

We go the extra mile

To save you the time, we've made it easy for you to access all your Volkswagen Commercial Vehicle Service, Maintenance and Repair (SMR) information via our Volkswagen Group SMR site.

Here, you can see the nuts and bolts of Fleet Service before vehicle acquisition or during fleet operation. With flexible pricing, up to date parts prices, and accurate service regime information.

If you don't already have access to our SMR website, please go to our Request Account page at www.volkswagen-vans.co.uk/fleet/smr-request-account/ and follow the online instructions. Alternatively, call our Business Centre Team on 0800 808 9998

Epyx 1link

If you use this platform to manage your fleet maintenance business, there's good news. Because we've asked them to add in new functionality just for Volkswagen Commercial Vehicles Fleet Service, to ensure you always get the best value. Now you can take advantage of fixed price jobs as well as competitive labour rates, parts discount and lower oil prices as you book your vehicles in.

And we'll stay in touch with our regular Fleet Newsletter covering vehicles and service. But to find out more, give our dedicated Business Centre Team a call on 0800 808 9998.



All you need to know about Fleet Service.

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Fleet Service applies to national fleets with 100 or more Volkswagen Commercial Vehicles. The National labour rate cap applies to service, maintenance and repair work carried out under this programme only, by an approved Volkswagen Van Centre or Authorised Repairer. Parts discount applies to Volkswagen Original replacement parts fitted during a visit. ¹Warranty applies from date of purchase, excludes wear and tear and does not apply to parts fitted under the terms of the vehicle warranty. Ask your local Van Centre or Authorised Repairer for details. Oil price based on current Quantum LongLife 3 20-litre drum rate. MOT applies to Class 4 only, other prices may be applicable for other classes of MOT. MOT re-test fees will be charged at the discretion of the MOT test station/Authorised Repairer. Not applicable in Northern Ireland. ²Where fitting time is less than 12 minutes (0.2 time units). ³Collection and delivery or Courtesy vehicles are on request and subject to availability. ⁴Servicing while you wait is subject to availability and only applies to routine replacement parts and basic servicing.



**Commercial
Vehicles**

We're with you all the way

We know that you can't afford not to be there for your customers. That's why, with our dedicated Van Centre and Authorised Repairer Network we can ensure every one of your vans stays on the road, ready to make every appointment.

That's not all, because our Fleet Service also gives you:

Competitive labour rate

Thanks to a national labour rate cap, no matter what the job or where you are, the labour cost per hour won't increase.

Genuine parts discount

So you can keep your running costs down.

Nationwide warranty

Volkswagen Original replacement parts carry a 2 year unlimited mileage warranty, and when fitted by our trained technicians, that covers parts and labour too.

Low oil costs

Each litre is charged at the drum rate.

Plus, we offer fleet fitted jobs at fixed prices that includes:

- Interim and Full Service pricing for fleets on current models
- Fully Fitted Parts pricing for fleets on a range of fast-fit jobs
- National MOT pricing for qualifying vehicles

Our promise

If you're not already convinced that we could make your perfect Fleet Service partner, here are more reasons to work with us.

You can trust us to:

- Price work in advance (in writing if requested) using our manufacturer approved times and parts prices every time we quote
- Deliver fleet fixed priced jobs based on the national Fleet Service rates
- Seek permission from you before starting additional repairs
- Fit basic bulbs and wiper blades for free¹

You can rely on us to:

- Provide a range of mobility options, from collection and delivery to a courtesy vehicle²
- Offer a while-you-wait service³ for jobs that take 1 hour or less
- Provide technicians to road test suspected faults
- Agree a time that your vehicle will be ready

We will work with you by:

- Operating 11 hours a day Mon-Fri, and 4 hours on Saturdays
- Conducting an initial assessment if your vehicle is recovered unexpectedly
- Responding to 1link booking requests within a maximum of 20 minutes
- Keeping you informed on the progress of the service or repair of your vehicle throughout the day