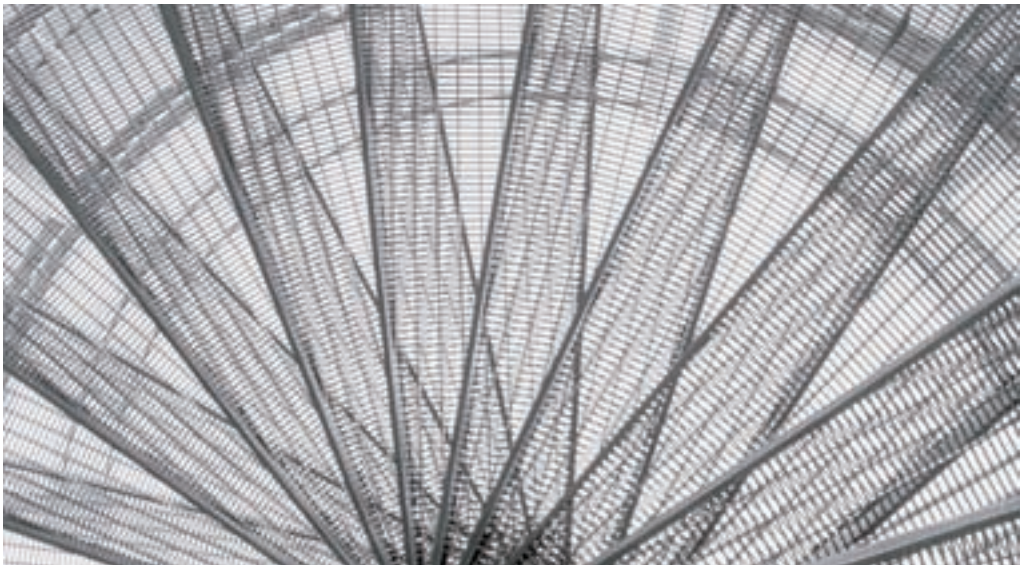
VOLKSWAGEN FINANCIAL SERVICES

UNITED KINGDOM



Your guide to fair wear and tear

Contents

About this guide

What's it all about?
This is a guide to explain the independent vehicle inspection that takes place at the completion or termination of your finance agreement. We detail the inspection process, describing the criteria the inspector uses to assess your vehicle for general wear and tear. This is based on the industry wide recognised BVRLA standards.

We also outline how you can assess your vehicle in advance, so that there are no surprises on the inspection day. After the inspection, we explain what will happen next, depending on the outcome.

We've included useful tips about keeping your vehicle in reasonable condition with simple routine maintenance.

Finally, we explain what to do if you are not satisfied with the inspection decision.

Time to take a closer look.

Please note: The pictures used in this brochure are for illustration purposes only.

Checking your vehicle before the inspection

1. **Make your own assessment.**
   To help you, we have included a form similar to that which the inspector uses to check your vehicle. Give yourself plenty of time to look over the vehicle and deal with any problems. A couple of months gives you plenty of time to sort out things before the inspection.

2. **Be as honest as you can.**
   It's a good idea to get a friend to look over the vehicle with you, someone you trust to tell you the truth.

3. **Make sure you assess the vehicle in good light, preferably natural daylight.**
   This is how the inspector will see it. Poor light means you could miss something.

4. **Wash and clean the vehicle before you assess it.**
   Give it time to dry because water and smears could hide faulty paintwork.

5. **Walk around the vehicle looking closely at it in sections.**
   Try assessing the panels first then the roof, bonnet or hatchback. Look at how the light is reflected as this can expose dents and scratches.

6. **Get down and look really closely at the paintwork.**
   Moving around the vehicle at this lower level so you can see any detail more easily.

7. **Pay particular attention to headlamps, indicators, mirrors.**
   Look for holes, cracks and scratches.

8. **Feel the tyres for gouges.**
   Check the tread depth and if it is even.
   Look all around the wheel trims for damage.

9. **Check out the upholstery for rips, burns, unsightly marks or excess wear.**

10. **Clean and vacuum the inside.**

Vehicle condition report

Vehicle details			
Vehicle model		Agreement No.	
Registration No.		Date	

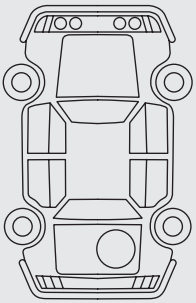
WE INVITE YOU TO EXAMINE THE VEHICLE AND AGREE ANY DAMAGE BEFORE YOU DRIVE AWAY.

