



Das Auto.

THE  
**e-up!**



# CONTENTS

► THINK BLUE.	02
THE e-up!	04
DESIGN	06
CHARGING POSSIBILITIES	08
EQUIPMENT	10
APP FOR THE e-up!	16
TECHNOLOGY	18
DASHBOARD AND PAINT COMBINATIONS	21
COST BENEFIT	22
VOLKSWAGEN SERVICE	26



Shaping the mobility of tomorrow means thinking responsibility for the environment, as embodied by our 'Think Blue' philosophy. 'Think Blue' encompasses a range of technologies designed to offer optimum solutions for more environmentally-friendly driving.

With sustainable motoring one of our top agendas, we have designed an alternative all-electric drive system that produces zero emissions whilst in motion, and accelerates to big city pace in just a few seconds.

Incorporating intelligent technologies such as e-motors, innovative gearboxes and lithium-ion batteries, Volkswagen's all-electric cars are making waves in energy efficiency. Heralding the future of electric mobility, cars such as the e-up! have the potential to challenge the conventions of urban driving, with innovative technology, everyday practicality and comparable driving performance.

'Think Blue' is Volkswagen's contribution to helping create progressive, environmentally friendly products and processes. From concepts to designs, from fabrics to machines and from production lines to the open road, we are helping to shape a more sustainable future.

By 2018, we aim to make production more environmentally friendly and to achieve this, we are working with environmental organisations worldwide. It is our goal to develop Volkswagen cars that will be more environmentally friendly over their complete life cycle, from production right through to recycling.

Think Blue.

# INTRODUCING THE e-up! THE FUTURE IS ELECTRIC.

## ALL ELECTRIC. ALL EXCITING.

The e-up! is here, the compact, all-electric car that lets you drive Volkswagen's impressive city car in all-electric guise. Zero emissions, whilst the vehicle is in motion, means it's great for the environment, but that's only half the story. Impressive performance means it's also fun to drive, achieving 0-62mph in just 12.4 seconds, with a range of up to approximately 93 miles\* on one battery charge depending on driving style. Add a raft of advanced features and innovations providing everyday practicality, and you have the ideal commuter car.

\* The specified NEDC range can vary because of driving style, speed, use of additional electrical consuming equipment, outside temperature, number of people in car/maximum load, driving style selection (normal, ECO, ECO+) and terrain. In summer (+5 to +35°C), it can be between 74.5-102.5 miles, and in winter (-10 to +5°C), around 49.5-74.5 miles.

Model shown is e-up! with Pure White non-metallic paint.



# THE e-up!

## MODEL PRICE

### ALL-ELECTRIC 5-DOOR HATCHBACK.

e-up!	5-door	Single-speed gearbox	Output, PS	CO <sub>2</sub> emission, g/km*	VED band†	Basic Recommended Retail £	VAT ‡	Additional 'On the road' Costs £ †	Manufacturer's Recommended 'On the road' Retail £† excl. PICG‡
			82	0*	A	20,141.67	4,028.33	625.00	24,795.00

\* Zero emissions while driving. † For full details of VED (Vehicle Excise Duty) bands, delivery to retailer, number plates and vehicle first registration fee included in the recommended 'On the road' retail price, please see the current up! price list. ‡ The e-up! is an all-electric vehicle (EV) which makes it eligible for the Government 'PICG' (Plug-in Car Grant) towards the cost of the car. The 'cost' is the full purchase price you pay for the basic vehicle - including number plates, Vehicle Excise Duty and VAT, but does not include delivery charge or first registration fee. The amount of your grant will be automatically deducted from the price of your e-up! when the vehicle is registered. The PICG will be applied to the recommended 'On the road' retail price. The receipt of this grant is subject to the eligibility of the vehicle at the point of registration and is subject to change. Please refer to the GOV.UK OLEV Grant website for more details. Your authorised Volkswagen retailer will complete the paperwork, but you may be asked to complete a customer survey. For more information, please contact your authorised Volkswagen retailer or visit: [www.gov.uk/plug-in-car-van-grants/overview](http://www.gov.uk/plug-in-car-van-grants/overview)

Model shown is e-up! with Pure White non-metallic paint.



