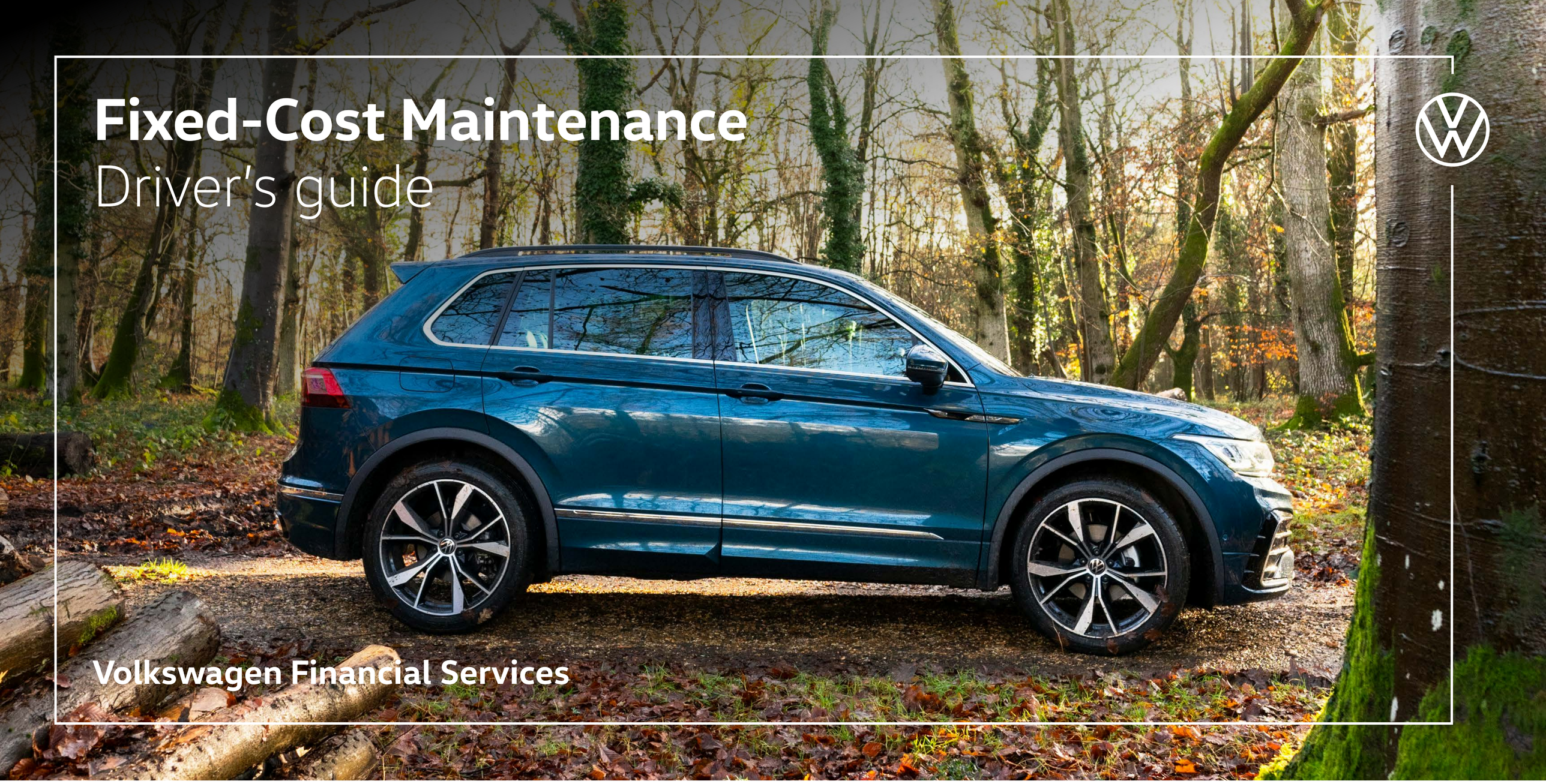
Fixed-Cost Maintenance

Driver's guide



Volkswagen Financial Services

Contents

What your plan offers	03
Looking after your Volkswagen	03
Service schedules	04
A step-by-step guide to using your plan	05
Your plan in detail	06
Watch your tread	08
Terms and conditions	09

Welcome

Welcome to your Fixed-Cost Maintenance driver guide. It's designed to explain your new plan as well as what to do when your vehicle needs servicing or maintenance.

