

£250 for 3-years' or
30,000 miles' servicing on Fox,
Polo, Golf, Jetta or Touran.
(Great value in anyone's book.)

Booklet L1 Service schedule

Proof of service 3

The following jobs were done:	Yes	No	Additional jobs:	Yes	No
Oil change service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Spark plugs changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interval service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Air filter element changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interval service inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fuel filter changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LongLife engine oil used	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Toothed belt changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Date: 19/10/09			Toothed belt: tensioning roller changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
km (miles): 29,788			Dust and pollen filter insert changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service number: 60312/09			Brake fluid service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair recommendation <input type="checkbox"/>					
Service carried out by:	LongLife mobility guarantee:				
					
Volkswagen dealership stamp					

Your next services

<input checked="" type="checkbox"/> Interval service inspection Month: 10 Year: 2010 or at 39,788 miles (*depending on what is reached first)	<input checked="" type="checkbox"/> Brake fluid service Month: 10 Year: 2011
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Proof of service 4

The following jobs were done:	Yes	No
Oil change service	<input type="checkbox"/>	<input type="checkbox"/>
Interval service	<input type="checkbox"/>	<input type="checkbox"/>
Interval service inspection	<input type="checkbox"/>	<input type="checkbox"/>
LongLife engine oil used	<input type="checkbox"/>	<input type="checkbox"/>
Date:		
km (miles):		
Invoice number:		
Repair recommendation	<input type="checkbox"/>	
Service carried out by:		
Volkswagen dealership stamp		

<input type="checkbox"/> Interval service inspection Month: _____ Year: _____ or at _____ miles (*depending on what is reached first)
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18 The Volkswagen service ®

Volkswagen fixed-price service plan for only £250*

* For the first 3-years or 30,000 miles of your new vehicle (whichever comes first)

Every new owner wants to keep their car in peak condition without letting service costs run away.

Now for just £250, we can help you to budget for the care of your new Volkswagen.

It's easy, just buy and register a new Fox, Polo, Golf, Golf Estate, Golf Plus, Jetta or Touran before 31 December 2009 and you'll be able to benefit from the following:



- **An affordable servicing solution**

Budgeting for your car's servicing enables you to take control of your finances. Fixed-price servicing is great value too. Once you've made a single payment of £250, your first 3 services are taken care of.

- **Expert care and attention**

We know how much a new car means, so only trained Volkswagen Technicians using Volkswagen Original Parts® and equipment carry out the services. They follow stringent quality controls and work to the highest standards and there is a 2-year warranty on all parts and labour.

- **Added value**

A fixed-price service plan gives you the assurance of a full Volkswagen service history. Plus, the service package is fully transferable with the car to subsequent owners, providing it has not reached 30,000 miles and is less than 3 years old.

Which models qualify?

All new Fox, Polo, Golf, Golf Plus, Golf Estate, Jetta and Touran models (including BlueMotion models where applicable) purchased from an authorised Volkswagen retailer and registered before 31 December 2009 are eligible.

How do I pay?

The £250 must be paid in a single instalment to your retailer within 30 days of your vehicle being registered. Alternatively, the fixed-price service plan can also be added to selected finance agreements.

If you're still unsure about the best way to pay for your car, Volkswagen Finance provides easy and flexible options to suit most budgets, from the convenience of your retailer. Just ask for details.



What you need to know

The following is included in the service plan:*

For Fox models

- 12 months/10,000 miles – Oil change service
- 24 months/20,000 miles – Inspection service (including oil change) and brake fluid change
- 36 months/30,000 miles – Oil change service

For Polo, Golf, Golf Estate, Golf Plus, Jetta and Touran models

- 12 months/10,000 miles – Oil change service
- 24 months/20,000 miles – Interval service (including oil change)
- 36 months/30,000 miles – Inspection service (including oil change) and brake fluid change

* Based on typical servicing requirements for a vehicle covering 10,000 miles per annum. Vehicles which exceed the 30,000 mileage before 3 years may not benefit from all of the service elements listed

Your responsibilities

To maintain the validity of the fixed-price service plan your responsibilities are to:

- Have your vehicle serviced at the recommended times by a Volkswagen authorised repairer
- Keep your vehicle in good repair and condition at all times
- To help take care of your new vehicle the manufacturer advises that you regularly:
 - check tyre pressures, tread depths and condition
 - check all lights and indicators
 - check engine oil levels/coolant levels and refill as necessary in-between services

Note: Any servicing costs after 3-years or 30,000 miles from the agreement start date (whichever comes first) are your responsibility.

