

VOLKSWAGEN  
FINANCIAL SERVICES  
THE KEY TO MOBILITY



# Driver and Fleet Manager's Lease Guide.

## Welcome to Volkswagen Financial Services.

We are pleased to have been able to assist you with obtaining your new lease vehicle.

This guide is designed to provide you with a better understanding of the services available under your Lease Agreement. Please take time to read it so that you are aware of what you are entitled to under your agreement.

If you would like to talk to us about your agreement or need help with information on our services, please contact us by phone: 01 654 6249 or by email: [leasequery@vwfs.com](mailto:leasequery@vwfs.com)  
We're always happy to hear from you.

Thank you for choosing Volkswagen Financial Services, we hope you will continue to enjoy the complete experience and that you're happy you have all the information you need.

Visit [www.vwfs.ie](http://www.vwfs.ie) to find out more.

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## General information.



### Your responsibilities.

It is your responsibility as the hirer to ensure the vehicle is serviced at the manufacturer's recommended intervals by an Authorised Retailer or Volkswagen Financial Services approved repairer and, where applicable, that the vehicle has a current road worthiness certificate. You are responsible for ensuring that the vehicle is in good condition at all times and for any damage caused to, or deterioration of, the vehicle other than through reasonable fair wear and tear.

**To help take care of your vehicle you should regularly:**

- Check the engine oil level/coolant levels and refill as necessary in between services
- Check tyre pressures, depth of tread and condition
- Check all lights and indicators
- Ensure there is sufficient levels of Adblue® (if applicable)

**You should follow the manufacturer guidelines on oil refills and the quality of oil to use. Failure to do so could significantly impact on the performance of your vehicle in a number of ways:**

- Increased wear or overheating - leading to engine damage which will, in time, devalue the vehicle
- Exhaust System Contamination - over time the wrong oil will block or contaminate the exhaust catalysts causing the vehicle to fail its emissions and control tests
- Increased fuel consumption
- Decreased service intervals

If repairs are required due to accidental damage or similar at any time during the contract, please refer to specific requirements as detailed in the terms and conditions of your agreement.

### **Fines and charges.**

As the registered owner of the vehicle Volkswagen Financial Services may receive a variety of fines attributed to activities undertaken by the vehicle Driver (e.g. parking fines).

Volkswagen Financial Services will pay these invoices on your behalf and will then forward on an invoice to the leasee. In doing so taking advantage of any prompt payment discounts available. An administration fee will be charged per event.

The exception to this process will be where the fine relates to a driving offence where the authorities require notification of the drivers details (e.g. speeding fines). We are legally obliged to provide any details that we have available, on demand to the relevant legal authority, to help identify the driver of any vehicle. In such circumstances responsibility for the handling of the fine will be passed to the driver.

### **Fitting of non-standard equipment.**

The costs to fit/purchase and maintain 'extras' are solely at your expense. We recommend that all extras are supplied and fitted by an approved/qualified installer and that they conform to all legal requirements.

Any consequential damage arising from the installation of extras must be repaired at your cost. At the end of the contract, any visible holes in the bodywork or trim must be repaired to the standard required by Volkswagen Financial Services, and any electrical alterations must be restored to the original standard.

### **End of contract - vehicle return.**

We will aim to contact you before the end date of the contract to remind you that the vehicle is due for return. Arrangements will be made for the inspection and collection of your vehicle.

### **Please ensure that all documentation is available with inspection and returned with the vehicle as follows:**

- Vehicle hand book
- Spare key
- Driver guide
- Satellite navigation memory card or disc (where applicable)

We also ask that you sign a formal report of the vehicle condition. If it has sustained any damage beyond fair wear and tear, including missing items or documentation (e.g. driver handbook, spare keys or original documentation), an appropriate charge will be incurred. For a definition of fair wear and tear, please refer our website.

For each kilometre covered by the vehicle over the agreed annual distance allowance, or the maximum total kilometres, you must pay us the excess kilometre charge shown in your agreement.

### **Purchasing the vehicle at the end of contract.**

If you, a member of your family or a colleague is interested in a purchase price then please call us on **01 654 6249**.

### **Road Tax.**

Every year, we will automatically renew your Road Tax, however, if you have a specific enquiry, please call us **01 654 6249**.

### **Contract amendments.**

If you wish to make any amendments to your contract, such as address, bank details or mileage allowance, please call us on **01 654 6249**.

### **Foreign travel.**

As the registered owner of the vehicle please notify us in writing prior to taking the vehicle outside the Island of Ireland. You must inform your company's insurer to arrange a "green card" and ensure adequate insurance cover for the country you are visiting.

You should also check the motoring requirements and information required for individual countries.

Please note that we will not be liable for any costs arising from the use of the vehicle outside of the Island of Ireland.

