



Commercial
Vehicles



Volkswagen Commercial Vehicles Service Plans Product Information Guide



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What is a Service Plan?

A Service Plan from Volkswagen Commercial Vehicles is a payment plan that combines the cost of a certain number of scheduled services into one lump sum, providing you with the chance to pay monthly or upfront, avoiding larger payments when services are due.

Why buy a Service Plan?



Helps you budget and protects you from inflation by fixing prices at today's rates



Volkswagen experts will check for software updates and carry out a diagnostic check



All parts fitted come with 2 years' parts warranty



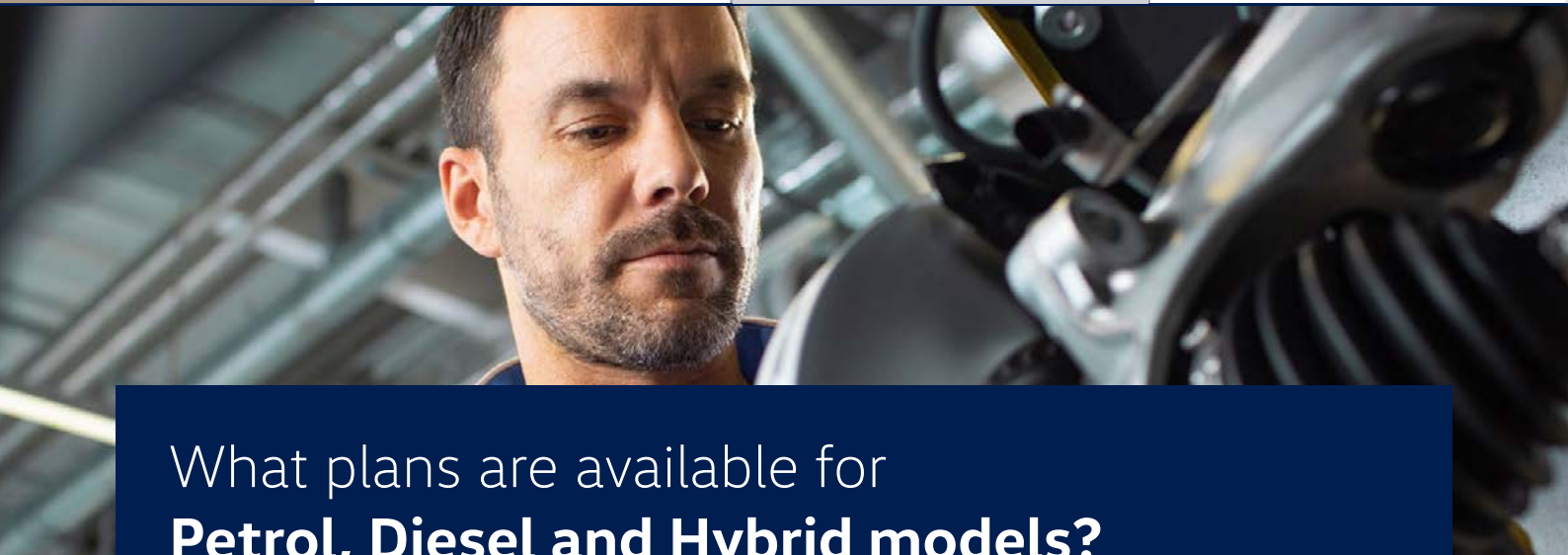
Helps to maintain the cars value with a Volkswagen Commercial Vehicles service history

Access to Authorised Repairers Nationwide

Choose a Service Plan

We have a range of Service Plans available, for new and used vehicles, whether they are petrol or diesel, electric or hybrid. Lets get started:

What plans are available for...

A man with a beard and short hair is looking down at a car engine. The background is a blurred industrial setting, likely a workshop or factory.

What plans are available for **Petrol, Diesel and Hybrid models?**

Standard and Plus Plans

The **Standard Plan** makes sure your vehicle gets the recommended service from Volkswagen Commercial Vehicles and highlights any extra work needed to keep it running at its best.

