

General Information

Mobile phones

In today's working environment, we anticipate many of our customers would wish to have mobile phones with a hands free kit fitted.

Your company must get our written consent, which (if given) would be subject to conditions including the following:

- **The phone must always be fitted by a qualified installer to ensure that the fitment does not interfere with the vehicle's electronic systems or invalidate the manufacturer's warranty.**
- **Glass mounted aerials must be used.**
- **On return of the vehicle, any holes must be made good and electronic systems reinstated to their original condition.**

Please note: A charge will be levied for the cost of remedial work if the vehicle is returned with a hands free kit still in place or to repair holes to the interior of the vehicle following removal of the equipment.

Fitting of other equipment

Fitting of other equipment is also subject to Volkswagen Group Leasing consent. Please contact: Customer Services on 0870 333 2229.

Please note: (if given) consent will be subject to conditions including the following:

- **Costs to fit/purchase/replace and maintain are at your company's expense.**
- **All extras are supplied/fitted and replaced by an approved and qualified installer.**
- **Any repair costs to any part of the vehicle attributable to poorly fitted or faulty extras will be charged to your company.**
- **All extras conform to all legal requirements and meet manufacturer standards/recommendations.**
- **On return, the vehicle must be restored to its original condition.**

MOT certificate

An MOT test is not required in the first three years of a car's life.

When an inspection is required it should be undertaken by an approved agent. Volkswagen Group Leasing will meet the cost of the test. Please ensure that certificates are sent to our Customer Services department.

Road fund licence

The road fund licence will be renewed and issued to you automatically. If you have a specific enquiry please contact us on 0870 333 2229.

Foreign travel

If you wish to take the vehicle outside the UK, you must obtain permission from your company and written authority from Volkswagen Group Leasing. Please apply in writing to Customer Services, Volkswagen Group Leasing at least 28 days before the date of travel providing:

- **The company name.**
- **The full name and address of the person responsible for the vehicle whilst it is abroad.**
- **The registration number.**
- **Departure and return date.**

Please note: In order to satisfy HM Customs an original VE103 must be presented. A faxed authority will not be sufficient. You must ask your company's insurance department to arrange a "Green Card", which ensures adequate insurance cover for the country you intend to visit. If travelling through Spain a "bail bond" is also required. Whilst abroad

your vehicle may not be covered for breakdown, repair or car hire.

You must take out the necessary travel insurance i.e. AA/RAC 5 star cover or equivalent. This insurance can be arranged via ourselves by contacting Customer Services on 0870 333 2229.

Parking fines/fixed penalty notice/traffic cameras/congestion charge

Your company must pay any parking fines relating to use of the vehicle immediately. If we are required to pay a fine on your behalf, we will recharge your company along with an administration fee. Under existing laws we are obliged to provide such details as we have available, on demand from the Police, to help identify the driver of any vehicle.

Your responsibilities

The vehicle must be serviced in accordance with manufacturer recommended intervals at an approved franchised retailer and (where applicable) must have a current MOT certificate. You are responsible for ensuring the vehicle is of a roadworthy condition at all times.

We recommend you:

- **Check the engine oil levels/coolant levels every week and refill as necessary.**
- **Check tyre pressure, depth of tread and condition every week.**
- **Check all lights and indicators every day.**

Routine servicing

It is important that you ensure the following:

- **The vehicle is serviced in accordance with the manufacturer recommended intervals as described in the Manufacturer service book.**
- **The correct oil, water and battery fluid levels are maintained.**
- **The tyres are correctly inflated and conform to all legal requirements.**
- **The engine is adequately protected by antifreeze against frost.**

If you are unsure about any of the above then please consult the vehicle handbook. Failure to carry out any of the above could invalidate the manufacturer warranty and make your company liable for any resultant costs.



Volkswagen Group Leasing Assist

The vehicle is covered with a 24-hour rescue service. Our breakdown/rescue service is operated by the RAC who can be contacted on 0800 731 8006.

Accidents

In the event of an accident please:

- **Ensure you comply with your company and insurer's procedures.**
- **Inform our Customer Services department for information purposes only.**

Replacement vehicle

If the contract between your company and us includes this option, you are entitled to a temporary replacement vehicle if the contract vehicle becomes unroadworthy due to mechanical defect or accidental damage. Please contact us on 0870 333 2229 to arrange this. Any vehicle taken must be returned as soon as we let your company know that the contract vehicle is roadworthy again, otherwise a charge will be made for each day that the replacement vehicle is retained.

Please note: Your company will be required to insure the replacement vehicle and that the cost of any fuel used is your responsibility. The replacement vehicle must be returned with a full tank of fuel, otherwise your company will be charged. You will need to present your driving licence before taking the replacement vehicle.

Service/Maintenance Authorisation

0870 900 5588

(8am-6pm Monday to Friday, 9am-1pm Saturday/s)

Tyre Replacement: National Fleet

08000 855 552

(24 hours a day)

These numbers are for use in the UK only

Volkswagen Group Leasing Customer

Service/General Enquiries

0870 333 2229

(24 hours a day) Volkswagen Group Leasing Customer Enquiries, Freepost VWFS

Breakdown Cover - Volkswagen Group Leasing

Assist/Accident Management

0800 731 8006

Replacement Windscreen: Autoglass

0800 833 279

Welcome

Volkswagen Group Leasing is a division of one of the largest contract hire and leasing organisations in Europe and we have achieved this position by offering the highest quality of service to you, our customer. Your new vehicle has been supplied under a contract between your company and Volkswagen Group Leasing.

