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**Commercial
Vehicles**

Volkswagen Warranty and Volkswagen Roadside Assistance Cover Booklet





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Meaning of words

When the following words and phrases appear in this Cover Booklet or **Confirmation of Cover**, they have the specific meanings given below. These words are highlighted by the use of **bold** print.

Area of cover

Means the **UK** and **Continental Europe**.

Beneficiary, beneficiary's, beneficiaries

Means **you** or any other driver of the **covered vehicle** using the **covered vehicle** with **your** permission and any passenger of the **covered vehicle** at the moment a **breakdown/immobilisation** occurs.

Breakdown/immobilisation

Means electrical or mechanical **breakdown**, road traffic accident, vehicle fire or theft, loss of keys, punctures or running out of fuel, causing the **covered vehicle** to be immobilised.

Confirmation of Cover

Means the document that accompanies this Cover Booklet specifying **your** details and the sections of the cover which apply.

Continental Europe

Means Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City.

Covered vehicle

Means the **covered vehicle** shown on the **Confirmation of Cover**.

Electrical or mechanical failure

Means the sudden and unexpected failure of a component which is covered by the Warranty section of this cover and which needs immediate repair or replacement. **Wear and tear** or normal deterioration is not covered under the definition of **electrical or mechanical failure**.

Maximum claim limit

Means the market value for the **covered vehicle** at the time of the claim inclusive of VAT.

Period of cover

Means the period shown on **your Confirmation of Cover**.

UK

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

Volkswagen Commercial Vehicles

Warranty, we, our, us

Means Volkswagen UK.

Wear and tear

Means the gradual reduction in performance of a component over time from normal usage, resulting in the failure to perform its intended function.

You, your

Means the private individual or business named on **your Confirmation of Cover**, or any subsequent owner of the vehicle during the period in which the Warranty remains valid.

Introduction

Volkswagen Commercial Vehicles Approved Warranty has been designed to protect **you** against the costs incurred in the event of an **electrical or mechanical failure** of a covered component or **breakdown/immobilisation** of the **covered vehicle** occurring within the **area of cover**.

This document gives **you** full details of **your** cover, please keep it together with **your Confirmation of Cover** in a safe place.

All the details of how to make a claim together with conditions of **your** cover are set out in the following pages. If however, **you** have any questions, **your** authorised Volkswagen Assured Van Centre will be able to help **you**. To locate **your** nearest authorised Volkswagen Assured Van Centre please refer to **www.volkswagen-vans.co.uk**.



Summary of cover

Cover and limits

COMPREHENSIVE WARRANTY

Parts and labour in respect of repair or replacement of covered components up to the current market value of the **covered vehicle**.

Van hire – £100 per day for a maximum of three days per Warranty claim up to a maximum limit of £300 in total during the **period of cover** (subject to **Volkswagen Commercial Vehicles Warranty** having authorised a valid claim for a covered component and **our** prior agreement), see Additional benefits.

For full terms and conditions please read this Cover Booklet together with **your Confirmation of Cover**.

All claim limits in this document and in **your Confirmation of Cover** are inclusive of VAT.

Important information

Thank **you** for taking out a Volkswagen Commercial Vehicles Approved Warranty with **us**.

Your Confirmation of Cover shows the sections of the cover that are applicable, the **covered vehicle** and any special terms or conditions that may apply.

It is very important that **you** read the whole of this Cover Booklet together with the **Confirmation of Cover** and make sure that **you** understand what is covered, what is not covered and what to do if **you** need to make a Warranty claim or require assistance.

If **you** need to contact **us** regarding this cover, please call:

Volkswagen Commercial Vehicles Warranty on 0333 043 3784.

Telephone lines are open Monday to Friday 8am - 5pm excluding bank holidays.

Or write to **us** at: **Volkswagen Commercial Vehicles Warranty**, PO Box 869, Warrington WA4 6LD.

How this cover works

This Warranty is not an insurance product but a guarantee provided by Volkswagen Commercial Vehicles UK. This document and **Confirmation of Cover** must be read together as one document as they form the contract of cover between **you** and **us**. **We** will pay for claims **you** make which are covered by this cover, occurring during the **period of cover** and within the **area of cover**.



Governing law

Unless **you** and **we** agreed otherwise, the laws of England and Wales will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute between **us**, the courts of England and Wales shall have jurisdiction.

No term of this cover agreement is to be enforceable by any third party pursuant to the Contract (Rights of Third Parties) Act 1999.