The **Plus Plan** is for older vehicles. It covers everything in the Standard Plan, plus extra items that older vehicles may need.

All-in

The **All-in Plan** is aimed at vehicles aged between 3 and 6 years old. We've created one simple package that takes care of your Volkswagen Commercial Vehicle's aftercare needs. Providing ultimate peace of mind with Roadside Assistance included and up to 2 years' Warranty free of charge.

5+ Promise

The 5+ Promise Plan is offered by Volkswagen Commercial Vehicles to provide ultimate peace of mind for up to 5 years. Bundling Roadside Assistance, Warranty, Servicing and MOTs are included in the price of the vehicle.

Standard and Plus Plans

The **Standard Plan** makes sure your vehicle gets the recommended service from Volkswagen Commercial Vehicles and highlights any extra work needed to keep it running at its best.

The **Plus Plan** is for older vehicles. It covers everything in the Standard Plan, plus extra items that older cars may need.

What's included?

	Standard	Plus
Content of Service Plan	2 Services 1 Pollen Filter replacement 2 Free MOTs* (6-15 years only)	2 Services 1 Pollen filter replacement 1 Air Filter change 1 Spark plugs/Diesel Fuel Filter change as required 2 Free MOTs* (6-15 years only)
For vehicles aged between:	0 and 15 years	1 and 15 years
Eligibility	Excludes Electric models	Excludes Electric models
Number of payments	24	24

What's excluded?

	Standard	Plus
Typically excluded from a Service Plan		
Additional jobs required at a mileage or time interval:		
- MOT (for 0-5 years old)	•	•
- Automatic gearbox oil change	•	•
- Air conditioning recharge, servicing and repairs	•	•
- Brake Fluid change	•	•
- Cambelt replacement	•	•
- Alternator Belt replacement	•	•
- Diesel Fuel Filter replacement	•	
- Spark Plugs replacement for petrol models	•	
- Engine Air Filter replacement	•	
- Wear & tear items identified during service requiring replacement	•	•

• Not Included

View Volkswagen Commercial Vehicles service offers available when buying a vehicle with finance:

Volkswagen Commercial Vehicles Servicing offers

*Please note that in Northern Ireland this product covers 2 MOT pre-checks and the cost of 2 MOT tests.

Pay monthly option for vehicles under 200,000 miles. Servicing must be carried out in line with the requirements of the service schedule at a participating Volkswagen Commercial Vehicles UK Authorised Repairer. 2 Free MOTs are funded by Volkswagen Commercial Vehicles UK and the supplying Van Centre. Additional work, including wear and tear, is excluded. Service Plan validity is dependent on required payments received. Volkswagen Commercial Vehicles Financial Services.

All-in Plan

The **All-in Plan** is aimed at vehicles aged between 3 and 6 years old at activation. We've created one simple package that takes care of your Volkswagen's aftercare needs. Providing ultimate peace of mind with up to 2 years' Warranty free of charge and 2 years' Roadside Assistance included, this plan lets you spread the costs with monthly payments.

What's included?

Content of Service Plan	2 Services 2 MOTs^ 1 Pollen Filter replacement 1 Air Filter replacement 1 Spark Plugs / Fuel Filter change Up to 2 years' Warranty free of charge* 2 years' Roadside Assistance**
For vehicles aged between:	3 and 6 years
Eligibility	Less than 100,000 miles at activation Engine sizes 2.0l or less Excludes: Battery Electric Vehicles Vehicles powered by fuel cell or liquid petroleum gas (LPG) Public hire/Private hire vehicles Vehicles with a Service Plan or Warranty already in place
Number of payments	24

What's excluded?