You can now access information about your Fixed-Cost Maintenance agreement and other products online.

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





What your plan offers

Fixed-Cost Maintenance is a convenient way to ensure your Volkswagen stays in good condition with the care of Volkswagen trained technicians using Volkswagen Genuine Parts.

You will get a fully documented Volkswagen service history, making your vehicle more desirable if you ever part exchange or sell it. Fixed-Cost Maintenance is also flexible, meaning the plan can be transferred to a new owner if your Volkswagen is sold during the contract term.

If you have any questions about your plan, please contact your local Volkswagen Retailer or the Customer Services Centre on **+44(0) 370 010 2022**. We're available **Monday to Friday 9am – 6pm, Saturday 9am – 1pm,** Sundays and Bank Holidays closed.

Looking after your Volkswagen

To get the best out of your plan, and your Volkswagen, there are a few things you can keep an eye on in-between services. These are:

- Check tyre pressure, tread depth and condition (refer to page 8 for guidance on tread depth).
- Check all lights and indicators.
- For electric vehicles: Look out for any changes in visual inspection of battery performance or any visible change to cable/charging port.
- For petrol, diesel and hybrid engines: check the engine oil and coolant levels, refilling if necessary.
- Follow the manufacturer's guidelines on oil refills and the quality of oil to use on petrol, diesel and hybrid engines.

Contract Hire customers must also ensure that:

- Your vehicle is serviced at the manufacturer's recommended intervals by a Volkswagen Authorised Repairer.
- Your vehicle is in good repair and condition at all times.
- You take action on any fault codes that need attention.

Service schedules

Volkswagen has a range of engine types and sizes, from petrol and diesel engines, to hybrid and pure electric. The service schedule will therefore vary and so it is important to check your manual to understand when your service is due and book it in advance.

Fixed Service Schedule:

This schedule means that the vehicle is serviced at a set mileage and/or time. This schedule varies depending on engine and model, the information relevant to your model can be found in your owners manual.

Flexible Service Schedule:

This schedule is dictated by onboard technology that monitors service requirements or oil usage. It is possible that some vehicles can go 24 months or 20,000 miles between services, meaning your vehicle spends less time in the garage and more time on the road for your enjoyment.

Volkswagen, along with Volkswagen Financial Services, have analysed which schedule is best suited for you so you get the best driving experience possible.

If you tend to travel 10,000 miles or less per year, the Fixed Service Schedule has been activated on your vehicle.

If you travel 10,001 miles or more per year, the Flexible Service Schedule has been activated on your vehicle.





A step-by-step guide to using your plan

Step 1: When your vehicle requires a service or any maintenance, 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 www.volkswagen.co.uk. When you're making your booking, remember to mention that you have a Fixed-Cost Maintenance plan. Service or maintenance under this scheme can only be obtained from an authorised Volkswagen Retailer or Repairer.

Step 2: The Service Advisor at your Volkswagen Retailer will contact us for authority to carry out the work required and you will be asked to sign only when the job is complete.

Step 3: Make sure you have your service book stamped, or digital servicing records updated by the servicing Retailer before you drive away.

Please note:

- If you ask the Volkswagen Retailer to carry out any work not included within your plan, you will have to pay for it when the work has been completed.
- Any services not carried out before the contract end or mileage limit cannot be claimed for afterwards.
- Damage caused to the vehicle as a result of neglect of service requirements will be charged to you.



Your plan in detail

This schedule confirms the events that are covered in your plan. All repairs are subject to fair wear and tear. For the exact dates and mileages when servicing is due, please consult your local Volkswagen Retailer and your service book. If your Volkswagen has its own service reminder system and this tells you that a service is due earlier than expected, please contact your Retailer for advice.

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

	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 Values	–	–	●
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	–	–	–
Roadside assistance	–	–	–
Warranty work	–	–	–

● Included – Not included

Watch your tread

The legal minimum tread depth in the UK is 1.6mm (however our standard is 2mm) throughout a continuous band – comprising the central three-quarters of the breadth of the tyre and around the entire outer circumference of the tyre.
The minimum standard of 2mm not only ensures driver safety and comfort, but can improve vehicle grip and road handling especially in wet weather conditions.

The Service, Maintenance and Tyres plan includes the provision to replace tyres, excluding winter tyres when necessary due to wear and tear. This means that, if required, brand new tyres will be supplied and fitted during the contract period and we will specify an appropriate make, tyre and supplier if necessary.

