



Volkswagen Commercial Vehicles

Service Plan provided with new vehicles – 01/05/25 on.

Terms and Conditions

1. These Terms and Conditions
 - 1.1 These Terms and Conditions apply to the Volkswagen Commercial Vehicles Service Plan provided with every new Volkswagen Commercial Vehicle supplied by the Importer to the Customer named herein (“you” and “your”) in respect of the Volkswagen vehicle described herein (your “vehicle”).
 - 1.2 Please read these Terms and Conditions fully, together with your vehicle owner’s manual.
2. Service Plan Durations
 - 2.1 Depending on the Volkswagen Commercial Vehicles model and engine type, your vehicle’s Service Plan runs from the date of your vehicle’s first registration for the one of time and mileage durations shown below.

Volkswagen Commercial Vehicles Service Plan Durations				
Model	Model Code	Fuel Type	Service Type	Duration*
Amarok	T1	Petrol & Diesel	Semi - Flexible	3 years / 60,000 km
Caddy	SB	Petrol	Fixed	3 years / 45,000 km
Caddy	SB	Diesel	Flexible	6 years / 90,000 km
Multivan	ST	Petrol / PHEV	Fixed	3 years / 45,000 km
Transporter, Multivan, Carrelle	SH	Diesel	Flexible	6 years / 90,000 km
Crafter	SC, SY, SZ	Diesel	Flexible	6 years / 90,000 km

*Whichever occurs first

3. Service Plan Intervals
 - 3.1 Depending on the Volkswagen Commercial Vehicles model and engine type, your vehicle must be serviced at the time or mileage intervals shown below, whichever occurs first.



Volkswagen Commercial Vehicles Service Intervals				
Model	Model Code	Fuel Type	Service Type	Service Interval
Amarok	T1	Petrol & Diesel	Semi-Flexible	1 year / est. 20,000 km
Caddy	SB	Petrol	Fixed	1 year / 15,000 km
Caddy	SB	Diesel	Flexible	2 years / 30,000 km
Multivan	ST	Petrol / PHEV	Fixed	1 year / 15,000 km
Transporter, Multivan, Carrelle	SH	Diesel	Flexible	2 years / 30,000 km
Crafter	SC, SY, SZ	Diesel	Flexible	2 years / 30,000 km

- Vehicles under the Fixed Service Interval - in normal operation this generally means yearly services.
- Amarok models under the Semi-Flexible Interval - the 1-year period is fixed, with the mileage interval being variable up to 20,000 km based on the operating conditions of the vehicles. Consequently, the Service Interval may be sooner than 20,000 kms.
- Vehicles under the Flexible Service Interval - the vehicles calculate the time and distance based on the operating conditions of the vehicles. Consequently, the Service Interval may be sooner than 2 years or 30,000 km.

In all Service Interval types, your vehicle will remind you of an upcoming service via the Driver Information Display in the instrument cluster.

The maximum number of services permitted under any Service Plan Interval is three.

4. Service Plan Conditions

- 4.1 Your vehicle's Service Plan is conditional upon all service work on your vehicle being carried out within the required time or distance intervals in clause 3.1 by a New Zealand approved Volkswagen Service Centre located here: volkswagen.co.nz/app/nz/find-a-dealer

5. Service Plan Inclusions

- 5.1 In relation to your vehicle, your vehicle's Service Plan covers the cost of:

- (a) parts and fluids, the exact nature of which depend on your vehicle and your vehicle's recommended service schedule as supplied by the manufacturer, but which typically include engine oil and filter, pollen filter, brake fluid, drivetrain oils, air filter and windscreen washer fluid top up;
- (b) a full electronic diagnostic inspection and installation of any software updates available for your vehicle; and
- (c) labour required in connection with clauses 5.1(a) or (b).





6. Service Plan Exclusions

6.1 Your vehicle's Service Plan does not include:

- (a) items that are deemed by the manufacturer to be consumables and/or subject to wear and tear such as, but not limited to:
 - (i) wiper blades, brake pads, brake discs and clutch linings;
 - (ii) tyres;
- (b) tyre rotation and balancing or wheel alignment when required;
- (c) fluids and additives not specified in your vehicle's recommended service schedule, for example AdBlue replenishment;
- (d) any Warrant of Fitness;
- (e) navigation software updates;
- (f) items or labour required due to:
 - (i) modifications to your vehicle's original specifications;
 - (ii) misuse or abuse of your vehicle;
 - (iii) your vehicle not being driven in accordance with your owner's manual or the manufacturer's specifications, guidelines and instructions;
- (g) work not carried out by an approved Volkswagen Service Centre;
- (h) any other items not included in your vehicle's recommended service schedule.

7. Your Other Responsibilities

7.1 In addition to your obligations under these Terms and Conditions, you are responsible for:

- (a) the cost of anything outside of the scope of clause 5;
- (b) performing regular maintenance checks on your vehicle, in accordance with your owner's manual, for example in respect of fluid levels and tyre pressure checks.

8. Service Plan Transferable

8.1 If you sell your vehicle, your vehicle's Service Plan transfers with your vehicle to the new owner on these Terms and Conditions.

9. Assistance



- 9.1 For assistance with your Service Plan, please contact your nearest Volkswagen Service Centre.