Engine oil information

It is important to follow the manufacturer's guidelines on oil refills and the quality of engine oil you use. Failure to do so could significantly affect your vehicle's performance and cause lasting damage.

For example:

- Increased wear or overheating causes engine damage that will devalue your vehicle
- The wrong oil blocks or poisons exhaust catalysts causing emissions and controls test failure
- Fuel consumption increases
- Engine failure or damage from poor quality oil could invalidate your warranty

Exemptions

There are some specific service exclusions that you should be aware of:

- All non-standard service work
- Glass, including windscreen glass and headlamp lenses
- Tyre replacement or puncture repair
- Wheel alignment
- Oil, air and fluid top-ups between services
- Maintenance and repair of non-factory or non-standard fitted items/accessories
- Broken aerials
- Fuel
- Roadside Assistance
- Air conditioning
- Camshaft belts/chains
- Drive belts/chains
- Body repairs
- Damage caused by:
 - Negligence, abuse or misuse and accidents
 - Food, drink and cigarettes
 - Any form of corrosion including pollution, water, chemicals, salt and weather
 - Using the incorrect or contaminated oil or fuel
- Maintenance
- Any repairs or maintenance associated with the Diesel Particulate Filter
- Any service or maintenance completed outside the United Kingdom
- Repair, replacement or alteration of the trim, seating, head linings, fascia and all other interior fittings

How to get your Volkswagen serviced

Please contact your local authorised Volkswagen repairer in advance to arrange a convenient time for your car to be serviced.

The service advisor will contact us for authorisation to carry out the work. You will only be asked to sign the paperwork when the service is complete.

Please ensure that the authorised repairer stamps the service book. If you ask the authorised repairer to carry out any additional work not included within the recommended service plan, you will be required to pay for it when the work is done.

Any services not carried out before the contract end or mileage limit cannot be claimed for at a later time.

You must pay for any damage caused to the vehicle as a result of neglecting your vehicle's service requirements.

Transferring the fixed-price service plan

The service plan is fully transferable to a subsequent owner if you decide to sell your vehicle before the plan comes to an end (3-years or 30,000 miles whichever comes first). For further information please call the Customer Service Centre on 0870 010 2022, from Monday to Saturday, 9am to 5pm (excluding Bank Holidays).

If you still have any questions about your fixed-price service plan our highly trained team is on hand to help. Just call the Customer Service Centre or contact your retailer.

Service plan agreement terms and conditions

The Agreement is made between Volkswagen Financial Services (UK) Limited, trading as Volkswagen Finance, of Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR ('We/Us/Our') and the person named in the Registration Form ('You/Your'). The Agreement is made on the date of Our signature on the Registration Form.

1. Definitions: the key words in this Agreement have the following meanings:

Agreement: means these terms and conditions and the Registration Form.

Contract Period: means the Contract Period as stated on the Registration Form.

Fair Wear and Tear: means the wear pattern that would normally be associated with any brake, suspension, clutch and tyre components as demonstrated for the majority of vehicles of a similar age and mileage within Our vehicle portfolio.

Manufacturer's Service Schedule: means the schedules relating to the servicing of the Vehicle contained in the handbook supplied to You by Volkswagen UK.

Payment: means the fee, if any, detailed on the Registration Form.

Registration Form: means the Volkswagen Service Agreement Registration Form signed by You and Us.

Registration Period: means the eligible period of registration as defined on the Registration Form.