You may have statutory rights in relation to the purchase of the vehicle. **Your** statutory rights are not affected in any way by this Warranty cover. For further information about **your** statutory rights contact **your** local authority Trading Standards Department or the Citizens Advice Bureau.

Cancellation rights/refunds

You may cancel this cover at any time, however as this has been provided free of charge there is no cancellation or surrender value.

Transfer of ownership

This cover can be transferred to any subsequent owner of the **covered vehicle** during the period shown on the **Confirmation of Cover**.

Servicing requirements for your Volkswagen

Your vehicle should be serviced in accordance with Volkswagen's recommendations.

Any damage to or defect in the **covered vehicle** caused by poor or insufficient servicing will not be remedied under the **covered vehicle's** Warranty.

Please ensure that **you** maintain sufficient records to enable **our** Authorised Network to confirm that the **covered vehicle** has been appropriately serviced. In any event, please ensure that the service schedule booklet in **your covered vehicle** is stamped by the business carrying out the service work.



New Crafter

Comprehensive Warranty

What's covered

This Volkswagen Commercial Vehicles Approved Warranty guarantees **your covered vehicle** should it require repairs following a sudden **electrical or mechanical failure** of the factory fitted parts covered by the terms and conditions of this Warranty cover.

What's not covered

- Routine servicing (all parts replaced associated with routine servicing are excluded)
- All bodywork, paintwork, body components (Including encased aerials, gas struts, sunroof assemblies, soft top roofs, and seat frames), glass (including heated), seals (including but not limited to water ingress), wardrobes, cupboards and curtain rails
- Wear and perishable items as follows:
 - All adjustments, timing or cleaning
 - Batteries
 - Bulbs and fuses
 - Coolant hoses, pipes and connections
 - CV boot gaiters
 - Diesel particulate filters
 - Exhaust systems (although catalytic converters are covered for internal failure)
 - Interior and exterior trims (including fabric, curtains, upholstery and cosmetic finishers)
 - Non-manufacturer's original parts or second hand parts
 - Tyres and wheels
 - Un-encased drive belts
 - Wiper blades and arms
 - Wiring and connections (including HT leads, fibre optics and aerial co-axial cables)
 - **Wear and tear** of brake components: brake discs, drums, brake pads and shoes
 - **Wear and tear** of clutch components: clutch pressure plates, bearing and disc

Sundries

Working materials e.g. oils, filters, antifreeze are claimable as a direct result of a valid claim providing the **covered vehicle** is not within 1,000 miles of its next scheduled service.

Miscellaneous

The rectification of oil leaks is not covered and the cost of seals and gaskets will only be accepted where they are required as a direct consequence of a valid claim under the Warranty.

Warranty exclusions

This cover does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc.), water ingress or flooding.
2. Any defect which is likely to have existed before the **period of cover**.
3. **Wear and tear**, normal deterioration, routine servicing, maintenance or reprogramming (other than standard manufacturer software updates).
4. Failure of any part due to the accumulation of carbon deposit(s) is not covered by this Warranty.
5. Faulty repairs, incorrect servicing or failure to have the **covered vehicle** serviced in accordance with the manufacturer's specification. If **you** fail to have the **covered vehicle** serviced in accordance with the manufacturer's specification, cover will still apply for components which are not connected to vehicle servicing.
6. Lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives other than those recommended by the manufacturer of the **covered vehicle**.
7. Vehicles modified in any way from the original manufacturer's specification.
8. Any loss where the speedometer has been tampered with, altered, disconnected or where the mileage of the **covered vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising **our** right to inspect the **covered vehicle** under this cover.
9. Any vehicle used for competitions (including practice), track days, racing, pacemaking, rallies or speed or duration tests, or power testing.
10. 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.
11. Losses or damage due in any way to any type of accident, overloading, misuse or any act or omission which is wilful, unlawful or negligent (such as but not limited to consequential damage caused by continuing to drive the **covered vehicle** when a fault becomes apparent).
12. Any component which is subject to recall by the **covered vehicle's** manufacturer.
13. **Electrical or mechanical failure** which happens outside the **area of cover**.
14. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
15. **We** will pay for damage caused to a covered part if caused by another covered part.
16. **We** will not pay for any damage to parts not covered by this Warranty even if the damage is caused by a covered part.
17. **We** will not pay for any depreciation to **your** vehicle, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.
18. As **your** Warranty is intended to cover the repair and/or replacement of defective or damaged parts,

it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the Warranty terms and conditions. For example, **your** Warranty may cover repairs to or replacement of a wheel bearing but would not cover any loss of earnings that **you** may suffer while **your** vehicle is being repaired.

