



## THE VOLKSWAGEN COMMITMENT TO OWNER SATISFACTION



WHEN YOU BUY A VOLKSWAGEN,  
WE DELIVER SATISFACTION.



**FAHRVERGNÜGEN.**  
IT'S WHAT MAKES A CAR  
A VOLKSWAGEN.

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Seat belts save lives. Don't drink and drive.

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## YOUR SATISFACTION IS OUR #1 PRIORITY!



When you buy a new Volkswagen, you can be assured that our responsibility to you doesn't end with the sale. We know you expect your new Volkswagen to be delivered in perfect condition and our commitment to meeting your delivery expectations has never been stronger.

Our delivery procedures are among the most professional and complete in the industry — with high standards and step-by-step inspection procedures that assure you will be completely satisfied.

Our Volkswagen dealership Sales and Service teams are dedicated to satisfying all of our customers and earning their continued loyalty. For you, that commitment is what makes owning a Volkswagen so enjoyable and rewarding, year after year.

## WE START BEFORE YOU ARRIVE

Utilizing the Volkswagen Delivery Satisfaction System, your new Volkswagen is completely inspected, inside and outside, by both a certified Volkswagen Service Technician and your Sales Representative. These comprehensive Pre-Delivery Inspections help to ensure that your new Volkswagen's components, systems and accessories are in perfect working order. We want to



be certain that everything meets your expectations.

## WE KEEP YOU INFORMED

Your Sales Representative makes sure that all important documents are reviewed with you, including warranties and recommended maintenance schedules. We believe



that as an informed owner, you will be better prepared to keep your Volkswagen in top condition for years to come.

## GETTING TO KNOW YOUR NEW VOLKSWAGEN

We want you to be as comfortable as possible with your new Volkswagen's many outstanding features. Your Sales Representative will explain your vehicle's operating controls, instruments and features. During the presentation, you will see how superbly the vehicle has been prepared for you — and you will become thoroughly familiar with your new Volkswagen's high-quality features and equipment before you drive home.

## GETTING BEHIND THE WHEEL

Volkswagens are designed to provide you with many miles of driving pleasure. And, when your Sales Representative takes you on a brief familiarization drive in your new Volkswagen, you will truly understand the meaning of what we call "Fahrvergnügen."

During this drive, the Sales Representative will demonstrate all important controls, adjustments and safety features, as well as answer any questions you may have about your new Volkswagen.

This demonstration drive is one more way we make sure you are completely satisfied with your new Volkswagen.

## THE START OF A GREAT RELATIONSHIP

We consider a quality, professional delivery the best start to a great relationship with you, a Volkswagen owner. Our vehicle preparation, inspection and delivery process is not complete until you're satisfied. A review of the Volkswagen Delivery Satisfaction Checklist with your Sales Representative will allow you to verify that everything has been performed correctly and meets your expectations.

Staying in touch with you, our customer, is one of the best ways we can meet your needs and expectations. This starts by contacting you within two weeks to make sure you are completely satisfied with your new Volkswagen. We will follow up on any concern you may have regarding your vehicle or delivery experience. Volkswagen is committed to keeping you satisfied as a member of the Volkswagen family.



## THE BEST PLACE FOR SERVICE

Proper service and regular maintenance will help keep your new Volkswagen in top condition. That is why we take the time to acquaint you with the Service Department. Meeting your Volkswagen Service Advisor is the best way to learn how friendly, convenient and professional Volkswagen service can be.

Authorized Volkswagen Service is your best service value with:

- **One-Stop Shopping** — Your Volkswagen dealer has it all. Whatever vehicle service is necessary, from a minor oil change, exhaust repair or brakes, to the finer points of fuel injection, comprehensive maintenance or repair.
- **Genuine Parts** — An intricate parts support network behind the scenes is dedicated to ensuring that you receive only genuine replacement parts necessary to maintain your Volkswagen and that they are quickly sent to your local Volkswagen dealership, usually within 24 hours.

- **Satellite Communications Network** — Volkswagen dealers are linked via a sophisticated satellite network and receive the latest factory bulletins and information to help you keep your Volkswagen at peak performance.
- **Diagnostic Equipment** — State-of-the-art automotive technology built into every Volkswagen requires state-of-the-art service and diagnostic procedures. Volkswagen dealers have the latest equipment necessary to diagnose and service your Volkswagen with precision.
- **Trained Technicians** — Through formalized classroom instruction, combined with hands-on learning, Volkswagen Technicians acquire the latest servicing techniques and knowledge about your Volkswagen.
- **National Field Organization** — Our representatives make contact with dealerships on a regular basis, ensuring a consistent level of service for dealerships and their customers.
- **Nationwide Dealership Network** — You will find authorized Volkswagen service throughout the United States at authorized dealerships and Volkswagen authorized service centers.

We want to help keep your ownership of a Volkswagen as easy and enjoyable as possible. Professional Volkswagen service makes that possible! For more information on the latest Volkswagen products, call 1-800-444-VWUS or contact your nearest Volkswagen dealer.