The coverage applies to the standard tyre fitment for your vehicle.
Only premium brand tyres will be used and any optional upgrades to the standard specification (factory or aftermarket) are the financial responsibility of the driver.

Please call our approved tyre supplier, please contact us on:

0330 100 8988



Terms and Conditions

The Agreement is made between Volkswagen Financial Services (UK) Limited trading as Volkswagen Financial Services of Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR ("We/Us/Our") and the person named in the Application Form ("You/Your"). The Agreement is made on the date of Our signature on the Application Form.

1. Definitions

The key words in this Agreement have the following meanings:

Agreement – These terms and conditions and the Application Form together constitute the Agreement.

Annual Mileage – Means the Annual Mileage of the Vehicle as specified on the Application Form.

Application Form – Means the Fixed-Cost Maintenance Application Form signed by You and by Us.

Contract Period – Means the period commencing on the date of this Agreement and continuing for the number of months specified in the Application Form.

Fair Wear and Tear – Means the wear pattern that would normally be associated with any brake, suspension, clutch, and tyre components as demonstrated for the majority of Vehicles of a similar age and mileage within the Volkswagen Group portfolio.

Maintenance – Means subject to the exclusions in clause 4, parts needing repair or replacing due to Fair Wear and Tear during the Contract Period. Maintenance may only be chosen as an option if Service is also chosen.

Manufacturer's Service Schedule – Means the schedules relating to the servicing of the Vehicle contained in the handbook supplied to You by Volkswagen UK.

Retailer – Means a Retailer in the United Kingdom authorised by Volkswagen UK and named in the list of Retailers provided on supply of the Vehicle to You, or in any subsequent list of authorised Retailers issued by Volkswagen UK. Volkswagen UK may amend such list from time to time and the latest version of such list is available upon request from Volkswagen Customer Care.

Service – Means subject to the exclusions contained in clause 4, the parts and labour charges needed to comply with the Manufacturer's Service Schedules, including all oils and fluids and brake fluid change (where relevant).

Single Payment – Means the Total Monthly Instalment multiplied by the number of months in the Contract Period.

Total Contract Mileage – Means the total mileage specified on them Application Form; agreed by You for the Contract Period.

Total Monthly Instalment – Means the amount that You will pay to Us each month, as specified on the Application Form.

Tyres – Means, subject to the exclusions contained in clause 4, the repair or supply and fitting of standard tyres due to Fair Wear and Tear by a Tyre Specialist. Volkswagen Financial Services will choose these standard tyres, as appropriate for Your Vehicle. Tyres may only be chosen as an option if Service and Maintenance are also chosen.

Tyre Specialist – Means the nominated third party selected by Us for the purpose of providing Tyres and notified to You from time to time.

Vehicle – Means the Vehicle detailed on the Application Form.

Volkswagen UK – Means Volkswagen Group United Kingdom Limited of Yeomans Drive, Blakelands, Milton Keynes.

2. Agreement

(a) The provisions of this Agreement are valid for Vehicles operated and located in the UK only.

(b) We reserve the right not to enter into an Agreement where more than one month has passed since the date of first registration of the Vehicle.

3. Our obligations

We will accept all agreed costs associated with the Service, or Service and Maintenance or Service, Maintenance and Tyres for Your Vehicle, depending on the level of Your plan (as detailed on the Application Form) and subject to the exclusions in clause 4, for the duration of the Contract Period.

4. (a) General Exclusions

(i) The cost of any works that arise, directly or indirectly, as a result of accident or impact damage; misuse; vandalism or negligence by You or any third party (including any failure by You to have the Vehicle Serviced in accordance with the Manufacturer's Service Schedule); failure by You to comply with Your obligations under this Agreement.

(ii) Any form of corrosion to the Vehicle, including but not limited to damage caused by: frost, water, chemical, salt, weather, food and drink, cigarettes, oil, fuel or the Vehicle not being used for long periods.

(iii) Repair, replacement or alteration of non-factory or non-standard fitted items, accessories, components or other parts fitted to the Vehicle after manufacture; vehicle telephones or any other form of in-vehicle entertainment, including Volkswagen communication and navigation equipment; windscreen or other glass in or on the Vehicle including all light lenses/units; trim, seating, head linings, fascia and all other interior fittings; body repairs.

(iv) Fuel and any costs arising from using fuel of the incorrect specification for the Vehicle or contaminated fuel (for petrol, diesel and hybrid engines).