19. **You** should check whether **you** have any other Warranty or insurance policies that may cover additional damage or related costs or losses not covered by this Warranty.
20. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
21. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
22. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
23. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
24. Any costs covered under any other Warranty, guarantee, insurance or cover.

Claim payments

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

Additional benefits

If **your covered vehicle** is in the workshop being repaired under the terms and conditions of the Volkswagen Warranty, **you** are entitled to free van hire for up to three days to a maximum of £100 a day inclusive of VAT. Please note that the **covered vehicle** must have been at the Volkswagen Assured Van Centre for a minimum of 24 hours to qualify for this benefit and that the fuel and insurance is the responsibility of the vehicle **beneficiary**. Applicable only to vehicles over two years old at the time of purchase.

In the event of a Warranty claim, **your** Volkswagen Assured Van Centre will verify if van hire is applicable to **your covered vehicle** by obtaining authorisation from **Volkswagen Commercial Vehicles Warranty**. Reimbursement will not be made unless this procedure has been followed.

How to make a Warranty claim – (UK)

Contact **your** nearest authorised Volkswagen Assured Van Centre and advise them that **your covered vehicle** is protected by the Volkswagen Commercial Vehicles Approved Warranty. The Volkswagen Assured Van Centre will manage the claim process on **your** behalf.

It is **your** responsibility to authorise any dismantling of the **covered vehicle** or any other work required to diagnose any faults with the **covered vehicle**.

We will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover.

Volkswagen Commercial Vehicles Warranty reserve the right to examine the **covered vehicle** and to subject it to expert assessment in order to determine if **your** claim is covered and how much **we** will pay for repairs. If **you** or anyone acting on **your** behalf acts in a way which prevents **us** from being able to determine the cause of failure by inspecting the **covered vehicle** or defective components, then **we** may not pay all or any part of **your** claim.

How to make a Warranty claim – (Continental Europe)

If **you** need to make a claim please contact **us** on 0333 043 3784.

If **you** are unable to contact **us** **you** may arrange for **your vehicle** to be repaired. Please contact **us** at the address below within 30 days of any repair and **you** will be advised if repairs completed are covered by **your** Warranty. Please ensure that **you** retain a detailed repair invoice to support **your** claim. If **your** claim is covered **you** will be reimbursed in GBP at the prevailing exchange rate at the time of settlement.

On **your** return to the **UK**, please send the invoice and copies of the **covered vehicle's** service records to **Volkswagen Commercial Vehicles Warranty** either by:

Telephone: 0333 043 3784

Email: customerservices@vwvcv-usedwarranty.co.uk

Post: Volkswagen Commercial Vehicles Warranty, PO Box 869, Warrington WA4 6LD

Please retain a copy of the repair invoice and the original service records for **your** own safekeeping as **we** will be unable to return these to **you**.

Your claim will then be processed and reimbursed to **you** in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid.

If **you** are VAT registered **you** remain responsible for settling the VAT content of any claim separately.

General terms and conditions

These conditions apply to all sections of **your** Warranty cover and **you** must meet them before **we** make a payment or provide a service.

Providing information

We will only provide the cover described in this document if, as far as **you** know, the information **you** gave at the time of taking out this cover is true and complete.

You must tell **us** about anything that may affect **your** cover (including also any changes during the **period of cover**). If **you** are not sure whether something is relevant, **you** must tell **us** anyway. **You** should keep a record of any extra information **you** give **us**. If **you** do not tell **us** about something that may be relevant, **your** cover may be invalidated and **we** may not cover any related claims.

Claims – Your duties

If a claim occurs **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

Claims – Our rights

We can take over and carry out the defence or settlement of any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this cover. If **we** want to, **we** will examine the **covered vehicle** and will test damaged components.

Looking after your vehicle

You must take all reasonable steps to safeguard the **covered vehicle** against **breakdown/immobilisation** and/or **electrical or mechanical failure**.

IMPORTANT: 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 this cover or **we** may not pay all or any part of a claim **you** make.

Motor Industry Code of Practice

This Volkswagen Commercial Vehicles Approved Warranty Cover conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. For more information on the Code and what it means for **you** please visit www.themotorombudsman.org



Motor Industry Code of Practice for

Vehicle Warranties

How to make a complaint

We aim to provide **you** with first class cover and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem.

