

Service & Breakdown Procedure: Volkswagen

Suppliers:

- **Kwikfit.** Use for service, tyres, brake pads and discs. Please quote account number: **P1505S (Tyres)** **N5918U (Servicing)**
To locate your nearest centre, call 0800 222111, text "KWIK" to 81025 or use the centre locator on their website: www.kwik-fit.com.
- Local approved servicing centres will be offered
- **Volkswagen.** Use for warranty repairs. To locate your nearest centre, www.volkswagen.co.uk.

Service intervals on the vehicle are every **10,000 Miles or 12 Months** (Whichever comes 1st)
Please consult your manufactures handbook. Any queries you can contact Fleet Assist on 0333 241 2600 or **Backstage ADI Solutions** on **0333 12 12 700**.

If your vehicle needs servicing, contact Fleet Assist on 0333 241 2600 to book your car in.

We will cover all service items; this includes brakes, clutches, bulbs, wiper blades, etc. We will not however, pay for any damages caused whilst you are contracting the vehicle.

If you have taken the car on a used car contract, it is highly likely we will have serviced the vehicle beforehand. Please check with the service book or the sticker placed in the front windscreen.

Remember, it is your responsibility to ensure the car is serviced in line with the service intervals specified. Failure to maintain the vehicle will result in a charge being issued to you for invalidating the warranty.

If your service is due within six weeks of your contract expiring and you wish to return the vehicle, please contact us to confirm our Fleet Assist for the service to be carried out.

Tyres replacement for worn tyres Please contact Fleet Assist on 0333 241 2600 to book your car in.

We authorise tyre replacement at 2mm or under, with the legal limit being 1.6mm.

Any replacement tyres will be budget tyres.

Backstage ADI Solutions tyre policy states that only worn tyres will be authorised. Punctures or accidental damage replacements are not covered.

Breakdown recovery is covered by **Volkswagen roadside assistance 0800 777 192** for one year from the vehicle first registration date (located in the service book).

For vehicles older than one year, call AA on 0800 42 41 51, quoting account number: BCASP533964.

Breakdown recovery is only to be used in the event of a mechanical breakdown. Any other non-mechanical related breakdown i.e. punctures, accidents, bulbs or driver related errors, will not be authorised or re-charged to you.

We operate a 48-hour breakdown policy. We will endeavor to deliver a dual-controlled replacement to you after 48 hours. This period starts from when you notify us that the vehicle is off the road and at the garage with a mechanical defect.

Accidents

If you have taken advantage of our Fleet Insurance policy and you have had an accident, please contact us and we will be happy to assist you.

If you have your own insurance policy, you will only need to notify us that an accident has happened.

Frequently asked questions

Q When does my car need servicing?

A Every car has different servicing intervals. To avoid confusion please refer to your service manual or contact your main dealer.

Q Is the servicing my responsibility?

A Yes, you must ensure the car is serviced at its allotted mileage. Failure to do so will result in a charge being issued to you for invalidating the warranty.

Q Where do I take it for servicing?

A Contact Fleet Assist on 0333 241 2600 and they will book it in for you.

Q Who pays the bill?

A Backstage ADI Solutions will cover the cost of your service, make sure you book through Fleet Assist to ensure this.

Q Are my tyres covered?

A Yes but for general wear and tear only. Please contact Fleet Assist to get this covered.

Q What do I do if I breakdown?

A Firstly, call your breakdown assistance number, located overleaf. The contacted dealer must then notify **Backstage ADI Solutions on 0333 12 12 700**. Once the vehicle has been retrieved and the problem diagnosed, if the vehicle is going to be off the road for more than 48 hours, we will endeavour to deliver you a replacement vehicle.

Q When do I get a replacement vehicle?

A You will receive a replacement car 48 hours after you have reported to our breakdown department the car is off the road and at the garage.

Q I want to change my direct debit details, what do I do?

A Please call customer payments and they will arrange a new form to be sent to you.

Q What do I do when my road fund license/ car tax expires?

A Backstage ADI Solutions re-tax your car and confirm by email. However, as a safeguard, please make a note of your tax expiry date and if you have not received this notification, at least 4 days before expiry, please contact us.

Q What do I do if I have lost my key?

A Please contact us. A refundable deposit of £50.00 is payable before a spare key can be dispatched to you. You will then need to need to replace the key at your own cost and return the spare key to us within 7 working days.

Q I am travelling abroad with my contract vehicle, do I need any additional paperwork?

A Yes, contact us and we will issue you an authority letter.