(v) Any costs arising from using oil of the incorrect specification for the Vehicle or contaminated oil (for petrol, diesel and hybrid engines).

(vi) Oil and fluid top-ups (including additives) and brake fluid changes between Services (for petrol, diesel and hybrid engines).

(vii) Any repairs that have not been carried out at an Authorised Retailer or Tyre Specialist.

(viii) Any work requested outside of the Contract Period.

(ix) Any work that is subject to the manufacturer's warranty.

(x) Any associated maintenance or repairs to diesel particulate filters and catalytic reduction systems (for petrol, diesel and hybrid engines).

(xi) Damaged or broken aerials.

(xii) Any Vehicle or subsequent repairs or work, which is or has been used for racing, trials or rallying, carrying of goods or passengers for hire or reward; including buses and taxis or for driving school purpose.

(xiii) Any repairs not deemed as reasonable Fair Wear and Tear.

(xiv) All wheel maintenance.

Terms and Conditions

4. General Exclusions (continued)

(b) Service Excludes

(i) The items described in clause 4(a).

(ii) Maintenance and Tyres.

(iii) All non-standard service work (including additional operations).

(iv) Safety inspections and other legally required inspections such as MOT.

(v) Cambelt and drive belt (for petrol, diesel and hybrid engines).

(vi) Roadside assistance.

(vii) Air conditioning.

(c) Maintenance Excludes.

(i) The items described in clause 4(a).

(ii) Tyres.

(iii) Warranty work.

(iv) Any repairs we do not believe are reasonable Fair Wear and Tear (as defined in the terms and conditions).

(v) Damage caused by: in-vehicle entertainment (inc. Volkswagen, communications and navigation systems), internal and external trim and bodywork.

(vi) Anti-theft devices.

(d) Tyres Excludes.

(i) The items described in clause 4(a).

(ii) Accidental damage.

(iii) Repair or replacement as a result of kerb damage or any other negligence.

(iv) Irreparable punctures (including the use of a tyre sealant or additives that renders the tyre irreparable).

(v) Tyre sealant and repair equipment.

(vi) Replacement of non-standard or winter Tyres.

5. Disputes

In the event of any dispute concerning work being undertaken on the Vehicle and/or Your failure to meet Your obligations under this Agreement We will (where appropriate) arrange an independent inspection, if requested by You. In the event that the independent inspection finds in Our favour You will be liable for the costs of the repairs and/or work and the subsequent cost of the inspection.

6. Your payment obligations

(a) You shall pay to Us either the Single Payment or the Total Monthly Instalments.

(b) The Total Monthly Instalment is based upon the Total Contract Mileage.

(i) If the term of the Agreement differs to the Contract Period, the Total Contract Mileage shall be adjusted pro rata to represent the actual length of the Agreement.

(ii) If the Annual Mileage is exceeded We reserve the right to charge You immediately thereafter for every mile the actual mileage exceeds the Annual Mileage: this amount will be equal to the excess pence per mile charge specified in the Application Form.

(iii) If during the Contract Period the Actual Mileage exceeds the Total Contract Mileage You shall pay Us for every mile by which the Actual Mileage exceeds the Total Contract Mileage: an amount equivalent to the excess pence per mile charge specified in the Application Form. If You have already made a payment under clause 6(b)(ii) above, We shall reduce the amount payable under this clause by that amount.

(c) If You have elected to pay by a single payment, You must pay Us when You sign the agreement.

(d) Total Monthly Instalments due under the Agreement are inclusive of Value Added Tax at the rate in force on the date of the Agreement. If the rate of Value Added Tax changes We shall have the right to vary the amount of the Total Monthly Instalments to take account of the change. All other payments to be made under the Agreement shall in addition bear Value Added Tax at the rate from time to time in force.

7. Your other obligations

You shall:

(a) Ensure that all Service, Maintenance, repair and replacement work to be paid for by Us under the Agreement is carried out by Retailers or in the case of Tyres, by Tyre Specialists.

(b) Ensure that the Vehicle is serviced and maintained in accordance with the Manufacturer's Service Schedule.

(c) Ensure that all possible claims under the manufacturer's warranty are made at the appropriate times and that any appropriate recall instructions are complied with.

(d) Inform Us of any fault or breakdown of the odometer in the Vehicle and ensure that the odometer is repaired as soon as practicable.

