



All-in.
From Volkswagen Commercial Vehicles.



**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.





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.

You will also benefit from our Service Promise.



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

What is included:

The next two services due which includes:

- Drain and replace the engine oil, filter, sump plug and washer
- 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
- All other component checks detailed as a requirement within the service schedule
- Check for vehicle safety and software updates
- Vehicle road test (when required)
- Engine air filter replacement (when required)
- Pollen filter replacement (when required)
- Diesel fuel filter replacement (when required)
- Spark plugs replacement for petrol models (if required)

Hybrid vehicles also include:

- Visual checks to the battery carried out by high voltage trained technicians

What is excluded:

Wear and tear including but not limited to:

- Replacement brake pads, discs and fluid
- Replacement wiper blades, front or rear
- Engine oil, air and fluid top-ups between services (including AdBlue)
- Air conditioning repairs or servicing
- Tyre replacement or puncture repair
- Glass including windscreen glass and headlamp lenses
- Any repairs or maintenance associated with the engine particulate filter and catalytic reduction systems

Additional jobs required at a mileage or time interval:

- Cambelt replacement
- Alternator belt replacement
- Automatic gearbox oil change
- Brake fluid

Cover provided by Volkswagen Financial Services

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

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

Volkswagen Roadside Assistance

Volkswagen Roadside Assistance
0330 100 3243

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.



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

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†.

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.

The warranty is valid in the United Kingdom and for up to 60 days during the period of cover in Continental Europe.

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

†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 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 vehicle 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 tips 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^ wherever possible, if you book in advance

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

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