



Commercial
Vehicles

When you buy a
Volkswagen Commercial
Vehicle, you get more
than just a van.

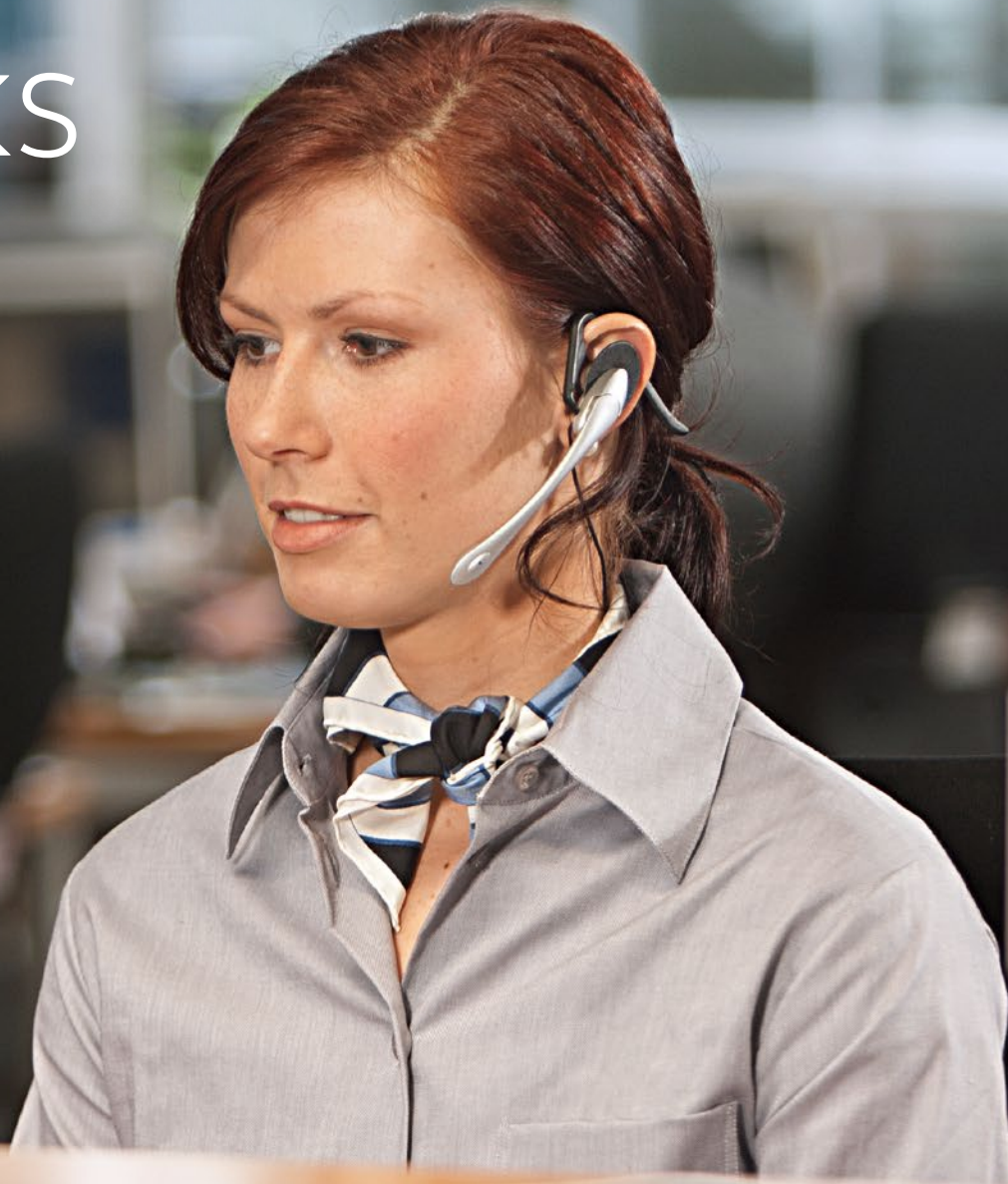
You get



How The Works works.

We want to make sure your business stays on the road and keeps heading in the right direction. That's why we brought together our aftersales offering to create The Works, bringing around the clock support on selected services to you and your business. Because with Volkswagen Commercial Vehicles, you get more than just a van. You get the whole weight of our operation, working with you 365 days a year*, to help your business grow.