(e) Record the mileage travelled by the Vehicle at any time where the odometer is not functioning correctly. If in Our reasonable opinion We are not satisfied that You have provided Us with an accurate figure then We shall estimate the mileage to reflect Your average usage of the Vehicle. The estimated mileage will form part of the Annual Mileage and Total Contract Mileage.

(f) Ensure that the Annual Mileage is a minimum of 5,000 miles and a maximum of 40,000 miles, with a Total Contract Mileage limit of 120,000 miles.

8. Termination by You

(a) You are entitled to terminate the Agreement upon 28 days' notice to Us.

(b) If We are in breach of Our obligations under the Agreement You shall be entitled to terminate the Agreement in writing to Us.

(c) If You terminate this Agreement, the amounts already paid by You are not refundable as these are reflective of Our costs incurred in providing You with Service or Service and Maintenance or Service, Maintenance and Tyres and other costs associated with the administration and set-up of the Agreement.

9. Termination by Us

We may terminate the Agreement on written notice to You or suspend performance by Us under the Agreement for so long as We shall see fit, and then We may terminate the Agreement if:

(a) You default in the payment of any Total Monthly Instalment or other payment due under the Agreement; or

(b) You fail to perform or observe any of the terms or conditions contained in the Agreement; or

(c) Any distress is levied or threatened to be levied or any other mode of execution takes place upon Your property; or

Terms and Conditions

(d) Any meeting of Your creditors is called or You enter into any voluntary arrangement with Your creditors or You have a receiver appointed for any of Your assets; or

(e) Where You are a limited company; an administrative receiver is appointed over the whole or substantially whole of Your assets, or You pass a resolution for winding up or a winding up petition is presented to the court; or a petition is presented by You or by any of Your directors or creditors for an administration order; or

(f) Where You are an individual, a petition is presented for Your bankruptcy; or

(g) Where You are a partnership the partnership is dissolved, or any of the events referred to above occur in relation to any of the partners; or

(h) False information has been given by You in connection with the making of the Agreement which We have relied on.

10. Our liability

(a) Our obligations pursuant to the Agreement to accept the cost of Service or Service and Maintenance, or Service Maintenance and Tyres (as the case may be) shall constitute the full extent of Our liability and We shall not be responsible for any delay by a Retailer or Tyre Specialist in carrying out Service or Maintenance or Tyres; or for any loss, injury or damage, direct or consequential in respect of defective Service or Maintenance performed by a Retailer or in respect of defects in or failure of goods (including Tyres) supplied by a Retailer or Tyre Specialist.

(b) We do not exclude liability for death or personal injury arising from Our own negligence or that of Our employees.

(c) Nothing contained in this clause 10 affects Your statutory rights as a consumer.

11. Transfer of ownership

(a) You may assign this Agreement to any subsequent owners of the Vehicle, provided that both parties advise Volkswagen Financial Services in writing within a period of 21 days following the transfer of ownership and that the purchaser of the Vehicle agrees in writing to Us to be bound by the terms and conditions of this Agreement in every way.

(b) The Agreement is not transferable to another Vehicle.

12. No waiver

Our failure at any time to enforce any provision of the Agreement shall in no way affect Our right to require complete performance by You after that nor shall the waiver of any breach of any provision be taken or held to be a waiver of the provision itself.

13. Matters beyond reasonable control

Neither party shall be liable for any delay or failure to meet its obligations (other than a payment obligation) under this Agreement due to any cause outside of reasonable control including an event of force majeure (without limitation) an Act of God, war, riot, terrorism, vandalism, civil commotion, strike, lock-out, industrial dispute, Government control, restrictions or prohibitions or any other Government act or omission whether local or national or any natural catastrophe.

14. Variation

No modifications or variations to this Agreement such as addition or removal of levels of plan; mileage amendments; contract term extensions; cover for imported Vehicles; product amendments is permissible without Our prior written approval.

15. Jurisdiction

This agreement shall be construed and interpreted in all respects in accordance with the laws of England. Volkswagen Financial Services (UK) Limited is registered in England (number 2835230). Fixed-Cost Maintenance is administered by Volkswagen Financial Services, a trading name of Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR.



Volkswagen Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR, which is authorised and regulated by the Financial Conduct Authority (FCA). Volkswagen Financial Services (UK) Limited financial services register number is 311988. Registered office as above. Registered in England number 2835230. PVW25184FIN 01/26.