Vehicle condition: The vehicle you are about to hire has been checked over for damage and we would ask you to agree the damage and note it below.
You are liable for damage or loss as shown below and remain liable throughout the hire period irrespective of the circumstances.
Your liability will cease only after the vehicle has been checked by a member of our Rental staff.
The following items are an example of those which can give rise to additional charges: tyres, wheels, aerials, mirrors, petrol caps, cigarette burns, torn upholstery, knocks, scrapes and dents etc.

Your damage liability is: £

Vehicle condition: Indicate any damage using key:

1. Severe dent
2. Dent
3. Scratch
4. Crack
5. Dirty
6. Broken
7. Torn
8. Chipped
9. Marked



- ☐ N/S front wing
- ☐ Front door
- ☐ Rear door
- ☐ N/S sill
- ☐ N/S rear wing
- ☐ N/S panel
- ☐ Boot lid
- ☐ Rear bumper
- ☐ Rear panel
- ☐ Fire exit
- ☐ O/S rear wing
- ☐ O/S panel
- ☐ Rear door
- ☐ Driver's door
- ☐ O/S front wing
- ☐ Bonnet
- ☐ Front grille
- ☐ Front bumper
- ☐ O/S sill
- ☐ First aid kit
- ☐ Front seat
- ☐ Rear seat
- ☐ Interior trim
- ☐ Mirrors
- ☐ Roof
- ☐ Wheel covers
- ☐ Spare wheel
- ☐ Jack/tools
- ☐ Information pack
- ☐ Controls explained

Fuel

This vehicle uses the fuel as indicated:
Any shortfalls in the fuel will be charged at the rates shown below.

Diesel	p per litre.
Unleaded petrol	p per litre.
4 Star petrol	p per litre.

Please identify any faults or defects that occur during the hire:

Declaration

OUT
I the undersigned agree that the damage and fuel reading noted above are correct at the time of collection. I agree to pay the charges noted above if I return the vehicle with additional damage or a fuel shortage.

Print name	
Date	
Signature	

IN
I agree that the vehicle is returned and I am liable to pay for the following:

Damage	
Fuel	
Print name	
Date	
Signature	

Mock inspection form

The vehicle inspection

The time has come to hand back your vehicle. An independent inspector now carries out a routine inspection according to the industry-wide accepted standards detailed in this booklet. The level of inspection is determined by the vehicle's mileage and lasts about 15 minutes. It takes into account the condition of your vehicle and checks that all documents and equipment are in order.

Naturally, we need your vehicle to be available. As you would expect, it should be legally parked in a safe place with easy all round access. Please have all the vehicle documents and equipment ready for the inspector to see.

After the inspection is over the vehicle will be taken away, so please be mindful of your transport arrangements.

How it works

The inspector will carefully examine the vehicle to ensure everything is in order for its return. If there are any defects, damage or missing items the inspector will make a record and may take photographs of the vehicle.

At the end of the inspection you will see the final report.

What you need to provide and do

1. Documents and equipment

To make an accurate assessment, the inspector has to check the vehicle's documents. These need to be current and complete. Please assist the inspection process by making sure all the relevant information is available.

The documents you need to show the inspector are:

- A complete literature pack
- A valid MOT certificate (where applicable)
- Extended warranty receipts
- All repair certificates (where applicable)
- A V5 (where applicable)

Spare keys, alarm transmitters, locking wheel nuts, etc. must also be seen. Satellite navigation discs, CD cartridges, spare wheel, jack, etc. should be intact and accessible.

After the inspection, these things remain with the vehicle when it is taken away.

2. Telephone kits

Please take out all non-standard telephone kits before the inspection. Any damage caused by their removal will be subject to costs.

3. Signs and transfers

The vehicle must be returned in its original condition. All non-standard transfers and sign writing therefore need to be removed before the inspection. Any damage caused by the removal of signs and transfers will result in additional costs.

4. Service history

As part of the agreement, the vehicle should have been regularly serviced by Volkswagen Group approved repairers and according to the manufacturer's recommendations.

The inspector will record any vehicle not serviced within the last two years, as well as any with a variable service record.