Typically excluded from an All-in Plan servicing	
Additional jobs required at a mileage or time interval:	
- Automatic gearbox oil change	●
- Air conditioning recharge, servicing and repairs	●
- Brake Fluid change	●
- Cambelt replacement	●
- Alternator Belt replacement	●
- Wear & tear items identified during service requiring replacement	●

● Not Included

Pricing and savings breakdown

^Please note that in Northern Ireland this product covers 2 MOT pre-checks and the cost of 2 MOT tests. *Covers the cost of repairing or replacing covered components that have suffered electrical or mechanical failure during the period of cover (excludes no-claim period). Further details available in the Warranty Terms document.

**Provided in partnership with the AA to cover you against breakdown in the UK and Europe. Giving you the support of qualified technicians, 24 hours a day, 7 days a week.

Vehicles that have been out of a warranty (that has been provided by Volkswagen Commercial Vehicles UK or Volkswagen Commercial Vehicles Financial Services) for more than 30 days will have a no-claim period of 30 days at the start of their Warranty. Volkswagen Group provides the All-in Warranty free of charge following purchase of an All-in Plan. The All-in Warranty does not cover any vehicle already covered under any other guarantee, insurance, warranty and/or gesture of goodwill. All-in Plan validity is dependent on required payments received. Volkswagen Commercial Vehicles Financial Services.

5+ Promise Plan

The **5+ Promise Plan** is offered by Volkswagen Commercial Vehicles to provide ultimate peace of mind for up to 5 years. Bundling Roadside Assistance, Warranty, Servicing and MOTs and included in the price of the vehicle.

What's included For Amarok, Transporter & California?

Content of Service Plan	5 Services Pollen Filter replacements when required 3 MOTs
Age Suitability	From new
Eligibility	Excludes all other models
Number of payments	Included in the price of the vehicle

What's excluded?

Typically excluded from a Service Plan	
Additional jobs required at a mileage or time interval:	
- Automatic gearbox oil change	●
- Air conditioning recharge, servicing and repairs	●
- Brake Fluid change	●
- Cambelt replacement	●
- Alternator Belt replacement	●
- Diesel Fuel Filter replacement	●
- Spark Plugs replacement for petrol models	●
- Engine Air Filter replacement	●
- Wear & tear items identified during service requiring replacement	●

● Not Included

View Volkswagen Commercial Vehicles Servicing offers available when buying a car with finance:

Volkswagen Commercial Vehicles Servicing Offers

Servicing: Additional work, including wear and tear, is excluded. Servicing must be carried out in line with the requirements of the service schedule and all servicing and warranty work must be carried out at a Volkswagen Commercial Vehicles Authorised Repairer. Warranty: earlier of 5 years or 124,000 miles. Warranty exclusions apply (including shorter warranty period for components subject to wear and tear, mechanical adjustments (6 months/6,500 miles) and windscreen (1 month/600 miles). Roadside Assistance: excludes costs of parts, garage, labour or other costs in excess of specified limits. Other limitations & exclusions apply. See Roadside Assistance Handbook for full details. Servicing & MOTs administered by Volkswagen Commercial Vehicles Financial Services. Warranty administered by Volkswagen Commercial Vehicles UK. Roadside Assistance administered by AA.



What plans are available for **Battery Electric Vehicles?**

5+ Promise and ID. Buzz Plans

The 5+ Promise Plan has been included in the price of the vehicle for peace of mind and an easier ownership experience covering up to 5 years worth of Warranty, Roadside and Servicing.

ID. Buzz Plans are designed to provide peace of mind and flexibility, enabling you to choose the level of cover you prefer.

5+ Promise Plan

The 5+ Promise Plan has been included in the price of the vehicle for peace of mind and an easier ownership experience covering up to 5 years worth of Warranty, Roadside and Servicing, see below for what's included in the Service Plan:

What's included for eTransporter?

Content of Service Plan	First 3 Inspection Services with Battery State of Health Check 3 Pollen Filter and Brake Fluid changes when required 3 MOTs
Age Suitability	From new
Eligibility	For eTransporter only
Number of payments	Included within the price of the vehicle

What's excluded?