In the first instance please write to **us** at:
Volkswagen Commercial Vehicles Warranty,
PO Box 869, Warrington, WA4 6LD;

Or email **us** at:
customerservices@vwcv-usedwarranty.co.uk;
Or telephone **us** on 0333 043 3784.

If **you** are not satisfied with any response **we** have a complaint handling procedure that **you** can use to resolve matters. If **you** are not satisfied following the conclusion of this procedure, the Motor Ombudsman Service and Conciliation Service will offer free impartial advice and, when appropriate, an Alternative Dispute Resolution (ADR) service that **we** are fully committed to in the event that **you** are not satisfied with the outcome of a dispute. For further information **you** can visit their website

at www.themotorombudsman.org or call their Consumer Advice Line: 020 7344 1651 (option 1); lines are open between 9am and 5pm Monday to Friday excluding bank holidays.

Fraud

If **you** or any **beneficiaries claiming under this cover** makes a claim that is false or dishonest in any way, this cover will not be valid and **you** will lose all benefits under it.

Change of address

If **you** need to change address please contact **Volkswagen Commercial Vehicles Warranty** on 0333 043 3784.



Volkswagen Roadside Assistance* (where applicable)

Volkswagen Roadside Assistance provides **you** with **breakdown** and recovery services 24 hours a day, 365 days a year throughout the United Kingdom and most of Europe (see table below for countries covered). Volkswagen Roadside Assistance includes:

- **Roadside**
- **Recovery**
- **At Home**
- **Onward Travel¹**

Terms and Conditions apply. Further details are available in the Volkswagen Roadside Assistance handbook, a copy of which can be obtained by calling Customer Care on **0800 783 4909** or visiting **our** website **www.volkswagen-vans.co.uk**

Contact details

Please do not make any arrangements without first contacting Volkswagen Roadside Assistance.

All calls to Volkswagen Roadside Assistance are recorded. This assists **us** in the details of **your** call and helps **us** to check anything that may be incomplete or unclear.

When calling for assistance please have the following information to hand:

- **Your** name and location
- The registration number and colour of **your** vehicle
- A brief description of the issue
- The vehicle mileage (if known)
- A telephone number where **you** can be contacted

Territory	Telephone number	Limitations
UK	0800 777 172	Call charges may vary by provider
UK	0330 100 3242	Mobile friendly

Volkswagen Group European Roadside Assistance 24 hour helpline: 00 800 1330 3939. When calling don't forget that dialling and ringing tones differ from country to country and that the 00 800 1330 3939 number may not work from some telephone networks. If **you** experience difficulties, please use the following alternative to reach Volkswagen Group European Roadside Assistance: 00 33 (0) 472 171 258.

Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Former Yugoslav Republic of Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican City.

Telephone numbers shown above were correct as at September 2015.

* Please refer to **your Confirmation of Cover** which will confirm if this benefit is applicable to **you**.

¹ Depending on **your** situation this can be comprised of a replacement vehicle or overnight accommodation or alternative travel or load continuation.

Use of data

Volkswagen Commercial Vehicles Approved Used Warranty cover is administered on behalf of Volkswagen Commercial Vehicles UK by Volkswagen Financial Services (UK) Limited ("VWFS"). VWFS will use your information and share it with Opteven Services SA ("Opteven") for the following reasons:

- To provide you with the product and notify you about important changes or developments to the features and operation of those products and services
- manage your account, including responding to your enquiries and complaints
- comply with audits
- carry out risk management
- carry out customer modelling, statistical and trend analysis, with the aim of developing and improving products and services

VWFS may share your information with other Volkswagen Group companies for audit purposes, risk management and to carry out customer modelling, statistical and trend analysis, with the aim of developing and improving products and services, and to comply with legal requirements. We will not disclose your information to anyone else except:

- where the law says we may or must do so
- to companies that provide services to VWFS and/or Volkswagen Group United Kingdom Limited to perform activities relating to your contract and/or to protect our rights and/or property
- to our franchised retailers to manage claims under your warranty cover

If your personal information is stored outside of the UK, we will require your personal information to be protected to UK standards.

Further information on how your information is used, how we maintain the security of your information, your right to access information we hold on you and details of relevant third party and Volkswagen Group companies for data sharing purposes is in our Privacy Policy which is available:

- at our website: www.insurewithvwcv.co.uk/privacy
- by contacting us at DPO@vwfs.co.uk
- from the Van Centre submitting your application for our product

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