### **CVRT/NCT.**

The cost of all road worthiness tests and certificates will only be included once the Service and Maintenance component has been included with the overall Lease Agreement. We will then support you in all aspects of the CVRT and NCT administration. For any queries or assistance with bookings, please call us on **01 654 6249**.



## Service and maintenance.

### Non-maintenance contracts.

If you have chosen to maintain your operating lease vehicle yourself, please be aware of your responsibilities, based on the terms and conditions of your contract.

### Service and maintenance contracts.

Please ensure the vehicle is serviced and maintained at an Authorised Retailer or Volkswagen Financial Services authorised repairer strictly in line with recommended manufacturer guidelines using only genuine approved parts.

### Tyres.

When worn or damaged our vehicle must have the tyres replaced with a premium brand of the same specification as originally supplied with the vehicle, in accordance with the manufacturer's standard specification. The load and speed rating should match the original specification. For further information, please refer to the vehicle's driver handbook.

### Maintenance contracts.

If your lease agreement includes a service and maintenance plan please see the following page for details.

## When your vehicle needs service and maintenance.

If you have a service and maintenance plan as part of your agreement, using it couldn't be easier.

### **This is how it works:**

- When your vehicle requires servicing or maintenance, contact your local Authorised Retailer or Volkswagen Financial Services approved repairer to book your vehicle in
- It is advisable to contact your Retailer or repairer in advance of your requirement, where possible, as sometimes they will need notice to fit work into their schedule. When making your booking, remember to mention that you have servicing and maintenance as part of your agreement
- Service or maintenance under this scheme can only be obtained from an Authorised Retailer or Volkswagen Financial Services approved repairer
- The Authorised Retailer or approved repairer will contact us for authorisation to carry out the work required and you will be asked to sign only for the completion of the job
- Have your service book stamped by the servicing Retailer or repairer. Alternatively, ensure the digital service record is updated by the servicing Retailer

### **That's all there is to it, however please note:**

- If you ask the Retailer or repairer to carry out any work not included within the recommended service and maintenance plan, you will have to pay for it when the work has been completed
- Any services not carried out before the contract end or maximum total kilometres limit cannot subsequently be claimed for
- Damage caused to the vehicle as a result of neglect of service requirements will be charged to you. For accidental damage or similar, please refer to specific requirements as mentioned in the terms and conditions of your agreement

## Inclusions.

- All routine servicing as appropriate to your vehicle as determined by Volkswagen Financial Services
- All oils and fluids required within the service including AdBlue®
- Brake fluid change as per the service requirement

With a service and maintenance plan you are also entitled to the replacement of vehicle parts, subject to fair wear and tear, that need to be repaired or replaced during the contract period. Please see alongside for replacement vehicle parts included in the plan. All work should be carried out in accordance with the manufacturer's recommended change schedule and it is your responsibility to ensure the vehicle is serviced at the correct intervals. The service light will come on and advise you when the service is due.

Failing to get the vehicle serviced in-line with the manufacturer's service schedule may invalidate the vehicle's warranty, which could leave you liable for costs on repairs.

### Electrical system including:

- Alternator
- Battery
- Bulbs
- Central locking
- ECU
- Fuses
- Instruments
- Standard alarm
- Standard immobiliser
- Starter motor
- Window regulator
- Wiper motor
- Wiring

### Engine including:

- Cambelt and tensioner as stipulated by the manufacturer's specific schedule
- Drive belts
- Exhaust
- Fuel pump
- Gaskets
- Injectors
- Oil pump
- Seals
- Turbo

### Transmission including:

- Clutch
- CV joints
- Flywheel
- Gaiters
- Gearbox
- Differential
- Drive shafts
- Torque converter
- Wheel bearings

### Brake repairs including:

- Calipers
- Cylinders
- Discs
- Pads

### Cooling system including:

- Coolant
- Heater components
- Hoses
- Radiator
- Reservoir
- Sender units
- Thermostat
- Water pump



**LEASING**

### Suspension including:

- Anti-roll bar
- Bushes
- Shock absorbers
- Springs
- Wishbones

### Miscellaneous items such as:

- Handbrake adjustments
- Air conditioning service (max. one per contract if necessary)
- Key batteries
- NCT
- Roadside Assistance for the term of your agreement, provided that your vehicle is serviced and repaired by an authorised Volkswagen Retailer or repairer in accordance with the manufacturer's instructions
- Wiper blades

## Exclusions.

**The following are excluded from our service and maintenance plan:**

- All non-standard service work
- Glass, including windscreens and all light units resulting from damage/outside influences
- Tyre replacement or puncture repair\*
- Wheel alignment and geometry check\*
- Oil, air and fluid top-ups between services
- Maintenance and repair of non-factory or non-standard fitted items/accessories
- Damaged or broken aerials
- Fuel and mis-fuelling
- Any repairs we do not believe are fair wear and tear (as defined in the terms and conditions)
- Anti-theft devices
- Any associated maintenance or repairs to diesel particulate filters, catalytic reduction systems and AdBlue® required due to the driver failing to maintain sufficient AdBlue® levels.
- Body repairs

