



5+ Promise Plan

Great news, your 5+ Promise Plan has been activated. The next 5 scheduled services and 3 MOTs are covered within the agreement.

This leaflet contains information about your servicing agreement with Volkswagen Commercial Vehicle Financial Services. You may find this detail useful when the time comes for your service work. 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 Repairers 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 Van Centre.

Included:

- 5 x Oil and inspection service
- 2 x Pollen filter replacement
- 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 including lights, battery, instruments, wipers etc.
- Diagnostic check and carry out any outstanding software updates
- Reset interval display
- 3 x MOTs

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 Authorised Repairer to carry out any work not included in the plan, you will need to pay for it when the work is complete.

The 5+ Promise also includes 5 years Roadside Assistance which is administered by The AA, and 5 years manufacturer warranty cover provided by Volkswagen Commercial Vehicles UK. If you have any questions about these provisions, please contact your local Van Centre.

This service agreement is 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 and MOTs. For further information, please contact customer services on 0370 010 2080 or visit myvwcvfinance.vwfs.co.uk