



Frequently asked questions



Workshop lead times

To assist with last minute requests for servicing work to be carried out, our retailers will do their utmost to deliver a three working day maximum lead time without alternative transport and a five working day maximum with alternative transport.

Immediate attention will be made available in the event of a breakdown recovery or 'drive in' safety, causing a vehicle off road (VOR) situation.

Collection and delivery

Collection and delivery is offered free of charge within a reasonable distance and within a lead time of five working days. (Reasonable distance to be specified by the retailer as either time or mileage depending upon your location.)

Alternative transportation

Arrangements may be made to drop customers off at a local station or place of work, if this is more convenient to you, please ask about alternative transportation at time of booking.

Courtesy/loan car

A car can be arranged free of charge within a lead time of five working days. (The courtesy vehicle to be insured using driver's company's own fully comprehensive insurance cover, details to be supplied to the retailer at the time of booking. Petrol to be paid for by the driver.)

Breakdowns

For vehicles recovered to a retailer, the driver and/or fleet owner will be advised of the repair status within 24 hours of its arrival. Volkswagen Assistance will establish whether or not the driver requires a loan car, free of charge for an initial two days, under the benefits of the scheme. Any extension of the initial loan car period will be handled through the repairing Volkswagen retailer.

While you wait

All participating retailers now offer Express Fit. This is a while you wait, no appointment facility for minor repairs of up to one hour.

Included in the maximum Package Price for servicing

Your Fleet Package Pricing retailer will wash and vacuum after every service. They will not charge you any extra for consumables and sundry items, e.g. windscreen wash. No charges will be made for environmental disposal costs or additional labour time for fitting of exterior bulbs or wiper blades at a time of service; under this programme, this will be offered free of charge. You will only pay for the parts used which, under this programme, will be Volkswagen original parts.

Customer service contact

The Fleet Package Pricing system includes the name of each retailer's service contact. Your repairing retailer will confirm the name of your service advisor for contact during and after service and/or repair work. Your advisor will review all work required on the vehicle and give you access to a technician, if requested, to seek your approval in order to obtain authorisation to carry out any additional repairs.

Full explanation of invoice and follow-up

Your repairing Volkswagen retailer will be pleased to provide an explanation of invoice charges and work carried out, either to the driver or the fleet owner, with advice on any outstanding work required.

The service book (if available) will be updated and stamped by the repairing retailer and, if requested, a copy of the invoice left with the vehicle. To assure you of a complete service your repairing retailer will either telephone or mail you or your driver to follow up all major services and repairs within five working days of visit.