



# **All-in** from Volkswagen Commercial Vehicles

## **Financial Services**

Finance. Insurance. Fleet. Mobility.



Commercial  
Vehicles



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**This guide is designed to provide you with a better understanding of All-in from Volkswagen Commercial Vehicles.**

Please take the time to read it and be aware of what is included and excluded to avoid any unnecessary surprises later.



## OVERVIEW

# What is All-in from Volkswagen Commercial Vehicles?

All-in from Volkswagen Commercial Vehicles has been designed specifically for vehicles aged three to six years at the point of activation. It provides a comprehensive level of cover for your peace of mind. This plan ensures your Volkswagen aftercare needs are covered by Volkswagen trained technicians using only Volkswagen genuine parts and diagnostic equipment.

With All-in, we will take care of you for the next two years by carrying out your next two services and MOT tests and providing Warranty cover and Roadside Assistance for the duration too.

All-in from Volkswagen Commercial Vehicles includes:



**2 Services**



**2 MOT Tests**



**Up to 2 years'  
Warranty\***



**2 years'  
Roadside Assistance**

With All-in from Volkswagen Commercial Vehicles you will have the flexibility to visit a range of Authorised Repairers across our network for your service and maintenance requirements. You will also receive a Confirmation of Cover and full terms and conditions detailing every aspect of your plan.

\*If your vehicle's previous Volkswagen Commercial Vehicles UK or Volkswagen Commercial Vehicle Financial Services warranty expired over 30 days before you purchased All-in, then you won't be able to claim in the first 30 days of your All-in Warranty (a "no-claim period"). Effectively, you'll have 23 months where you can make a claim on your warranty.

THE PLAN AT A GLANCE

# Servicing

**To help you manage your finances and to ensure your vehicle receives the best care, All-in covers your next two services.**

Once you have received your confirmation of cover and are ready to book your vehicle in for a service, please contact your local Volkswagen Authorised Repairer direct or book online [here](#).

Tell your Authorised Repairer you are an All-in customer, bring along your Confirmation of Cover and they will complete the service for you and update your service record at the same time.

The Authorised Repairer will contact us for authority to carry out the work required, and you will be asked to agree to any work carried out on your vehicle even if it's covered by the All-in plan.

Only the items listed are covered. Any additional work identified at the time of service will need to be paid for separately.

**Cover provided by Volkswagen Financial Services**

For full terms and conditions [click here](#).

**What is included:**

1 x Oil and Inspection Service


- Oil and filter change, replace pollen filter (where required)
- A full inspection of your vehicle by expert trained technicians and report to include all lights, instruments, bodywork, glass, locks, battery, coolant levels, drive belts, braking system, steering, hoses, drive shafts and exhaust system
- Full vehicle road test
- Diagnostic check including report
- Re-set service interval display
- Volkswagen stamp in service book and update of digital service record (where applicable)
- Software updates at every visit – always ensuring that your vehicle has the latest enhancements

1 x Oil and Inspection Service with Supplementary Scope

- Oil and filter change, replace pollen filter, replace air filter
- Spark plugs (petrol engine) or fuel filter (diesel engine)
- Remove wheels and check brakes
- Check/adjust tension of all drive belts
- Check gearbox oil level
- A full inspection of your vehicle by expert trained technicians and report to include all lights, instruments, bodywork, glass, locks, battery coolant levels, drive belts, braking system, steering, hoses, drive shafts, suspension and exhaust system
- Full vehicle road test
- Diagnostic check including report
- Re-set service interval display
- Volkswagen stamp in service book and update of digital service record (where applicable)
- Software updates at every visit – always ensuring that your vehicle has the latest enhancements

**What is excluded:**

- All general wear and tear
- Tyre replacement or puncture repair
- Oil, air and fluid top-ups between services
- Air conditioning



**Top tips to keep everything in order:**

- ✓ Be aware of your date of registration so that you can service your Volkswagen Commercial Vehicle on time
- ✓ You should service your vehicle within 30 days or 1000 miles of when it is due
- ✓ If you still have a service book, ask the Authorised Repairer to stamp it for you



THE PLAN AT A GLANCE

# MOT Test

**To make life easier and to ensure the safety of your vehicle  
All-in includes two MOT Tests.\***

The MOT is an annual test of the vehicle’s safety, roadworthiness and exhaust emissions. It is a legal requirement for which you receive a certificate once passed that you need to keep safe.

During the MOT, important parts of your vehicle will be checked to make sure they meet the legal standards. If it doesn’t pass, the required repairs will be highlighted to you but are not covered by the MOT itself.

For customers in Northern Ireland, two MOT pre-checks are also included, as well as drop-off and collection to and from the local government MOT test centre.

**Cover provided by Volkswagen Financial Services**

\*MOT Tests applicable for UK and NI.  
[Click here](#) for the MOT terms and conditions.



**Top tips to keep  
everything in order:**

- ✓ If the timings work for your Volkswagen Commercial Vehicle, it is possible to carry out your service and MOT at the same time
- ✓ Be aware of your date of registration so that you can book your MOT on time



THE PLAN AT A GLANCE

# Volkswagen Roadside Assistance

For total peace of mind All-in provides two-years' Roadside Assistance.



Roadside Assistance

In the event of a breakdown, Volkswagen Roadside Assistance will attend to either repair or recover the vehicle.



Home Assistance

In the event of a breakdown at home, Volkswagen Roadside Assistance will attend to either repair or recover the vehicle.



Vehicle recovery

In the event that the vehicle cannot be repaired at the roadside or at home, Volkswagen Roadside Assistance will arrange for the vehicle to be taken to the most appropriate Volkswagen Authorised Repairer.