SMALL ON SIZE.  
GREAT ON  
**DETAIL.**

### 'BLUE' CHROME ROUNDEL

It's the small details that make the difference, like the blue-rimmed Volkswagen roundel and chrome strip below the bonnet lip, indicative of the e-up!'s uncompromising quality as well as its environmental credentials.



### AERODYNAMIC ALLOYS

The e-up! is equipped with stylish 15 inch 'Tezle' alloy wheels, which have been designed to be more aerodynamic and not only add a sporty touch, but more importantly, help to conserve energy.



### LED DAYTIME RUNNING LIGHTS

Thanks to the LED daytime running lights integrated in the front bumper, you can see and be seen in the e-up! The 'C' signature lights not only make a real contribution towards improved visibility, but also give the e-up! its distinctive look.



# PLUG IN, CHARGE UP AND OFF YOU GO.

THE FUTURE BEGINS HERE. AND IT'S ALL-ELECTRIC, AS DEMONSTRATED BY THE NIPPY, EMISSION-FREE\* e-up! WITH A RANGE OF UP TO APPROXIMATELY 93 MILES† ON ONE BATTERY CHARGE, DEPENDING ON DRIVING STYLE, IT'S THE IDEAL EVERYDAY VEHICLE. GREAT FOR CITY DRIVING, SHOPPING TRIPS, SCHOOL RUNS, SOCIALISING AND WORK, IT'S IDEAL FOR COMMUTERS AND FREQUENT DRIVERS ALIKE.

To ensure your e-up! is always ready to go, a number of options are available to enable you to charge the battery. The first option is to use the charging cable in conjunction with a standard domestic mains socket, for example at home or at work. This entails charging with an alternating current and will take between six and ten hours to fully charge up your battery. The second option is to install a wall box at home, providing you with greater convenience and maximising charging performance. This reduces charging time to around six hours, so you can comfortably charge up your e-up! overnight. The third and fastest option is to charge with direct current from a public charging station, using the CCS (Combined Charging System) fast charging system, which takes just 30 minutes to charge the battery to approximately 80%, getting you back on the road in no time.

\* When the vehicle is in motion.  
† The specified NEDC range can vary because of driving style, speed, use of additional electrical consuming equipment, outside temperature, number of people in car/maximum load, driving style selection (normal, ECO, ECO+) and terrain. In summer (+5 to +35°C), it can be between 74.5-102.5 miles, and in winter (-10 to +5°C), around 49.5-74.5 miles.

## EXTENDED MOBILITY

What happens if you need to travel further than the battery will permit? This isn't a problem as there is an ever expanding network of public charging points around the country, ranging from 'slow', 'fast' or 'rapid' charging, depending which one you choose. Alternatively, in association with one of our partners - Europcar, you can hire a diesel or petrol car at specially negotiated rates giving you total flexibility and confidence on every journey you undertake, however long it may be. Please contact your authorised electric specialist Volkswagen retailer for further details.