*Availability of Roadside services is 365 days a year, other services may vary, please consult your Van Centre.



service

Minimising
downtime

24-hour roadside
assistance

Replacement
vehicles

Mobile servicing

Virtual help

Fleet support team

convenience

Dedicated team

Service Cam

Frontline team

Central billing

reassurance

Trained Technicians

Majority of parts
available for
overnight delivery

National network

Extended warranty
options available

Driver assistance
features

Minimising downtime.

24-hour Roadside Assistance. Replacement vehicles. Mobile servicing. Extended hours. Even, believe it or not, an Augmented Reality service. Just some of the lengths we go to keep you on the road. Read on to find out more.

service
convenience
reassurance

the
works



Round the clock roadside assistance.



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Our fleet of 90 roadside assistance Transporters patrols across the UK, 24 hours a day, 365 days a year.

- **41 minutes average response time***
- **Roadside repair or vehicle recovery at home or at work**
- **Assistance at home or work**
- **Roadside fix rate of 86%**
- **Free cover for 3 years for all new vehicles****
- **Unlimited mileage**
- **Onward travel, including loads**
- **Including flat tyres, battery and mis-fuelling*****

*Roadside assistance provided by the AA. 41 minute average relates to 46,054 van callouts June 2018 - May 2019. Measured from time task created to time patrol confirms arrival. Actual wait time may vary. Excludes requests for non-immediate response.

**Extended warranties are available to purchase for vehicles over three years old. Enquire for further details.

***For full details of Roadside Assistance offering, please see <https://www.volkswagen-vans.co.uk/en/service/roadside-assistance.html>



Ready with a **replacement.**

Ready with a **replacement**. It's not often we can't get you up and running, there and then. But there's back up, just in case.

- **We will do all we can to provide a replacement vehicle if that's not achieved***
- **Get a like-for-like van whilst yours is being fixed****
- **Choose a replacement from our national network*****

*Terms and conditions apply. Ask your van centre for details.

**if replacement vehicle is made available, the driver must be able to satisfy the requirements of the vehicle hiring company, which may include age restrictions. They will wish to see a valid driving licence and may also ask for a refundable deposit to cover fuel charges, insurance costs and any extra days hire.

***Every effort will be made to source a vehicle but they are subject to availability. Your Van Centre will discuss options should the need arise.



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Mobile servicing. Our place, or yours.

You run your business around your customers. So it's only right we run ours around you.

- **Work carried out at your place of work***
- **Visits timed around your schedule****
- **All Volkswagen Commercial Vehicles included**
- **Mobile units are fully equipped and Technicians fully qualified**

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*Service varies by Van Centre and exclusions apply, please enquire for full details.

**Hours of operation vary by location. Contact your Van Centre for details.



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Virtual help from **real experts.**

If something proves exceptionally tricky, there's back-up.

- **Augmented Reality technology**
- **Virtual visits' by Technical Support Agents to any Centre**
- **Faster troubleshooting to help minimise downtime**

Our backroom team.

The Fleet Support team has specialists dedicated to help shorten response and repair times. They can expedite and escalate matters, including:

- **Parts orders**
- **Technical enquiries**
- **Mobile support**
- **Sourcing of replacement vehicles**
- **Specialist technical enquiries**



It's not just vans.

People are at the heart of every business. And ours go to work to make sure your fleet runs at its best - and to help it grow as your business grows.

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See what's up with a **service cam.**

If something needs fixing, we'll show you exactly what.

- If during regular servicing we see something that needs fixing, we will send a video showing the issue
- Work only starts once you've viewed the video and approved the work
- Free van healthcheck with video
- Every Van Centre is equipped



Your frontline team.

Depending on your fleet's size,
we'll assign a team to you.

- **Key Account Manager,**
your one point of contact
to all support and services
- **Aftersales Manager,**
who looks after all your
servicing needs
- **Customer Service Manager,**
a Commercial Vehicle
expert who can also help
your fleet grow
- **Van Centre network,**
with close to 100 locations
nationwide and access to
over 440 Technicians



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Central billing. Many vans, **one account.**

Running a fleet can be complicated, so let's keep things simple.

- **One account for all invoices, payments and vehicles**
- **Designed for fleets running from separate locations**
- **Same payment terms across the Van Centre network**



Looking out for you.

From intelligent driver assistance technologies to comprehensive warranties, with a Volkswagen Commercial Vehicle, reassurance comes as standard - protecting you and your van.

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Technicians at the top of their game.