After the inspection

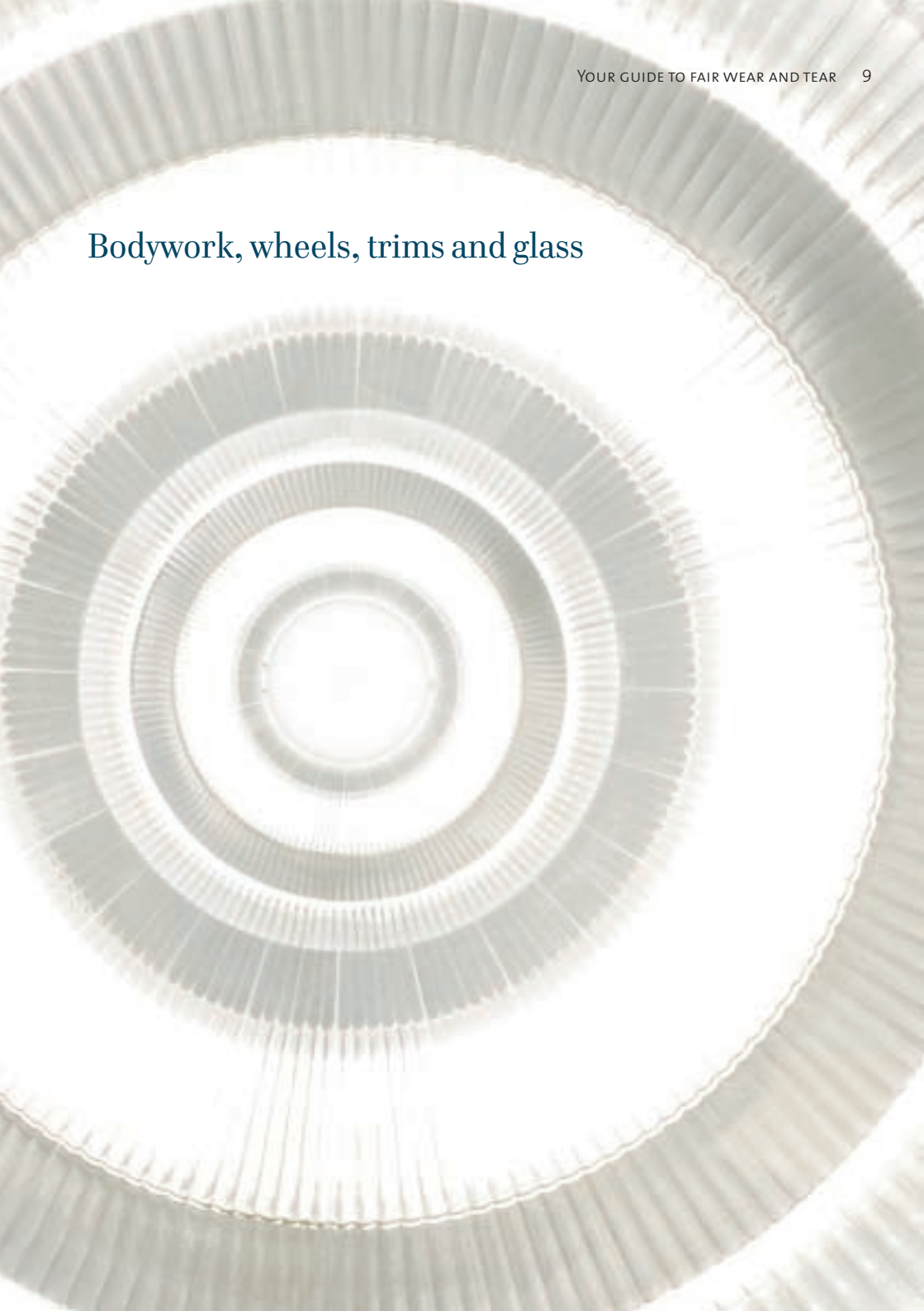
Our aim is to make the inspection process as straightforward as possible. So when it is completed you will be given the opportunity to study the vehicle report. It explains any damage that has been found and the cost of putting it right.

Please ask if there is anything you do not understand and the inspector will endeavour to explain. Assuming you are happy with the inspection.

What if I'm not satisfied?
If you have concerns and do not wish to sign the inspectors document, you will be given a letter explaining how our disputes system works, how to contact us and what to do next.

Vehicle collection
The inspection marks the end of your agreement, so be prepared as the vehicle will be taken away immediately afterwards.

Bodywork, wheels, trims and glass



1. Body and paint

Acceptable

Not acceptable

Fact: The smallest scratch can rust and corrode.
Solution: Make sure any damage receives the proper treatment as soon as possible.