Retailer: means a Retailer authorised by Volkswagen UK and named in the list of Retailers provided on supply of the Vehicle to You, or in any subsequent list of authorised Retailers issued by Volkswagen UK. Volkswagen UK may amend such list from time to time and the latest version of such list is available upon request from Volkswagen UK Customer Services.

Service: means subject to the exclusions contained in clause 4, all the parts and labour charges needed to comply with the Manufacturer's Service Schedules, including all oils and fluids and brake fluid change.

Vehicle: means the vehicle detailed on the Registration Form.

Volkswagen UK: means Volkswagen United Kingdom Limited of Yeomans Drive, Blakelands, Milton Keynes.

2. Agreement

- (a) This Agreement shall come into force on the date that the Agreement is taken out. The Agreement must be taken out within the Registration Period and shall expire at the end of the Contract Period.
- (b) The Agreement has been designed and costed for the Vehicle and is correct at the date of the Agreement. Accordingly, subject to the exclusions in clause 4, We are only liable for the supply of, and to pay for, the service operations as recommended by Volkswagen UK at the time the Agreement was made.

3. Our obligations

We will accept all agreed costs associated with the Agreement for Your Vehicle subject to the exclusions contained in clause 4.

4. Exclusions

(a) General exclusions

- (i) The cost of any works that arise, directly or indirectly, as a result of accident or impact damage; misuse; vandalism or negligence by You or any third party (including any failure by You to have the Vehicle serviced in accordance with the Manufacturer's Service Schedule); failure by You to comply with Your obligations under this Agreement.

- (ii) Any form of corrosion to the Vehicle, including but not limited to damage caused by: frost, water, chemical, salt, weather, food and drink, cigarette, oil, fuel.
- (iii) Repair, replacement or alteration of: accessories, components or other parts fitted to the Vehicle after manufacture; vehicle telephones or any other form of in-vehicle entertainment equipment; windscreen or other glass in or on the Vehicle; trim, seating, head linings, fascia and all other interior fittings; body repairs.
- (iv) Fuel and any costs arising from using fuel of the incorrect specification for the Vehicle or contaminated fuel.
- (v) Any costs arising from using oil of the incorrect specification for the Vehicle or contaminated oil.
- (vi) Oil and fluid top-ups between the Services.
- (vii) Any repairs that have not been carried out at an authorised Retailer.
- (viii) Any work requested outside of the Contract Period.
- (ix) Any work carried out under the manufacturer's warranty.
- (x) Any Vehicles or subsequent repairs or work, which is or has been used for racing, trials or rallying, carrying of goods or passengers for hire or reward; including buses and taxis or for driving school purpose.
- (xi) Any repairs not deemed as reasonable Fair Wear and Tear.
- (xii) In-vehicle entertainment (including audio, communication and navigation systems).
- (xiii) Safety inspections and other legally required inspections such as MOT.
- (xiv) Cambelt and drive belt.
- (xv) Any associated maintenance or repairs to the Diesel Particulate Filter.
- (xvi) Roadside Assistance.
- (xvii) Any service or maintenance carried out outside of the United Kingdom.
- (xviii) Wear and tear items.
- (xix) Tyres and any associated maintenance and repairs (e.g. tracking/wheel alignment).

5. Disputes

- (a) In the event of any dispute concerning work being undertaken on the Vehicle and/or Your failure to meet Your obligations under this Agreement, We will (where appropriate) arrange an independent inspection, if requested by You.
- (b) In the event that the independent inspection finds in Our favour You will be liable for the costs of the repairs and/or work and the subsequent cost of the inspection.

6. Your obligations

You shall:

- (a) Ensure that the Service under the Agreement is carried out by authorised Retailers.
- (b) Ensure that the Vehicle is serviced and maintained in accordance with the Manufacturer's Service Schedule.
- (c) Ensure that all possible claims under the manufacturer's warranty are made at the appropriate times and that any appropriate recall instructions are complied with.
- (d) Inform Us of any fault or breakdown of the odometer in the Vehicle and ensure that the odometer is repaired as soon as practicable.