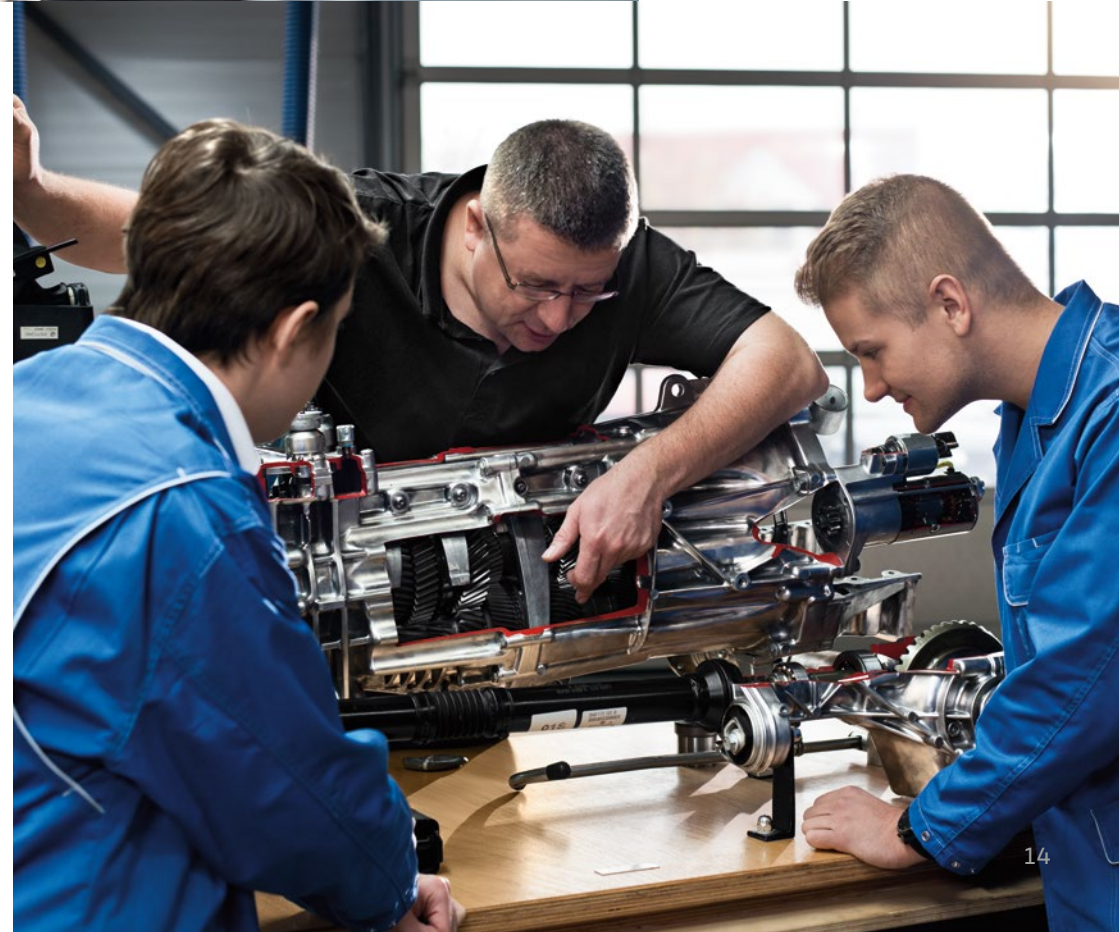
Our specially trained Technicians are the envy of the industry - and they're working for you.

- **Trained in a dedicated state-of-the-art facility**
- **The latest tools and diagnostic equipment at their disposal**
- **Home-grown talent trained through our recognised apprentice programmes**
- **Assigned to 5 specialist technical job roles, covering all aspects of care**



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Parts, quick smart.