There are certain minor marks, scratches, chips and dents that are acceptable to the inspector, whilst other more serious damage is definitely unacceptable. To help you assess your vehicle ahead of the inspection, we have listed what will and will not pass the inspector's standards.

Acceptable

- Very minor body dents, which are not visible on a two metre arc appraisal* and with no paintwork damage
- Stone chips will be allowable on forward-facing panels, which are consistent with the age and mileage of the vehicle
- Scratches that can be polished out

Not acceptable

- Excessive chips that affect the vehicle's appearance
- Chips on a panel/chips causing rusting
- Scratches deep enough to reach the bare metal
- Scratches affecting the vehicle's appearance
- Previous body repairs and paint corrections easily visible
- Poor colour match, ripples, preparation marks, visible over spray, masking lines or excessive dirt in paint
- Dents on high profile panels such as bonnets, wheel arches, etc.
- Underbody damage that affects the vehicle's structure or warranty
- Non-professional repairs

Special note: When a panel is estimated for repair, it may be necessary to include the adjacent panels to make sure they blend together.

*Please see illustration on page 27

2. Bumpers and trims

Acceptable

Not acceptable

Fact: Subject to tears and scuffs that go almost unnoticed without proper inspection.
Solution: Repair or replace broken, cracked or distorted mouldings and trims.

Acceptable
- Light scuffing to non-painted parts

Not acceptable
- Scratches
- Cuts
- Gouges
- Any distortion that affects the vehicle's appearance

3. Tyres

Acceptable

Not acceptable

Fact: Under-inflated tyres wear more quickly around the tread's edges. Over inflation leads to excess wear in the centre.
Solution: Keep pressures in line with the manufacturer's recommendations to keep safe as well as avoiding damage and additional wear.

Acceptable
- 'E' mark European Standard tyre
- Correct size and speed ratings
- Minimum 2 mm tread depth across all treads, including the spare

All vehicles must be returned with a spare wheel, space saver spare wheel or a complete tyre inflation kit.

Not acceptable
- Less than 2 mm tread depth across all treads, including the spare
- Uneven wear
- Incorrect speed rating
- Remoulds or tyres without a European Standard 'E' mark
- Any bulge, gouge, crack, cut, plugged or torn sidewall

For more information please see page 15

4. Wheels and trims

Acceptable

Not acceptable

Fact: Alloy wheels and trims are easily damaged and expensive to replace. The spare wheel must be legal and roadworthy.
Solution: Make sure the spare wheel is in order and take care parking and manoeuvring.

Acceptable

- Light scratches limited to the wheel rim, which do not exceed 50% of the rim and must not be visible from two metres away
- Corrosion not caused by wheel rim damage
- Light scuffs on the rim edge of wheel trims

Not acceptable

- Damage to the main part of the wheel
- Cracked or split wheel trims

Special note: Locking wheel nuts must, if supplied, be with the vehicle.

5. Interior

Acceptable

Not acceptable

Fact: The inside of a vehicle needs to be regularly cleaned to maintain hygienic, safe driving conditions.
Solution: Keep seats and mats free from dirt and vacuum around the foot wells. The interior must be in good standard commensurate with the age and mileage of the vehicle.

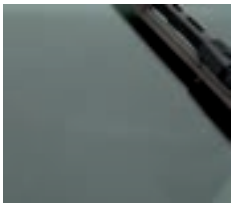
Acceptable

- Normal wear and tear to carpets, trim, upholstery, etc.
- Seat cover/trim repairs of a high standard
- Vinyl or hard plastic repairs of a high standard

Not acceptable

- Non-standard phone kits
- Damage caused by removing phone kits
- Burns or cuts to trim, seat covers, headlining and floor coverings
- Stains or permanent discoloration
- Removal of original/retro fitted items e.g. DVD screens

6. Glass



Acceptable

Not acceptable

Fact: A small chip can lead to a shattered windscreen.
Solution: Keep glass safe at all times. If damage occurs to restrict driver vision or is near to heating elements it should be dealt with immediately. Sort out chips, cracks and holes.

Acceptable

- Surface chips with no spreading cracks
- Lenses with minor chips not affecting the vehicle's appearance or the lamp's performance

Not acceptable

- Scratches and cracks in glass
- Stone chips with signs of cracking
- Windscreen scratches caused by faulty wiper blades

Tyres and treads

1. Tyres and treads

Acceptable

Fact: Driving over hazards such as pot-holes, kerbs and speed bumps can result in the weakening or fracture of the tyre's structure. It is dangerous to re-inflate a tyre which has been run flat or seriously under inflated.
Solution: Inflation pressure should be checked at least every two weeks. There is an increase in pressure when the tyre has been warmed up after running the car, therefore only check the pressure when the tyre is cold.