Additional jobs required at a mileage or time interval:

Wear & tear including but not limited to:

- Replacement brakes including pads & discs
- Replacement wiper blades, front or rear
- Air and any fluid top-ups between services
- Air conditioning repairs or servicing
- Tyre replacement or puncture repair
- Glass including windscreen glass and headlamp lenses
- High voltage battery charge

*Servicing: Additional work, including wear and tear, is excluded. Servicing must be carried out in line with the requirements of the service schedule and all servicing and warranty work must be carried out at a Volkswagen Commercial Vehicles Authorised Repairer. Administered by Volkswagen Commercial Vehicles Financial Services. Warranty: covers all models up to 5 years old or 124,000 miles. Warranty exclusions apply including shorter warranty period for components subject to wear and tear, mechanical adjustments (6 months/6,500 miles) and windscreen (1 month/600 miles). Administered by Volkswagen Commercial Vehicles UK. Roadside Assistance: excludes costs of parts, garage, labour or other costs in excess of specified limits. Other limitations & exclusions apply. See Roadside Assistance Handbook for full details: www.volkswagen-vans.co.uk/idhub/content/dam/onehub_nfz/importers/gb/downloads/roadside_assistance_handbook.pdf. Administered by AA.

The ID. Buzz Plans

ID. Buzz Plans are designed to provide peace of mind and flexibility, enabling you to choose the level of cover you prefer. There are three levels to choose from, all plans include a Battery State of Health Check, which once complete will provide you with the reassurance needed that your electric vehicle battery is maintaining charge capacity at the expected level.

What's included?

	Essentials	Standard	Plus
Content of Service Plan	1 Service (with Battery State of Health Check) 1 Brake Fluid change 1 Pollen Filter replacement 1 MOT (for vehicles over 1 year at time of purchase)	2 Services (with Battery State of Health Check) 2 Brake Fluid changes 2 Pollen Filter replacements 2 MOT's	2 Services (with Battery State of Health Check) 2 Brake Fluid changes 2 Pollen Filter replacements 2 Tyre replacements 2 MOT's
Age Suitability	Up to 15 years		
Eligibility	ID. Buzz only		
Number of payments	12/24	24/48	24/48

What is a Battery State of Health Check?

This 30 minute test measures the battery capacity relative to when it was new and indicates the battery's state of health at the time of the test. Similar to how a smartphone's battery life diminishes over time, an electric car will offer a shorter range as it ages (also referred to as battery degradation).

Offered alongside the Inspection Service, this assessment provides you with the peace of mind, and clarity needed about your battery's performance. You'll receive a certificate confirming that your battery's health is above 70%, ensuring confidence in its performance and reliability. If the battery's capacity is below 70%, a further detailed diagnostic (at no extra cost) will be conducted to verify the result. Volkswagen's comprehensive battery warranty covers battery degradation and guarantees that the capacity of the battery will not fall below 70% within 8 years or 100,000 miles.

What's excluded?

	Essentials	Standard	Plus
Inspection Service			
Additional jobs required at a mileage or time interval:	●	●	●
- Air conditioning recharge	●	●	●
- MOT (for the plans purchased when the vehicle was less than 1 year old)	●		
Wear & tear including but not limited to:			
Replacement brakes including pads & disks	●	●	●
Replacement wiper blades, front or rear	●	●	●
Air and any fluid top-ups between services	●	●	●
Air conditioning repairs or servicing	●	●	●
Glass including windscreen glass and headlamp lenses	●	●	●
High voltage battery charge	●	●	●
Tyre replacement	●	●	
Puncture repair	●	●	●
Wheel alignment check	●	●	●
Additional tyres beyond the two included in the plan			●
Mobile fitment (except where offered by Authorised Repairers)			●
Emergency tyre replacement (out of workshop hours)			●

● Not Included

Servicing must be carried out in line with the requirements of the service schedule and all servicing and warranty work must be carried out at a Volkswagen Commercial Vehicles Authorised Repairer. Administered by Volkswagen Commercial Vehicles Financial Services.



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