

Volkswagen Guaranteed Value - Fair Wear and Tear Guide

1. INTRODUCTION

You've taken the time to select the vehicle that best reflects your aspirations and lifestyle. Naturally we understand that your Volkswagen represents a valuable investment in a prestige brand and you seek to protect that investment. As you have decided to purchase the vehicle using Volkswagen Guaranteed Value, we would like to make you aware of some details surrounding the vehicle's required condition at return stage including in relation to the mechanics and the electrics through to the bodywork and the upholstery.

2. FAIR WEAR AND TEAR – WHAT IS IT?

The factors that determine fair wear and tear are a vehicle's age, distance travelled and overall condition, from mechanical components, electrics, through to the bodywork and upholstery. The main causes of excessive wear and tear are:

- The lack of regular checks by the vehicle user resulting in defects and damage going undetected or unrepaired
- Non-adherence to the manufacturer's scheduled services and maintenance programme
- Daily checks not adhered to by the driver
- Poor/unacceptable body or paint repairs
- Road conditions
- Vehicle utilisation
- Incorrect vehicle application
- Climatic conditions

The Fair Wear and Tear Guide summarises the degree of deterioration judged to be reasonable at the end of an Volkswagen Guaranteed Value contract period.

Should you require any further information or examples of what constitutes fair wear and tear, please ask a Volkswagen dealer.

Lack of attention to preventative measures, misuse or neglect are the main reasons vehicles experience excessive wear and tear, and this guide aims to provide you with a view of what we consider to be fair.

Volkswagen Financial Services will contact you prior to the end of your contract to determine to determine which of the end of contract options you would like to choose. Volkswagen Financial Services will complete an assessment of your vehicle, should you choose to return it at the end of your Volkswagen Guaranteed Value contract.

Some suggestions to ensure that your Volkswagen meets the Fair Wear and Tear expectations:

- Regular checks of the vehicle to identify any damage
- Any irregular noises or change in performance should be taken to an authorised Volkswagen dealership or authorised service provider.
- Ensure that your vehicle is serviced by an Volkswagen dealership or authorised service provider in accordance with the manufacturer's handbook.
- General day to day maintenance (e.g. fluids, monitor tyre pressure and tread depth).
- Ensure any and all repairs are done by authorised repairers.
- Regularly clean the bodywork, upholstery and trim.
- Your Volkswagen should not tow beyond its capacity.

3. SERVICING AND DOCUMENTATION

Regular maintenance and servicing should be carried out by a Volkswagen dealership or authorised repairer that will follow the manufacturer's guidelines, using approved service parts and lubricants only. Any defects or damage that occurs during normal vehicle use should be rectified as soon as practical. The vehicle's instruction book, including the full service record and any other documents relating to vehicle equipment are your responsibility and must be intact and available. All documents must be in the vehicle on its return to Volkswagen Financial Services including any radio codes.

4. APPEARANCE

Regular cleaning of both the interior and exterior of the vehicle is required. The vehicle should be returned at in a suitably clean condition to allow proper inspection of the paint, body and interior.

5. ADDITIONAL EQUIPMENT

All accessories that have been installed after the contract is signed and have not been approved by Volkswagen Financial Services are to be removed, and any holes or damage should be made good to a professional standard. All standard equipment, together with non-standard or 'customised' fittings originally supplied, must be returned.

6. BADGES AND LABELS

Non-standard badges, labels or advertising fitted to the bodywork or glass of the vehicle should be removed, with any damage caused by their attachment or removal repaired. Any paintwork colour fade due to the attachment of advertising should be repaired. Advertising should never be painted directly onto the vehicle.

7. KEYS AND SECURITY

A full set of keys should be available along with a note of their numbers. Return of the master key which controls the vehicle's engine management system is mandatory. If the vehicle was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation. Any additional, non-standard security system should be fitted according to a recognised standard.

8. BODY DAMAGE

Any damage must be repaired as and when it occurs. All work should be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration. Obvious evidence of repair such as colour mismatch or mis-alignment between panels is unacceptable. Any repairs should be carried out at an approved and authorised repairer.

9. DENTS

Minor dents (20mm in diameter) are acceptable as long as the paint surface has not been penetrated so that bare metal is visible or corrosion has set in. Multiple dents occurring on a single panel (no matter how small) are unacceptable, and the panel should be repaired or replaced.