Not acceptable

Acceptable

- Replace any tyre when it has approximately 2 mm of tread remaining, as measured with a proper depth gauge
- Always inflate your tyres according to the weight the vehicle is carrying
- Keep an eye on the tread wear indicators found on the shoulder of the tyre

Not acceptable

- Less than 2 mm of tread on three quarters of the breadth of the tyre and round the entire outer circumference
- Incorrect speed rating
- Driving with over or under inflated tyres
- Irregular checking of tyres

Car tyres and your safety

Tyres are the only parts of the car which are in contact with the road. Safety in acceleration, braking, steering and cornering all depend on a relatively small area of road contact. It is therefore of paramount importance that tyres should be maintained in good condition at all times and that when the time comes to change them the correct replacements are fitted.

The original tyres for a car are determined by joint consultation between the car and tyre manufacturers and take into account all aspects of operation. It is recommended that changes in tyre size or type should not be undertaken without seeking advice from the car or tyre manufacturers, as the effect on car handling, safety and clearances must be taken into account.

In some other European countries it is illegal to use replacements which differ in certain respects (e.g. size, load, and speed rating) from the tyre fitted originally by the vehicle manufacturer.

The following information (page 16-23) is based on information obtained from Tyre Safe 'Car Tyres and Your Safety' and is correct at time of printing.

Types of tyre

Radial ply tyres are now the most common tyres in use on British roads representing more than 90%. Some radial ply tyres now have a run flat capability known as Self Supporting Run Flat (SST) tyres which are becoming more common particularly when fitted as original equipment.

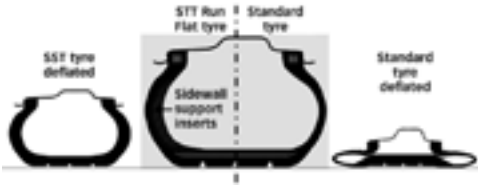
Older diagonal (cross-) ply tyres are now very rarely seen and have effectively been replaced by radial ply tyres.

Radial ply tyres may be either steel or textile braced and are identified in the size marking by the letter 'R' and often the word 'Radial'.

1. Tread
2. Body ply
3. Belt
4. Sidewall
5. Bead
6. Inner liner
7. Capply
8. Apex

Self Supporting Run Flat (SST) tyres are designed to provide a limited run on period following a puncture. These are identified by the letters 'RF' in the size marking. To be categorised as a run flat tyre, the minimum distance they must achieve in a run flat condition is 50 miles (80 km) at a maximum speed of 50 mph (80 km/h) and at a minimum of 80% of their maximum load capacity.

It is essential the vehicle is equipped with a tyre pressure monitoring system to enable use of run flat tyres.



Do not mix tyre types

Except in the case of temporary use spare tyres supplied as original equipment, it is illegal in the United Kingdom and dangerous to mix tyres of different types on the same axle. It is also advised that the same tyre type is fitted to all wheel positions.

Keep the pressure correct

Recommended tyre inflation pressures for your vehicle can be found in the vehicle handbook and/or on a placard mounted on the vehicle. In the absence of either of these consult the tyre manufacturer. Correct pressures are related to loads, speeds and vehicle handling and are vital for maximum safety, braking, grip and good tyre life.

Prolonged under-inflation causes excessive flexing, deterioration of the casing and rapid wear of the tread shoulders. The vehicle will also consume more fuel.

Over-inflation results in an uncomfortable ride, a reduced area of contact with the road, accelerated wear on the tread centre and makes the tyre more susceptible to impact damage.

Inflation pressure should be checked at least every two weeks and only when the tyre is cold, since there is an increase in pressure when the tyre has warmed up after being run.

A reliable and accurate pressure gauge should be used.

Inspection and maintenance

Examine your tyres regularly, removing stones and other objects embedded in the tread. If the tyre has lumps or bulges it must be examined by a tyre specialist since these could indicate internal damage. Wipe away oil or grease with a suitable diluted detergent.

Watch your tread

Tyre treads are designed to give good grip on wet roads, but in general wet grip decreases as tyre tread pattern wears down or as the depth of water increases. Motorists should take this into consideration and reduce speed when it is wet.