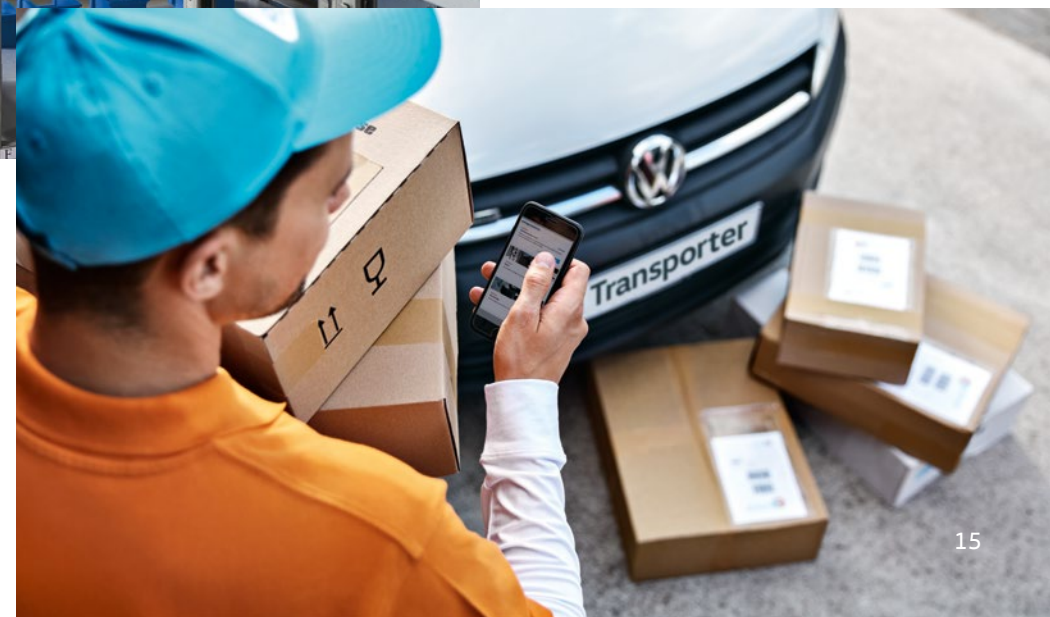
When your van needs a part,
you'll need it fast.

- **96% of parts ordered by 3:30pm delivered next day***
- **98% of next-day orders delivered by 8am**
- **Over 150,000 parts available**
- **Express same day-delivery also available on selected parts from parts partner TPS**



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*Based on 2019 orders and nationwide deliveries.

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A network that works **for you.**

A network that works **for you.**
When you do need to visit, our
Van Centres span the country,
from Truro to Inverness.

- **Close to 100 Centres
across the UK**
- **45 minutes average drive
from your nearest one**
- **Extended opening hours
6am-11pm available***
- **440 Technicians
across the network**



*Many Volkswagen Van Centres now open at or before
7am Monday to Friday (8am on Saturdays). See www.volkswagen-vans.co.uk/find-a-van-centre or ask your
local Volkswagen Van Centre for individual opening hours.

You're covered.

A selection of standard and optional warranties* means you'll sleep easy (at least when it comes to your van).

- **Standard 2 years' Unlimited Mileage Warranty, or:**
- **Standard 3 years' Warranty, covering up to 100,000 miles****
- **Optional Factory Extended Warranties, covering 5 years or unlimited mileage.**
- **Two-year Parts Warranty**
- **3-year Paintwork Protection Warranty**
- **12-year Body Protection Warranty**
- **One Year or 12,000 miles Labour Warranty from the date of the work provided by the Van Centre, whichever occurs first*****

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*Genuine Volkswagen parts, fitted by Volkswagen trained technicians. Warranty applies from date of purchase, excludes wear and tear and does not apply to parts fitted under the terms of the warranty. T&Cs apply, ask your local Van Centre for more details. Find out more about our warranties here <https://www.volkswagen-vans.co.uk/en/service/warranties.html>

**Third year of warranty includes unlimited mileage for Crafter only.

***Conditions apply. See website for information <https://www.volkswagen-vans.co.uk/en/service/warranties.html>

Safety as standard.

Your Volkswagen van comes with driver assistance technologies designed to help make your drive safer, including:

- **Front Assist, warning you when the vehicle in front is too close**
- **City Emergency Braking, brakes automatically if a collision looks likely***
- **Post-Collision Braking, brakes automatically to lessen the impact of a secondary collision**

*Speed and distance limits apply. See individual brochures for full details of safety systems



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National Fleet Pricing.

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This pricing applies to fleets with 100 or more Volkswagen Commercial vehicles.
Should your fleet size be less than this, please discuss pricing with your local Van Centre.

Labour - Inside M25	£78.44 per hour
Labour - Outside of M25 (rest of UK)	£71.02 per hour
Parts Discount	10% ¹
Engine Oil	£10.60 per litre
Adblue	£2.00 per litre
Vehicle sanitisation	£15/£30 ²
MOT (Class 4)	£45
MOT (Class 7)	£45

- Free fitting on jobs that take less than 12 minutes (0.20hr), but parts remain chargeable
- No charge for sundries, consumables (including gloves, seat covers or other materials used since COVID19 inception)
- No charge for environmental disposal resulting from service or maintenance work
- Free collection and delivery subject to availability; certain restrictions apply
- Free vehicle wash in conjunction with service work completed

¹ Calculated against recommended retail price and only in conjunction with fast-selling and stocked items

² Standalone offering of £30 or £15 if another workshop job is completed at the same time Subject to availability; certain restrictions apply



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