10. PAINTWORK

Small areas of stone chipping, door edge chipping and light scratches (up to 25mm in length) are acceptable, as long as they have not penetrated through to the base metal and caused corrosion. If stone chippings have penetrated through the metal, suitable touching up should be carried out immediately to prevent further paint deterioration. Exterior paintwork should be free from major abrasions (more than 25mm in length) such as paint damage caused by continual use of automatic car-washing, and have good gloss and colour. Colour mismatch between panels, or poorly fitting panels, are unacceptable. All repairs to the bodywork must be suitably re-rust proofed up to the manufacturer's recommended standards. Bird excrement should be immediately removed.

11. BUMPER SECTIONS AND RUBBING STRIPS

Provided these are not broken, cracked or deformed a limited amount of scuffing and score marks is acceptable.

12. WINDOW GLASS

Cracks or damage within the driver's sight line are not acceptable and would require windscreen replacement. If relatively minor, repair using resin impregnation to motor registry standards is acceptable. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear. The windscreen must be able to pass a roadworthy inspection.

13. LAMP GLASSES AND LENS

All lamps must be operational. Minor scuff marks or scratches are acceptable, but holes or cracks in the glass or plastic covers or lamp units are not.

14. INTERIOR TRIM

The interior should be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is acceptable, as are any repairs that are not readily visible. Stitching that has come apart is unacceptable and needs to be repaired.

15. LUGGAGE AREA

Surface scoring and light blemishes that reflect normal use are acceptable, but floor coverings and surrounding trim panels should not be torn or split.

16. DOOR OPENING TREAD AREA

A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable providing paintwork has not been damaged down to bare metal and aperture seals are not torn.

17. CONTROLS

All original controls must be intact and operate correctly. If replacement has been necessary, e.g. due to theft, then equipment of a similar value and specification, of the same manufacture as the original, should be fitted. All odometer alterations must be reported and unauthorised odometer changes are unacceptable. Information stored in GPS/Satellite Navigation Systems should be deleted. Missing parts and items should be replaced.

18. RUBBER SEATS

Normal wear will cause a certain amount of damage and splits to rubber door and other seals, but any evidence of neglect or misuse is unacceptable. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.

19. UNDERSIDE

Minor dents and deformation, such as stone damage, is acceptable as long as it has not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally, as significant damage or distortion to chassis components is not acceptable.

20. EXHAUST SYSTEM

The system should be properly suspended and in efficient working order, with no gas leaks or evidence of blowing from the exhaust system joints and in undamaged condition. The exhaust system should be in a condition to meet motor registry requirements in all aspects, particularly if fitted with a catalytic converter. CAT failure is unacceptable and preventable through:

- Using the correct fuel.
- Regular servicing and maintenance.
- Immediately investigating any poor running symptoms.
- Not tow or clutch starting (for manual transmission) of the vehicle.

21. OIL LEAKS

Any oil leakage should be rectified at the earliest opportunity. Some minor oil misting or dampness around seals or gaskets is acceptable, providing oil drips are not present.

22. WHEELS AND WHEEL TRIMS

Dents or damage to the rim or main body of the wheels are not acceptable. All four wheel trims must be intact, with no more than minor scuffing due to everyday use. If mud flaps are standard equipment they must be intact and properly attached. The spare wheel, jack and appropriate wheel tools must be stowed properly and in good working order.

23. TYRE WEAR AND DAMAGE

All tyres, including the spare, must meet motor registry requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed rating. There should be no obvious damage to sidewalls or tread caused by 'kerbing' or other heavy misuse.

Remember in terms of Regulation 212 of the National Road Traffic Act it states that no person shall operate on a public road a motor vehicle which is equipped with a regrooved tyre having a bead diameter of 430 millimetres / less. The law says your tyres must have at least a 1 millimetre tread and if it falls below that figure, you risk hefty fines and points on your licence. Some tyres have tread wear indicators in the tread pattern to show when the tread depth is less than 1.6 millimetres. In these cases, if the tread on the tyre is level with these indicators, the tyre must be replaced as it is considered unroadworthy.

24. MECHANICAL CONDITION

Regular servicing and maintenance through a Volkswagen dealership or authorised service provider and in accordance with the vehicle manufacturer's servicing programs should keep the vehicle in sound mechanical condition.

25. BRAKES

Brake discs must not be grooved as a result of metal to metal contact.

26. ENGINE

The engine must not be seized due to running vehicle with insufficient coolant, lubricating oil and with broken internal components.

27. TRANSMISSION

There must not be any slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

28. BATTERY

The battery must be capable of being charged and operate efficiently in all aspects.