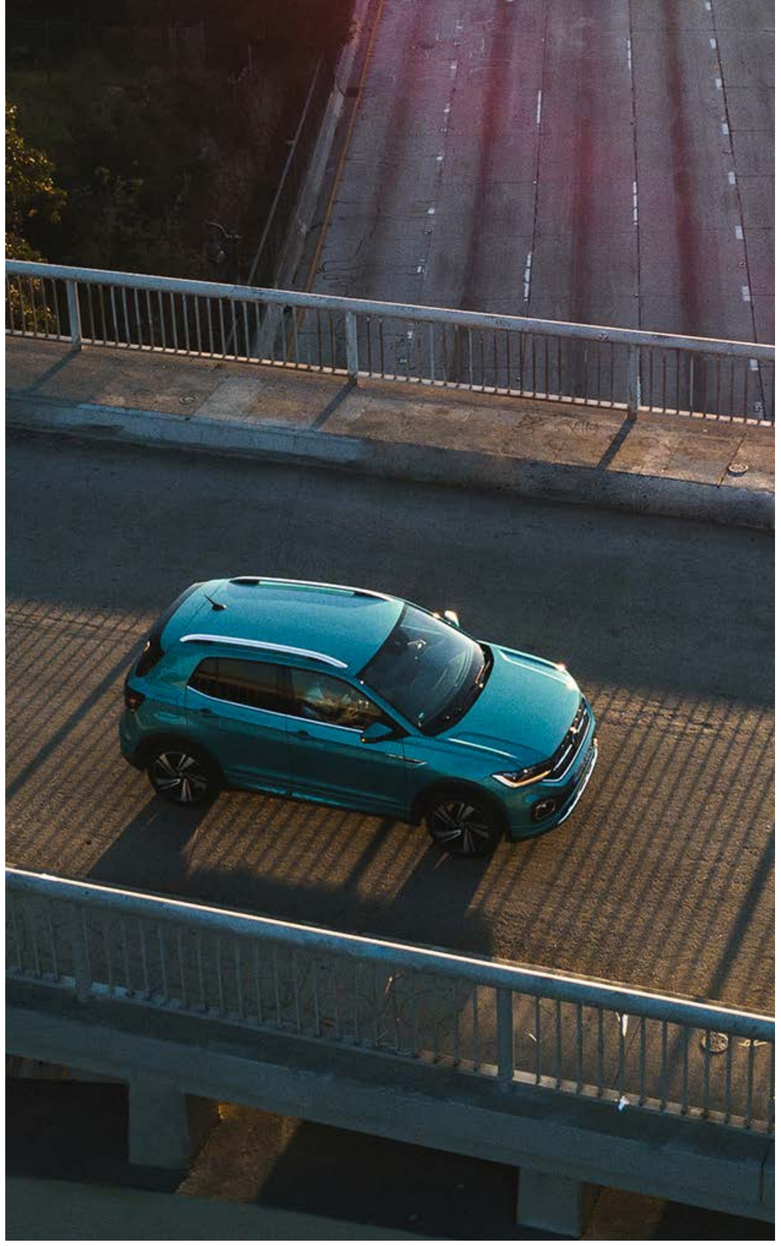
What do you need to do before you hand back your vehicle?

Please ensure that all this is available for the inspection and returned with the vehicle:

- Manufacturer's service book (if your vehicle has one)
- Spare key
- Driver handbook
- Satellite navigation memory card or disc (if your vehicle has one)
- We also ask that you sign a formal report of the vehicle condition. For any damage outside of the BVRLA fair wear and tear guidelines, missing items or documentation, there will be a charge. For more info, click here
- If the vehicle has travelled more than the maximum total mileage, you will need to pay the excess mileage charge shown in your agreement. This will be judged pro rata if you hand your vehicle back early

**Q. Can I make any changes to the contract?**

**A.** If you want to make any amendments to your contract, such as your address, bank details or mileage allowance, please call us on 0330 100 8914 or get in touch online: myvwfinance.vwfs.co.uk





# Frequently asked questions

**Q. Do I need to tax the vehicle?**

**A.** No. Every year, we will automatically renew your Road Fund License (RFL) and Vehicle Excise Duty (VED) for you, as part of your contract. You'll receive confirmation that it's been renewed in the post each year, but if you have a specific enquiry, please call 0330 100 8911 or go online to: myvolkswagenfinance.vwfs.co.uk

**Q. Can I take the vehicle abroad?**

**A.** Before you take 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 you want to travel, and email the names and addresses of all those driving the vehicle, the registration number, departure and return date to travelabroad@vwfs.co.uk

You also need to inform your (or your company's) insurer to arrange a 'Green Card', and make sure you have suitable 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 click here.

Please note that:

- We will not be liable for any costs that result from use of the vehicle outside the UK
- When the vehicle is abroad, it is not covered for breakdown, repair or vehicle hire
- We strongly advise you to check your level of breakdown cover on 0330 100 3241 and, if required, arrange additional cover for your trip

**Q. Do I need an MOT?**

**A.** You don't need an MOT test in the first three years of a vehicle's life. When an inspection is required, it should be done by an Authorised Volkswagen Retailer or Repairer.

# Service and maintenance

## Non-maintenance contracts

If you have not chosen a service and maintenance option alongside your Contract Hire agreement, please be aware of your responsibilities, based on the terms and conditions of your contract.

## Service and maintenance

Please make sure the vehicle is serviced and maintained at an authorised Volkswagen Retailer or Volkswagen Approved Repairer in line with the manufacturer's servicing guidelines, using only Genuine Parts.