The legal minimum tread depth in the UK is 1.6 mm (however our standard is 2 mm) throughout a continuous band comprising the central three-quarters of the breadth of tread and round the entire outer circumference of the tyre. However, tyre wet grip deteriorates more rapidly in the second half of its tread life and wet stopping distances can dramatically lengthen. It is therefore advisable that consideration is given to replacing tyres well before they reach the legal minimum.

Caravans and trailers

Caravan and car trailer tyres may be radial or on older vehicles diagonal (cross-) ply construction irrespective of what type is fitted to the towing vehicle. Both tyres on a caravan or trailer axle must be of the same size and type. Caravan and trailer tyres often require higher inflation pressures than are required for the same tyres on a car. It is essential that correct tyre pressures are determined and maintained.

When towing in the absence of any recommendation in the vehicle handbook, increase the towing vehicle's rear tyre pressures by four to six psi (0.3 to 0.4 bar) to improve stability of the complete unit.

Temporary use spare tyres

Temporary use spare tyres are frequently a different size to the standard road tyres. Severe operating restrictions apply. Failure to observe the advice given in the vehicle handbook and/or on the tyre sidewall could have very serious consequences.

Do not exceed 50 mph when using a temporary use spare tyre and observe the minimum inflation pressure.

Valves

A new valve should be fitted when replacing tubeless tyres. When checking or adjusting inflation pressure, always ensure the valve is not leaking. A new cap of the sealing type should be fitted.

Tyre repairs

Repairs to car tyres must only be carried out by a tyre specialist and in accordance with the current British Standard AU159.

Permanent repairs can only be carried out following removal of the tyre from the wheel to allow a thorough inspection internally as well as externally to ensure there is no hidden damage which could result in a catastrophic failure.

To avoid such a hazard, neither externally applied plug repairs, nor liquid sealants may be considered as a permanent repair. Tyre manufacturers cannot be held responsible for problems resulting from their use.

For repairs to self supporting run flat tyres, consult the relevant tyre manufacturer.

Wheels and trims

It is essential the wheel size is an approved fitment for the tyre and vehicle concerned. Tyres must not be used on damaged, distorted or modified wheels since this could result in tyre damage, deflation and possible loss of control of the vehicle.

Removal and fitting of tyres

These operations should only be entrusted to a trained tyre specialist who has the necessary equipment and expertise. Inexpert fitting can result in injury and damage to tyres and wheels. Wheels should be balanced after tyres are fitted or replaced.

General information

Driving over pot-holes, kerbs, speed humps, etc. even at low speed can result in the weakening or fracture of the tyre's structure. It is dangerous to re-inflate a tyre which has been run flat or seriously under inflated and such tyres should be removed for complete examination by a tyre specialist.

Tyre manufacturers cannot be held responsible for problems arising from modifications to their products, or the use of sealants which they have not approved.

Directional and asymmetric patterned tyres

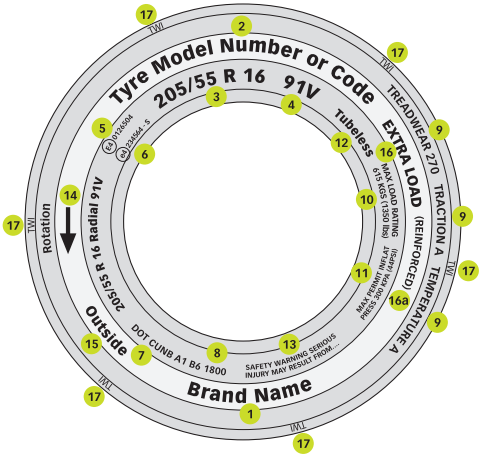
Some tyres have patterns where their direction of rotation is important to achieve their full performance. These are known as 'Directional' pattern tyres and the direction of rotation is marked on the tyre's sidewall.

Additionally some tyres have patterns which are different on the inner half of the tread than compared to the outer half. These tyres, known as 'Asymmetric', have their sidewalls marked 'Outside' and/or 'Inside' or similar wording.

It is important with both these tyre types to observe the fitting markings on the tyre sidewall.

Tyre 'load' and 'speed' markings

With few exceptions, new or retreaded tyres are required by law to carry indications of the tyre's load carrying and speed capabilities e.g. 205/55R16 91V. These are moulded on the sidewall as a service description comprising a Load Index (e.g. '91' in table 1) for load carrying capacity and a Speed Symbol (e.g. 'V' in table 2) for speed capability. It is strongly recommended to always fit tyres that have a speed capability and load index at least equal to or higher than those originally specified by the vehicle manufacturer.