- (e) Record the mileage travelled by the Vehicle at any time where the odometer is not functioning correctly. If in Our reasonable opinion We are not satisfied that You have provided Us with an accurate figure then We shall estimate the mileage to reflect Your average usage of the Vehicle. The estimated mileage will form part of the mileage of the Vehicle for the Contract Period.
- (f) Pay us the payments shown on the Registration Form (at the times stated). If you do not we can terminate the Agreement as stated in clause 8.

7. Termination by You

If We are in breach of Our obligations under the Agreement You shall be entitled to terminate the Agreement in writing to Us.

8. Termination by Us

We may terminate the Agreement on written notice to You or suspend performance by Us under the Agreement for so long as We shall see fit, and then We may terminate the Agreement if:

- (a) You default in the payment due under the Agreement. This will amount to Your repudiation of the Agreement (meaning that You no longer intend to be bound by it); or
- (b) You fail to perform or observe any of the terms or conditions contained in the Agreement; or
- (c) Any distress is levied or threatened to be levied or any other mode of execution takes place upon Your property; or
- (d) Any meeting of Your creditors is called or You enter into any voluntary arrangement with Your creditors or You have a receiver appointed for any of Your assets; or
- (e) Where You are a limited company; an administrative receiver is appointed over the whole or substantially whole of Your assets, or You pass a resolution for winding up or a winding up petition is presented to the court; or a petition is presented by You or by any of Your directors or creditors for an administration order; or
- (f) Where You are an individual, a petition is presented for Your bankruptcy; or
- (g) Where You are a partnership the partnership is dissolved, or any of the events referred to above occur in relation to any of the partners; or
- (h) False information has been given by You in connection with the making of the Agreement which We have relied on.

If we terminate this agreement or accept Your repudiation You must pay Us all payments due and, as acceptance of Your repudiation or as a debt on Our termination You agree to pay Us all payments that have not fallen due up to the cost of any Services that We have incurred and not paid for by You along with all Our expenses (including legal costs) in recovering these sums from You.

9. Our liability

- (a) Our obligations pursuant to the Agreement to accept the cost of the Service, shall constitute the full extent of Our liability and We shall not be responsible for any delay by a Retailer in carrying out the Service; or for any loss, injury or damage, direct or consequential in respect of defective Service performed by a Retailer or in respect of defects in or failure of goods supplied by a Retailer.

- (b) We do not exclude liability for death or personal injury arising from Our own negligence or that of Our employees.
- (c) Nothing contained in this clause 9 affects Your statutory rights as a consumer.

10. Transfer of ownership

- (a) You may assign this Agreement to any subsequent owners of the Vehicle for the Contract Period provided that You pay all the payments shown on the Registration Form before the Agreement is assigned. Once all payments have been received we will agree to the assigning of the Agreement providing that both You and the new Vehicle owner advise Us in writing within a period of 21 days following the transfer of ownership and that the purchaser of the Vehicle agrees in writing to Us to be bound by the terms and conditions of this Agreement in every way.
- (b) The Agreement is not transferable to another vehicle.

11. No waiver

Our failure at any time to enforce any provision of the Agreement shall in no way affect Our right to require complete performance by You after that nor shall the waiver of any breach of any provision be taken or held to be a waiver of the provision itself.

12. Matters beyond reasonable control

Neither party shall be liable for any delay or failure to meet its obligations under this Agreement due to any cause outside of reasonable control including an event of force majeure (without limitation) an Act of God, war, riot, terrorism, vandalism, civil commotion, strike, lock-out, industrial dispute, Government control, restrictions or prohibitions or any other Government act or omission whether local or national or any natural catastrophe.

13. Variation

No modifications or variations to this Agreement such as addition or removal of levels of plan; mileage amendments; contract term extensions; cover for imported vehicles; product amendments is permissible without Our prior written approval.

14. Jurisdiction

This Agreement shall be construed and interpreted in all respects in accordance with the laws of England.

Volkswagen Financial Services (UK) Limited is registered in England (number 2835230).

Administered by Volkswagen Finance a trading
name of Volkswagen Financial Services (UK) Limited
Brunswick Court, Yeomans Drive, Blakelands
Milton Keynes MK14 5LR