## Tyres

When the tyres are worn or damaged, they must be replaced by tyres with the same specification as originally fitted to the vehicle, including load and speed rating. Failure to do so could result in further damage to the vehicle.

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, we'll cover all costs for parts and labour covered by the service requirements.



# 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. Here's how it works:

- When your vehicle needs servicing or maintenance, contact an authorised Volkswagen Retailer or Volkswagen Approved Repairer. We advise booking in advance, to make sure they can fit the work into their schedule. When you make your booking, remember to mention that you have servicing and maintenance as part of your agreement
- The authorised Volkswagen Retailer or Volkswagen Approved Repairer will contact us to authorise them to carry out the work that's needed. You will only be asked to sign when the job is completed
- You should either make sure your service book is stamped by the servicing Retailer or Repairer or else make sure they update the digital service record

And that's all there is to it. However, please note:

- If you ask the Retailer or Repairer to carry out any work not covered by the service and maintenance plan, you will have to pay for it
- You won't be able to claim for any services not carried out before the contract ends or the mileage limit is reached
- If there is any damage to the vehicle due to a neglect of the service requirements, you will be charged for this





# Inclusions

With a service and maintenance plan, you are entitled to the replacement of vehicle parts that need to be repaired or replaced during the contract period, subject to BVRLA fair wear and tear.

All work is carried out in accordance with Volkswagen's recommended servicing 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.

If you don't get the vehicle serviced in line with Volkswagen's servicing schedule, this may invalidate the vehicle's warranty – which could leave you liable for repair costs.

Please see the table on the next page for replacement vehicle parts included in the plan.

# What the plan includes

| | Service Only | Service and Maintenance | Service, Maintenance and Tyres |
|---|---|---|---|
| All routine servicing as appropriate to your car as outlined in your service schedule | ● | ● | ● |
| Engine oils and fluids required within the service schedule (for petrol, diesel and hybrid engines) | ● | ● | ● |
| Full inspection of key components including battery health and charging cables on electric vehicles | ● | ● | ● |
| Brake fluid change when appropriate as outlined in your service schedule | ● | ● | ● |
| Other oils and fluids required within the service schedule | – | ● | ● |
| Brake repairs (including: calipers, cylinders, discs, pads) | – | ● | ● |
| Cooling system repairs (including: coolant, heater components, hoses, radiator, reservoir, sender units, thermostat, water pumps) | – | ● | ● |
| Electrical system (including: alternator, battery, bulbs, central locking, ECU, fuses, instruments, standard alarm, standard immobiliser, starter motor, window regulator, wiper motor, wiring) | – | ● | ● |
| Engine repairs (including: exhaust, fuel pump, gaskets, injectors, oil pump, seals, turbo, drive belts, cambelts and tensioners will be repaired in accordance with manufacturer's schedule) (relevant to engine type) | – | ● | ● |
| Suspension repairs (including: anti-roll bar, bushes, shock absorbers, springs, wishbones) | – | ● | ● |
| Transmission repairs (including: clutch, CV joints, flywheel, gaiters, gearbox, differential, driveshafts, torque converter, wheel bearings, fluid renewals) | – | ● | ● |
| Miscellaneous items (including: adjustments, key batteries, MOT, wiper blades/refills, air conditioning service – maximum 1 per contract) | – | ● | ● |
| Roadside assistance | – | ● | ● |
| Maintenance repairs, deemed fair wear and tear | – | ● | ● |
| Cambelts & drive belts | – | ● | ● |

● Included – Not included

# What the plan includes

| What the plan includes | Service Only | Service and Maintenance | Service, Maintenance and Tyres |
|---|---|---|---|
| Gearbox service and All-wheel drive oil changes | – | ● | ● |
| MOT | – | ● | ● |
| Tyre replacement or puncture repair | – | – | ● |
| Wheel alignment and geometry check | – | – | ● |
| Tyres changed at one of over 900 approved outlets across the UK | – | – | ● |
| Tyres valves | – | – | ● |
| Wheel balance | – | – | ● |
| Wheel alignment as a result of damage or negligence | – | – | – |
| Any maintenance or repairs to diesel particulate filters | – | – | – |
| Engine additives including AdBlue | – | – | – |
| Oil and fluid top-ups between services (for petrol, diesel and PHEV engines) | – | – | – |
| Fuel and misfuelling (for petrol, diesel and hybrid engines) | – | – | – |
| Replacement of non-standard tyres and upgrades (Non Standard includes factory options) | – | – | – |
| Tyre sealant, repair equipment and tyres that have been repaired using sealant or additives | – | – | – |
| Accidental damage to tyres or irreparable punctures | – | – | – |
| Winter and all-season tyres | – | – | – |
| Warranty work | – | – | – |

● Included – Not included

# Volkswagen Driverline

You are also eligible for 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 & recovery services
- Reporting accidents and damage
- Service booking or maintenance enquiries
- Tyres
- Glass repair
- General enquiries

Once you have received your card, to activate it, or for more information about Volkswagen Driverline, please contact us on:

0330 100 8988



# Free Volkswagen Ensurance

We like to make sure the clever stuff we do for you isn't just limited to inside the car, which is why we created Volkswagen Ensurance. Our tailored accident and repair cover is absolutely free for three years, and it guarantees your car will be repaired by Volkswagen Trained Technicians using only genuine Volkswagen Genuine Parts. For more information, and to activate your cover today, visit:

## insurewithvolkswagen.co.uk/ensurance

Ensurance from Volkswagen Financial Services is administered by Lawshield UK Limited. The Legal Expenses cover is underwritten by Allianz Insurance PLC (Trading as Allianz Legal Protection).








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