



# Contract Hire Driver's Guide

## Important Information



Commercial  
Vehicles

# Your Volkswagen Commercial Vehicle 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:

[myvwcvfinance.vwfs.co.uk](https://myvwcvfinance.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 Commercial Vehicles Commercial Vehicles recommended servicing schedule – this should be done by an authorised Volkswagen Commercial Vehicles Commercial Vehicles Retailer or Volkswagen Commercial Vehicles Commercial Vehicles 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 Commercial Vehicles Commercial Vehicles 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 Commercial Vehicles Commercial Vehicles, 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 Commercial Vehicles Commercial Vehicles 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](http://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: [myvwcvfinance.vwfs.co.uk](http://myvwcvfinance.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 8907 or go online to: [myvwcvfinance.vwfs.co.uk](https://myvwcvfinance.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](mailto: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 777 172 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 Commercial Vehicles 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 Commercial Vehicles Retailer or Volkswagen Commercial Vehicles 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 Commercial Vehicles 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 Commercial Vehicles Retailer or Volkswagen Commercial Vehicles 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 Commercial Vehicles Retailer or Volkswagen Commercial Vehicles 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 Commercial Vehicles'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.

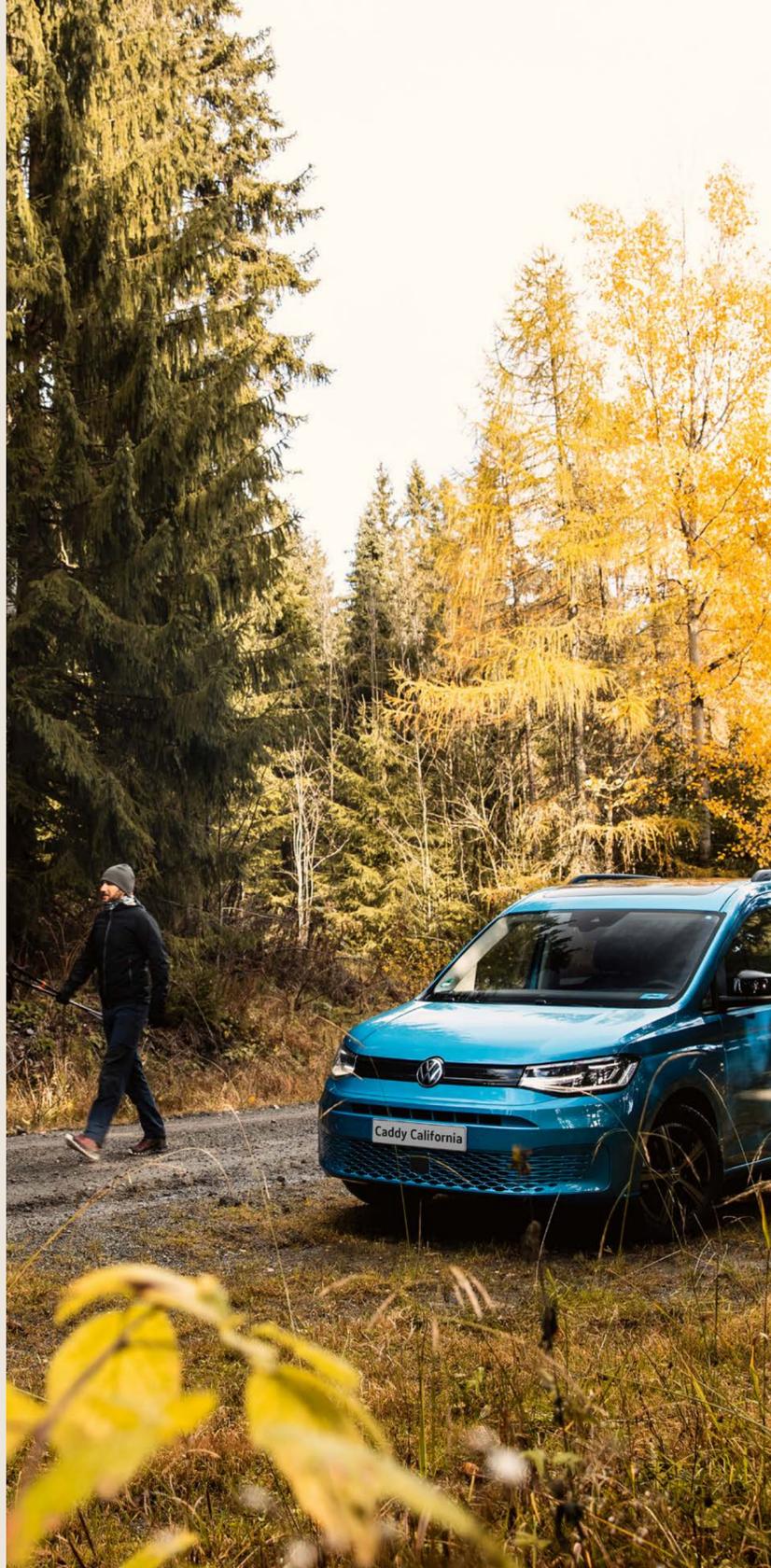
If you don't get the vehicle serviced in line with Volkswagen Commercial Vehicles's servicing schedule, this may invalidate the vehicle's warranty – which could leave you liable for repair costs.