Car tyre sidewall markings chart

1. Manufacturer's name or Brand name
2. Model or Pattern Code
3. Tyre Size, Nominal Section width (mm), Height to width aspect ratio, Rim diameter code
4. Service description (Load Index + Speed Symbol)
5. ECE R30 Conformity Approval Number
6. EEC Noise Approval Number
7. USA Dept of Transport Manufacturer's code
8. Date of Manufacture
9. USA UTQG Quality Grades **
10. USA Maximum Tyre Loading **
11. USA Maximum Tyre Inflation Pressure **
12. Denotes Tubeless Construction
13. Safety Warning
14. Direction of Rotation [Directional Tyres only]
15. Outer (Inner) sidewall [Asymmetric Tyres only]
16. Extra Load: Denotes higher load capacity than standard tyre

16a. 'Reinforced' is an alternative marking to 'Extra Load'

17. TWI-tread wear indicators – raised areas at the base of the tread grooves to serve as a visual warning of when the tyre is approaching or at the minimum legal limit

** These markings are required by North American legislation and have no significance in the UK and Europe

Load Index	Load KG	Load Index	Load KG	Load Index	Load KG	Load Index	Load KG	Load Index	Load KG
50	190	65	290	80	450	95	690	110	1060
51	195	66	300	81	462	96	710	111	1090
52	200	67	307	82	475	97	730	112	1120
53	206	68	315	83	487	98	750	113	1150
54	212	69	325	84	500	99	775	114	1180
55	218	70	335	85	515	100	800	115	1215
56	224	71	345	86	530	101	825	116	1250
57	230	72	355	87	545	102	850	117	1285
58	236	73	365	88	560	103	875	118	1320
59	243	74	375	89	580	104	900	119	1360
60	250	75	387	90	600	105	925	120	1400
61	257	76	400	91	615	106	950	121	1450
62	265	77	412	92	630	107	975	122	1500
63	272	78	425	93	650	108	1000	123	1550
64	280	79	437	94	670	109	1030	124	1600

Table 1: Load indices and related maximum loads

Table 2: Tyre speed symbol marking

Speed Symbol	Maximum vehicle speed for which tyre is suitable	
M	81 mph	130 km/h
P	93 mph	150 km/h
Q	99 mph	160 km/h
R	106 mph	170 km/h
S	112 mph	180 km/h
T	118 mph	190 km/h
H	130 mph	210 km/h
V	150 mph	240 km/h
W	169 mph	270 km/h
Y	187 mph	300 km/h
ZR	over 150 mph	over 240 km/h

Tyre service life and ageing

The tyre industry has long recognised the consumer's role in the regular care and maintenance of their tyres. The point at which a tyre is replaced is a decision for which the owner of the tyre is responsible. The tyre owner should consider factors to include service conditions, maintenance history, storage conditions, visual inspections, and dynamic performance. The consumer should consult a tyre service professional with any questions about tyre service life. The following information and recommendations are made to aid in assessing the point of maximum service life.

Tyres are designed and built to provide many thousands of miles of excellent service. For maximum benefit, tyres must be maintained properly to avoid tyre damage and abuse that may result in tyre disablement. The service life of a tyre is a cumulative function of the storage, stowing, rotation and service conditions, which a tyre is subjected to throughout its life (load, speed, inflation pressure, road hazard injury, etc.). Since service conditions vary widely, accurately predicting the service life of any specific tyre in chronological time is not possible.

Tyres should be removed from service for numerous reasons, including tread worn down to minimum depth, damage or abuse (punctures, cuts, impacts, cracks, bulges, under inflation, overloading, etc.). For these reasons tyres, including spares, must be inspected routinely, i.e. at least once a month. This routine inspection should occur whether or not the vehicle is equipped with a tyre pressure monitoring system (TPMS). Regular inspection becomes particularly important the longer a tyre is kept in service. If tyre damage is suspected or found, it is recommended that the consumer has the tyre inspected by a tyre service professional. Consumers should use this consultation to determine if the tyres can continue in service. It is recommended that spare tyres be inspected at the same time.