### **Damage caused by:**

- Negligence, abuse or misuse and accidents
- Food, drink and cigarettes
- Any form of corrosion including pollution, water, chemicals, salt and weather
- Using the incorrect oil or over filling
- Using the incorrect fuel type

### **Damage to:**

- In-vehicle entertainment (including audio, communications and navigation systems)
- Internal and external trim and bodywork

Please note that this is not a definitive list and the maintenance control team are happy to discuss any other repair queries you may have. Please call 01 654 6249. For a full list of the service and maintenance plan inclusions and exclusions please refer to the terms and conditions detailed on your Master Lease Agreement.

\*If the tyre service has been included with your contract please see our tyre plan overleaf on page 9.



## Tyre Plan.

Tyres are some of the most likely vehicle components to suffer wear and tear. Drivers carry out regular checks in order to keep within safety and legal requirements. If your agreement includes 'tyres', this means replacement tyres are provided when necessary due to fair wear and tear. We will specify the make of any replacement tyres and they can only be repaired or replaced by an Authorised Retailer or a Volkswagen Financial Services approved repairer.

The coverage applies to the standard tyre fitment for your vehicle.

Only premium brand tyres will be used and optional upgrades to the standard specification (factory or aftermarket) are the responsibility of the driver.

### Our tyre plan also includes:

- Repairable punctures (*damage will be assessed by our retailers or approved repairers*)
- Replacement tyres of the same size and specification (but not necessarily the same make) as originally specified for standard fitment
- Valves
- Wheel alignment and geometry check where necessary due to fair wear and tear
- Wheel balance
- Tyres changed at one of our Authorised Retailers or approved repairers

### Our tyre plan excludes:

- Accidental damage
- Irreparable punctures (*damage will be assessed by our retailers or approved repairers*)
- Misuse or vandalism
- Replacement of non-standard tyres
- Tyre sealant and repair equipment
- Tyres that have been repaired using tyre sealants or additives
- Wheel alignment as a result of kerb damage or any other negligence
- Winter and all season tyres

If you have any queries regarding tyres, please call us using the Volkswagen Financial Services Customer Support contact information opposite.

## Customer Support.

You are also eligible to get instant access to a range of services from our Customer Support team, a dedicated contact number for all your motoring needs.

**Customer Support can help you with any of the following:**

- Breakdown and recovery services
- Reporting accidents and damage
- Service booking or maintenance enquiries
- Tyres
- Glass repair
- General enquiries

To contact Customer Support, or for more information, please contact us on 01 654 6249 or visit [www.vwfs.ie](http://www.vwfs.ie)



## Accident Procedures.

### Accident / Incident

If involved in an accident / incident we have outlined some steps below to guide you through and assist in so far as possible.

- Stop immediately (*as long as it's safe to do so*)
- If anyone has been injured, the Gardaí must be called and the vehicles should not be moved until instructed to do so by a member of the Gardaí
- Do not admit liability, discuss the incident or offer to pay
- Exchange details with other drivers - please see our Collision Report Form overleaf as a guide
- If there are any witnesses to the incident try to get their personal details if possible (*Name, address, phone number, vehicle registration*)
- If possible and you are in a position to do so, it may be a good idea to photograph the scene of the accident using your mobile phone; if a camera is not available a brief sketch with details of all vehicles involved will help



## Collision Reporting Form.

<b>Details of vehicle been driven</b>	
Registration number	
Vehicle make	
Vehicle model	
<b>Details of the collision</b>	
Location of collision	
Date	
Time	
Speed limit	
Weather conditions	
Road conditions	
Road signs	
<b>Garda details</b>	
Was there a Garda present?	
When did the Garda arrive at the scene?	
Name of Garda present	
Rank/number and station of Garda	
Contact number	

## Collision Reporting Form.

Details of the other vehicle in the collision	
Vehicle make	
Vehicle model	
Vehicle registration	
Name of the owner	
Name of the driver	
Address of the driver	
Contact number of the driver	
Insurance company	
Policy number	
Description of damage to other vehicle(s)	

## Collision Reporting Form.

Details of damage to other property (if any)	
Type of property	
Owners name	
Address of owner	
Description of damage	
Injury details	
Was anyone injured?	
Was an ambulance called?	
Name of injured person	
Address of injured person	
Was a safety belt worn?	
Description of injury	
Witness details (if any)	
Name	
Address	
Contact details	



# Collision Reporting Form.

Brief description of collision		
Collision sketch: Make a rough sketch of the collision scene		
Photograph taken?		
Drivers signature		Date