This Driver Information Card is designed to make you aware of the services available from Volkswagen Group Leasing. Please take the time to read it and always keep it in the Road Fund Licence holder attached to the windscreen. If you are unsure as to the level of service provided with your company's contract please contact our Customer Services department on 0870 333 2229.

Whilst we endeavour to make the information contained on this card comprehensive, it has not been possible to cover every eventuality, so should you have any further queries please do not hesitate to contact the Customer Services Team.



Service and Maintenance

Where your company has selected a maintenance and service option within the contract, the following will apply:

Authorisation

Upon booking the vehicle into an approved franchised retailer, simply advise them that the vehicle is covered under one of our agreements. The retailer will contact us for any authority to carry out the necessary work. Upon collection of the vehicle, you will be asked to sign a confirmation that the authorised work has been satisfactorily completed.

Questionnaire card

You will have been issued a pre-paid questionnaire card with the vehicle. Please decide which franchised retailer you wish to use for the service and maintenance of the vehicle, fill in the details and return the card to us as soon as possible. This will allow us to set up an account with the servicing retailer.

Service book

It is essential that the service book is given to Service Reception at the retailer when the vehicle is serviced and stamped accordingly on every occasion.

Radio code

Our Customer Services department holds radio codes, so please call 0870 333 2229 for assistance (the release of radio codes will be subject to security checks).

Tyres

It is essential that tyres are maintained in accordance with current legislation. We recommend that you check the tyres once a week for pressure and depth of tread. At the time of this information going to print, the minimum legal tyre tread is 1.6mm.

Tyres will be replaced when the tread depth has worn to 2mm or below by fair wear and tear. Replacements will be the same size and rating as the original tyre, but not necessarily the same make. The cost of repairable punctures is covered by Volkswagen Group Leasing but we will not cover the cost of replacement tyres in the following circumstances:

- Any forms of misuse (e.g. kerbing).
- Vandalism.
- Accident damage.
- Any damage caused by driving on a punctured tyre.

If the tyre is damaged beyond repair then your company will be recharged depending on the remaining tread on the tyre as follows:

8mm	100% of replacement cost
7mm	83% of replacement cost
6mm	67% of replacement cost
5mm	50% of replacement cost
4mm	33% of replacement cost
3mm	17% of replacement cost
2mm	Nil cost

Tyre replacement is handled by National Fleet who operate through a network of tyre suppliers throughout the UK. If you require replacement tyres or puncture repair contact:

National Fleet on freephone: 08000 855 552

They will direct you to the nearest outlet. In some areas it is possible for the tyre agent to come out to you and details of this can be obtained from the freephone number.

Batteries and exhausts

Your appointed franchised retailer can replace batteries and exhausts. This cost will be met by Volkswagen Group Leasing providing that the replacement is due to fair wear and tear or component fault.

Windscreen replacements and body glass

The cost of any windscreen or body glass damage is the responsibility of your company and is not covered by the contract. If any glass is broken you should follow your own company insurance procedures. Subject to the approval of your company, you may use the 24-hour Autoglass facility. You or your company will have to meet the cost at time of replacement, unless your company has arranged a re-charge facility with Volkswagen Group Leasing.

You can contact Autoglass on freephone: 0800 833 279

Reimbursements

Whilst we make every effort to ensure that formal account facilities cover the cost of all repairs, there may be times (such as an out of hours emergency) when you will have to meet such costs yourself. In this case, please have the servicing agent make the invoices out to: Volkswagen Group Leasing, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes, MK14 5LR. Please send the invoice to the above address with a note clearly explaining the expenditure. Please state your name and address clearly and, subject to Volkswagen Group Leasing validation and authorisation, you will be reimbursed by cheque.

Other repairs

A full service and maintenance contract hire agreement with Volkswagen Group Leasing covers all routine servicing, mechanical repairs and replacements due to fair wear and tear. The following items are not covered:

- Broken glass and lenses.
- Any damage caused by vandalism.
- Repair/maintenance/consequential damage of non-factory fitted items.
- Oil/air/top-ups between scheduled services.
- Washing/valeting.
- Accidental damage.
- Any damage due to neglect or misuse.

Vehicle condition

To minimise the risk of your company being charged for any damage, we recommend that the vehicle is kept in the best possible condition at all times. At the end of the contract:

- The interior should be free from repairs, burns, stains and tears.
- The bodywork should be free from dents, scratches, signs of visible accident repairs and excess untreated stone chips.
- Windscreens, body glass and light lenses should be free from cracks, chips and any other damage.
- Damage both internal and external caused by negligence or accident will be invoiced to your company.

End of Contract Guidelines

Driver purchase

Providing your company permits you to do so, you may be able to purchase the vehicle. Please contact us on 0870 333 2229 for a purchase price.

Please note that the vehicle will be sold to you without warranty, and registration documents will not be released until Volkswagen Group Leasing have received cleared funds. Unfortunately we will not be able to sell you the vehicle if you are leasing it as a sole trader or a member of a partnership or if you are a controlling director of the company leasing the vehicle.

Vehicle return

We shall notify your company approximately sixteen weeks before the end date of the contract, that the vehicle is due for return and discuss its replacement. Our collection agent will then contact your company to arrange to inspect and collect the vehicle. You will be asked to sign a formal report of the vehicle condition. If the vehicle has sustained any damage beyond 'fair wear and tear' (as defined in the BVRLA guide: a copy of which is available upon request) Volkswagen Group Leasing will charge your company for the cost of repairs.

At the end of contract please ensure all original equipment and accessories are restored, and manufacturer service book/handbook is left inside the vehicle.

