

# All the answers to all the questions about Volkswagen Service Advantage.



Q. What are the benefits of getting my Volkswagen serviced by an authorised dealer?

A. Authorised dealerships have factory trained technicians equipped with the very latest diagnostic equipment, specialist tooling and Volkswagen Genuine Parts (which have a 2 Year Guarantee). They also undertake work in accordance to factory specified guidelines and maintenance schedules, so you can be confident that your Volkswagen is getting the best possible care.

Q. What is included in the Volkswagen Service Advantage?

A. All factory required service activity as per the vehicles service handbook including Labour, oil, consumables and parts.

Q. What isn't included?

A. Any items not included on the interval service schedule requirements, and/or wear and tear items. Examples - Pollen filter, brakes, Haldex fluid, tyre rotation, Warrant of Fitness, Wipers, Fuel Cleaner, Batteries.

Q. Why are items such as brakes/pollen filters not included?

A. Brakes are classed as wear items and are replaced when required, not at defined intervals. Pollen filters are subjected to environmental conditions and may require replacing outside of the normal schedule. This is to ensure you replace these items only when required.

Q. What if I own an older model Volkswagen?

A. The service data for older vehicles is available to all dealers and your local Volkswagen Service team will be more than happy to assist with providing information and pricing for any Volkswagen car.

Q. Are any vehicles not eligible?

A. The Volkswagen Service Advantage is based off NZ new vehicle specifications and servicing requirements therefore applicable to these vehicles only. Imported vehicles may have different specification or service requirements, your local Volkswagen Service team will be happy to check and provide a service quote based on their specific requirements.

Q. Where can I find up-to-date pricing?

A. All pricing, plus terms and conditions can be found at <http://www.volkswagen.co.nz/serviceadvantage>

Q. When is the Volkswagen Service Advantage applicable from?

A. The programme starts on 20<sup>th</sup> April 2015.