Accident recovery

If the vehicle has been immobilised due to a road traffic accident, Volkswagen Roadside Assistance may, at our absolute discretion, arrange for the vehicle to be taken to an authorised body shop or the most appropriate Volkswagen Authorised Repairer.



Secure storage

In the event that the immobilised vehicle needs overnight storage following a breakdown, we may, at our absolute discretion, arrange for such storage.



Message service

Volkswagen Roadside Assistance will pass on any urgent messages to friends, family and business colleagues following a breakdown, and at our absolute discretion, following an accident.



Caravan/trailer assistance

Volkswagen Roadside Assistance will arrange for any caravan or trailer that is being towed by the recovered vehicle to be transported to a place of safety. Size/weight restrictions apply.



European Assistance

Volkswagen Roadside Assistance will also provide roadside assistance, recovery, and, at our absolute discretion, repatriation, replacement vehicle and accommodation whilst you are travelling outside the UK within Europe.



Onward travel

In the event of recovery following a breakdown, where your vehicle cannot be repaired within a reasonable time, Volkswagen Roadside Assistance may, at our absolute discretion, organise and cover the costs of one of the following:

Replacement vehicle\*

In the event of mechanical or electrical breakdown only, Volkswagen Roadside Assistance may arrange and pay for a replacement vehicle up to a maximum of two days. This excludes road traffic accidents.

Hotel accommodation

Overnight accommodation for the driver and up to seven passengers (this does not include the cost of meals and drinks).

Alternative travel

Volkswagen Roadside Assistance may arrange alternative transport for the driver and up to seven passengers to the driver's destination, e.g. by taxi or train.

## Roadside Assistance provided by the AA

\*Subject to eligibility and availability. [Click here](#) for the Roadside Assistance terms and conditions.

Volkswagen Roadside Assistance  
0330 100 3243



### Top tips for preventing your Volkswagen Commercial Vehicle from breaking down:



Keep your vehicle well maintained by regularly checking your oil levels and tyre tread. Always check your vehicle before you drive, especially when planning to go on longer journeys



Speak to your Authorised Repairer if a warning light is showing and you are unsure what to do

THE PLAN AT A GLANCE

# Warranty

**To help avoid unexpected repair costs, and to prevent you from worrying about what might happen in the months ahead, All-in from Volkswagen Commercial Vehicles includes a two-year mechanical and electrical component warranty at no additional cost<sup>†</sup>.**

This warranty policy covers the costs\* of repairing or replacing the covered components that have suffered a sudden electrical or mechanical failure during the period of cover (excludes no-claim period).

If your vehicle's previous Volkswagen Commercial Vehicle UK or Volkswagen Commercial Vehicle Financial Services warranty expired over 30 days before you purchased All-in, then you won't be able to claim in the first 30 days of your All-in Warranty (a "no-claim period"). Effectively, you'll have 23 months where you can make a claim on your warranty.

The All-in Warranty does not cover any vehicle already covered under any other guarantee, insurance, warranty and/or gesture of goodwill.

**Cover provided by Volkswagen Commercial Vehicles UK and administered by Volkswagen Commercial Vehicle Financial Services**

<sup>†</sup>2 year warranty funded by Volkswagen Commercial Vehicles UK. \*Limited to parts and labour (inclusive of VAT) up to the market value for the covered vehicle at the time of the claim (inclusive of VAT) and all policy inclusions only apply to the covered vehicle. ^Participating Volkswagen Van Centres only. If your vehicle is at a Volkswagen Van Centre for over 24 hours as part of a valid All-in warranty claim, courtesy van hire is available (up to £100 per day for a maximum of three days). [Click here](#) for the Warranty terms and conditions.

The warranty is valid in the United Kingdom and for up to sixty days during the period of cover in Continental Europe.

**The key exclusions are:**

- All bodywork, paintwork, body components, glass, seals, wardrobes, cupboards and curtain rails
- Certain wear and perishable items
- Wear and tear, normal deterioration, routine servicing, maintenance or reprogramming
- Any defects that are likely to have existed before the period of cover or occurred during the no-claim period
- Faulty repairs, incorrect servicing or failure to have the vehicle serviced in accordance with the manufacturer's recommendations
- Losses or damage due in any way to any type of accident, misuse or any act or omission which is wilful, unlawful or negligent

- Claims linked from, or caused by, vehicles being modified in any way from the manufacturer's specification
- Any vehicle which is owned by a business formed for the purpose of selling or servicing motor vehicles or for hire or reward or by a driving school
- Any vehicles used for competitions of any kind, racing, pacemaking, rallies, off-road use including track days

Your warranty policy does not cover anything required as part of the service and MOT Test.

Always make sure your service record is kept up to date, this can help to prevent any discrepancies later. If you fail to have the covered vehicle serviced correctly in accordance with the manufacturer's specifications during the period of cover, or you are unable to produce proof of such servicing if we request it, then this may invalidate your cover or we may not pay all or any part of a claim you make.

**Please ensure you read the terms and conditions relating to your Warranty cover, which you can find [here](#). This will give you information about your warranty policy, including all exclusions and inclusions, as well as how to make a claim.**



**Top tip for your warranty:**



If your vehicle is being repaired as part of a Warranty claim, your Volkswagen Authorised Repairer might be able to offer a courtesy vehicle<sup>^</sup> wherever possible, if you book in advance



# **All-in** from Volkswagen Commercial Vehicles

Volkswagen Commercial Vehicles 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.

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