

Das WeltAuto.
Used cars you can trust. Guaranteed.



Approved Used Cars
A new way of buying a used car



Approved Used Cars

At Volkswagen we are committed to changing and improving the way we sell our used cars.

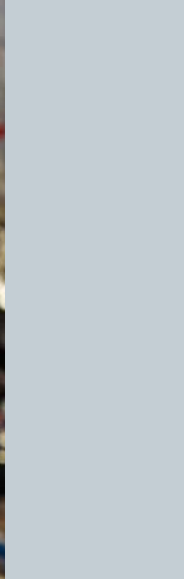
In a nutshell, we want our customers who buy a used car to have the same easy and enjoyable experience as our new car customers. To receive the same care and attention, to feel the same level of confidence and to have the same basic pleasure in buying a Volkswagen. To help us do this, we have changed our Approved Used Cars programme.

Fundamentally, buying an Approved Used Volkswagen is about confidence and flexibility. Confidence in the history of the car, the quality of the car and the fact that it is the right car for you. And flexibility in deciding on the specification of your car, the extras that you actually want and the flexibility to change your mind if you don't get it right the first time.



- **Other options** are also available to enhance your ownership experience. Every car will come with the choice of free MOT protection, free Volkswagen Roadside Assistance, free accessories, free MOT for life or reduced price servicing
- **Extra specification** will help you personalise your vehicle. This includes the opportunity to fit options such as satellite navigation systems (integrated into the centre console), cruise control, rear parking sensors and iPod connectivity to your car
- **Finance packages** will be offered to assist affordability. These will include low deposits and competitive rates
- **Guarantees will include** a minimum 12-month Volkswagen Warranty and a 30-day 'no quibble' exchange promise
- **Keeping you informed** of when we need to see your vehicle will be part of our service, as it is with our new car customers. That way, we get in touch with you when we need to, to keep you aware of those key milestones in your car's life. This is not just service and MOT reminders but will include letting you know when the air conditioning needs a service or when you're likely to reach the mileage when the car needs a cambelt change
- **Full history checks** are made on all our used cars along with comprehensive testing

We think you'll find our Approved Used Car programme a welcome new approach to buying your next used car. The rest of this brochure will explain and describe the idea in more detail.



Other options might include:

- Satellite navigation (integrated into the centre console)
- A choice of alloy wheels
- Bluetooth connectivity
- Cruise control
- Parking sensors
- Front centre armrest with storage compartment
- iPod connector
- MP3 compatible CD player
- Body styling kits
- Towbar

Adding those extra features helps create a car with no compromises

Buying a used car doesn't have to mean settling for something less than you really want. One of the ways Approved Used Cars can help is to provide those additional specification items that can make all the difference between buying the car you really want, rather than just the best car that you could find.

Here's one idea:

You've found a car that is almost exactly what you were looking for. The only thing missing which would make it perfect is parking sensors. No problem. We can fit them for you. This is just one of the many options we can offer, each added to your car as though it had been fitted at the factory.

Competitive finance

We're happy to accept the challenge to give you the most competitive quote



Through our sister company, Volkswagen Financial Services, we offer a range of packages specifically designed to help you afford your chosen car (including your added extras). These packages are constantly monitored and updated to take account of prevailing conditions. But our aim remains constant: to tailor the finance to suit your specific circumstances.

Options

To make your car ownership easy and enjoyable

With your Approved Used Volkswagen comes a choice of any one of the following free of charge options. And if you decide that you would like more than one of these options we can arrange that for you too.



One-year Volkswagen Roadside Assistance provides you with breakdown and recovery services 24 hours a day, 365 days a year.

The benefits include:

- Home and roadside assistance anywhere in the UK and Europe, with no limit on mileage or call outs
- In certain circumstances, you may also benefit from:
 - A replacement car for up to two days
 - Onward travel costs
 - Hotel accommodation for you and your passengers

Three-year MOT Protection*

Three years' MOT protection* provides cover against the cost of repairs and replacement parts in the event of your car failing the due MOT test in the next three years. You must have the MOT carried out by ourselves† and maintain your vehicle in accordance with the manufacturer's service schedule.