Consumers are strongly encouraged to be aware of their tyres' visual condition, such as cracking/grazing of the tread/sidewall rubber. Also, they should be alert for any change in dynamic performance such as increased air loss, noise or vibration. Such changes could be an indicator that one or more of the tyres should be immediately removed from service to prevent a tyre disablement. Also, the consumer should be the first to recognize a severe in-service impact to a tyre and to ensure that the tyre is inspected immediately thereafter.

Tyre storage, stowage and rotation are also important to the service life of the tyre.

There is no known technical data that supports a specific tyre age for removal from service. However, in the interests of safety it is recommended that all tyres (including spare tyres) that were manufactured more than ten years previous be replaced with new tyres, even when tyres appear to be usable from their external appearance and if the tread depth may

not have reached the minimum wear out depth. Vehicle manufacturers may recommend a different chronological age at which a tyre should be replaced based on their understanding of the specific vehicle application; it is recommended that any such instruction be followed. Consumers should note that most tyres would have to be removed for tread wear-out or other causes before any proscribed removal period. A stated removal period in no way reduces the consumer's responsibility to replace tyres as needed.

The chronological age of any tyre can be found on the tyre sidewall by examining the characters following the symbol 'DOT'.

For tyres manufactured after the year 1999, the last four numbers identify the date of manufacture of the tyre to the nearest week. The first two of these four numbers identify the week of manufacture (which range from '01' to '52'). The last two numbers identify the year of manufacture (e.g. a tyre with the information 'DOT XXXXXX2703' was manufactured in the 27th week of 2003). For tyres manufactured prior to the year 2000, three numbers instead of four indicate the date of manufacture. Also, during the early 1990s, a triangle was added (◀) to the end of the character string to distinguish a tyre built in the 1990s from previous decades (e.g. a tyre with the information 'DOT XXXXXX274◀' was manufactured in the 27th week of 1994).

Service and maintenance

Service and maintenance

Fact: Failure to service and maintain the vehicle at the required times will reduce its value and may result in additional charges at the end of the contract.
Solution: Ensure the vehicle is serviced and maintained by an authorised service centre or authorised repairer in accordance with the manufacturer's recommendations. If you have decided not to include service and maintenance in your contract hire agreement, these immediately become your responsibility.

Acceptable

- Getting the vehicle serviced and maintained by an authorised service centre as soon as the service light illuminates
- Following the manufacturer's recommendations in accordance with servicing and maintenance

Not acceptable

- Not maintaining or servicing the vehicle in accordance with the manufacturer's recommendations
- Getting work done by non-Volkswagen Group authorised service centres
- Presenting an incomplete service history

If work is carried out on your vehicle by non-Volkswagen Group authorised service centres, or there is an incomplete service history, you could be charged at the end of the contract in order to compensate for the reduced value of the vehicle at resale.

How to get your vehicle serviced

Please contact your local authorised Volkswagen Group repairer to arrange a convenient time for your car to be serviced. Please ensure that the authorised repairer stamps the service book. If you have a service and maintenance plan included with your finance plan and ask the authorised repairer to carry out any additional work not included within the manufacturer's recommended service plan, you will be required to pay for it when the work is done. You must pay for any damage caused to the vehicle as a result of neglecting your vehicle's service requirements.

When to get your vehicle serviced

Your vehicle should be serviced based on the manufacturer's recommended service intervals, as detailed in your handbook.

If the vehicle has been set to a 'LongLife' service regime, you will be prompted by the vehicle's onboard computer. Personal driving style and conditions in which the vehicle is used may impact upon when services are due (i.e. intervals may vary).

Service and maintenance included

For an agreement that includes the optional full service package it will be your responsibility to ensure that the vehicle is serviced and maintained as per the manufacturer's recommendations at an authorised repairer i.e. a Volkswagen Group retailer or authorised service centre.

Service and maintenance excluded

If you have decided not to include the service and maintenance element in your agreement it is your responsibility to ensure that the vehicle is serviced in accordance with the manufacturer's recommendations at an authorised repairer i.e. your brand retailer or authorised service centre.

The service and maintenance regime for your vehicle could be based on 'time and distance' or 'LongLife'. Regardless of the interval settings it is imperative that services are undertaken when the service light is displayed in the vehicle.

If work is carried out on your vehicle by non-Volkswagen Group authorised mechanics/ service centres, or there is an incomplete service history, you could be charged at the end of the contract in order to compensate for the reduced value of the vehicle at resale.

Two metre arc appraisal

And finally...

Thank you for co-operating with the inspection process and for choosing Volkswagen Financial Services (UK) Limited. We hope to be of help in the future.

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