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	-	●	●
Replacement tyres, where necessary due to fair wear and tear	-	-	●
Tyres changed at one of over 900 approved outlets across the UK	-	-	●
Wheel alignment and geometry check, where necessary	-	-	●
Valves	-	-	●
Wheel balance	-	-	●

● Included – Not included



## Main exclusions

### Service Only plan:

- Maintenance
- MOT
- Roadside assistance
- Cambelts and drive belts
- Tyre replacement or puncture repair
- Wheel alignment
- Oil and fluid top-ups between services (for petrol, diesel and hybrid engines)
- Fuel and engine additives including AdBlue® (for petrol, diesel and hybrid engines)
- Gearbox service and All-wheel drive oil changes
- Any other work outside the manufacturer's recommend service schedule, including normal wear and tear

### Service and Maintenance plan:

- All non-standard service work
- Glass, including windscreens and all light units, resulting from damage or outside influences
- Tyre replacement or puncture repair (unless covered by a Service, Maintenance and Tyre plan)
- Wheel alignment and geometry check (unless covered by a Service, Maintenance and Tyre plan)

- Oil, air and fluid top-ups between services (for petrol, diesel and hybrid engines)
- Maintenance and repair of non-factory or non-standard fitted items or accessories
- Damaged or broken aerals
- Fuel and misfuelling (for petrol, diesel and hybrid engines)
- AdBlue top-ups (for diesel engines)
- Warranty work
- Any repairs we do not believe are fair wear and tear (as defined in the terms and conditions)
- Non-factory fitted anti-theft devices
- Body repairs
- Damage caused by:
  - Negligence, abuse, misuse or accidents
  - Food, drinks and cigarettes
  - Any form of corrosion including pollution, water, chemicals, salt and weather
  - Using the incorrect oil or overfilling
- Damage to:
  - In-vehicle entertainment (including audio, communications and navigation systems)
  - Internal and external trim and bodywork

### Service, Maintenance and Tyres plan

- Accidental damage
- Irreparable punctures (to be confirmed by our dedicated tyre repair specialists)
- Misuse or vandalism
- Replacement of non-standard tyres
- Tyre sealant and repair equipment
- Tyres that have been repaired using tyre sealants or additives
- Wheel alignment that's a result of kerb damage or any other negligence
- Winter and all-season tyres

Please note that this is not a definitive list, and the maintenance control team are happy to discuss any other repair queries you may have. To speak to them, please call:

0330 100 8907

# Volkswagen Commercial Vehicles Driverline

You are also eligible for instant access to a range of services from Volkswagen Commercial Vehicles Driverline, a dedicated contact number for all your motoring needs.

Volkswagen Commercial Vehicles 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 Commercial Vehicles Driverline, please contact us on:

0330 100 8929





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