* Terms, conditions and exclusions apply. See the MOT protection leaflet for details.

Cover for claims up to £750 including VAT.

† 'MOT carried out by ourselves' applies to pre-MOT test carried out by Retailers in Northern Ireland.

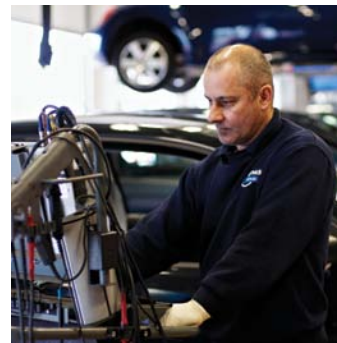
Lifetime MOT tests‡

MOT tests for life applies as long as your Volkswagen continues to be owned by you and is serviced by us in accordance with our specified service intervals. That's a free MOT every year‡, for as long as you keep your car.

‡ Terms and conditions apply. This applies to a free pre-MOT test carried out by Retailers in Northern Ireland.

£100 worth of accessories

We know how important it is for a car to reflect the driver's individuality. That's why we provide an exceptional range of accessories to choose from, which as they bear the name Genuine Volkswagen accessories, are designed and built to the highest standards. To view the full range available, visit www.volkswagen.co.uk.



Or as an alternative to any of the above 'free of charge' options – you can choose

Two-year Service Plan

Two years' servicing at a significantly reduced price. This sum can be paid as a one-off payment or included in your finance agreement.

Extra reassurance

A new car standard of guarantee for your used car

Volkswagen Warranty

Our commitment to quality doesn't end when you purchase your car. All Volkswagen Approved Used Cars come with at least a 12 month Volkswagen Warranty. So you can rest assured in the knowledge that should the unexpected happen after you've taken delivery, the investment you've made in your car is protected.

30-day 'No quibble' exchange policy

After driving away in your Approved Used Volkswagen, you've got the first 30 days or 1,000 miles to make sure that it is still everything you want it to be. Obviously if you find a fault we will do everything we can to put the problem right or exchange the car for you. But what happens if you get the car home and find the car doesn't fit in the garage, or perhaps the pushchair doesn't fit in the boot? Or maybe you just change your mind about the colour. Don't worry. If you are not happy with your car for any reason, we will always allow you to exchange it for another of an equal or higher price. (We should add that obviously, the car must be returned in the same condition as when you purchased it.)



Total reassurance

We carry out a comprehensive check on the history of your Approved Used Car

Vehicle validation

This guarantees you can be sure of your car's history. To carry out this service, we use specialist companies available within the finance industry and make checks against their large databases. This information covers the following areas:



- **Vehicle identity**
Make, model, colour, engine size and number, door plan, fuel type and transmission – as recorded by the DVLA
- **Date of first registration**
As confirmed by the DVLA
- **Finance**
This ensures there are no outstanding finance arrangements on the car
- **Condition alert**
Has there been a total loss claim?
- **Stolen vehicle check**
Has the vehicle ever been reported as missing?
- **Plate transfer**
Do any transfers hide a dubious history?

Mileage and service history verification

Every Approved Used Car has its mileage and service history verified.

Comprehensive testing and reconditioning



Our skilled, Volkswagen trained technicians carry out a comprehensive workshop inspection of every used car before it can become an Approved Used Car. Any faults identified are then rectified using genuine Volkswagen parts.

Following this, the body and glasswork are given an equally thorough check to ensure that they too reach the standards of an Approved Used Car. Any work required is carried out in a Volkswagen approved bodyshop, again using only genuine Volkswagen parts.

As a final check, the vehicle is taken on a test drive before being taken to our cleaning bays for a full valet.

Only then can it be part of the Approved Used Car programme.



Finding your Approved Used Car

Once you've decided on a Volkswagen, finding a used model that matches your specification couldn't be easier. You can either contact your local Retailer, who will search the country on your behalf, or you can search yourself through our award winning Used Car National Search facility, including Northern Ireland. You can access this search facility on the Volkswagen website at www.volkswagen.co.uk.

In the Used Car section, just enter your postcode and specify your model, mileage and budget. A list of appropriate models and locations will be shown and you can view a photograph of your chosen car.



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