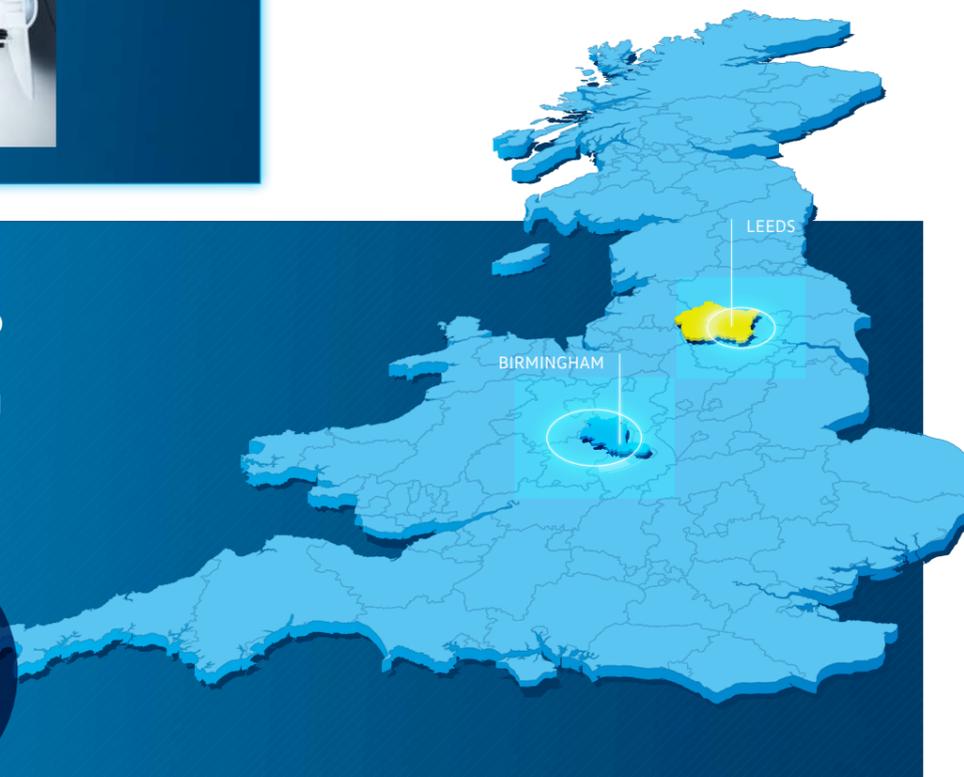
## THE CCS SYSTEM

The CCS (Combined Charging System) provides a charging cable with two different plugs: one to charge up from a domestic mains socket, and one for a charging station or wall box. So you should always have a cable to suit your charging method, whichever one you choose.



A SINGLE CHARGE  
CAN TAKE YOU UP TO  
**91 MILES†**,  
THAT'S BIRMINGHAM  
TO LEEDS WITH A  
BIT TO SPARE.

The e-up! can achieve up to 93 miles on a single charge.  
**93 Miles†**



† The specified NEDC range can vary because of driving style, speed, use of additional electrical consuming equipment, outside temperature, number of people in car/maximum load, driving style selection (normal, ECO, ECO+) and terrain. In summer (+5 to +35°C), it can be between 74.5-102.5 miles, and in winter (-10 to +5°C), around 49.5-74.5 miles.

## WALL BOX

A wall box provides you with up to 55% approximately higher charging performance and consequently shorter charging time than a normal domestic mains socket. Information regarding the purchase of this charging equipment, local infrastructure check, installation, servicing and customer helpline will be available from your authorised Volkswagen retailer at point of sale. Wall box not included. Wall box shown for illustration purposes only.



# ADVANCED TECHNOLOGY

AT YOUR FINGERTIPS.

Ergonomics go hand-in-hand with aesthetics in the e-up!, ensuring everything is intuitively to hand where you'd expect it to be, enabling you to stay calm, collected and in control, on every trip.



### HEATED WINDSCREEN

An automatically controlled windscreen heater is fitted as standard, preventing the need to scrape off ice in the winter and, along with electronic climate control air conditioning, helping to increase heating efficiency and comfort in cold weather.

### MULTIFUNCTION COMPUTER

The multifunction computer allows you to access e-information at a glance, enabling you to stay informed about such important e-functions as charging, range, torque, driving and recuperation, consumption, performance and travel readiness.



### ELECTRONIC CLIMATE CONTROL AIR CONDITIONING

Air conditioning, electronic climate control ensures a pleasant interior environment in the passenger compartment, maintaining your chosen temperature and keeping external odours out.

### BLUE SEAM DETAIL

Contrast 'blue' stitching on the steering wheel, gear knob and handbrake grip provides a stylish design touch, highlighting the e-up's e-credentials.



# COMFORT.

## LUXURIOUS LEATHER TRIM

The steering wheel, gear knob and handbrake grip are leather trimmed with vibrant 'blue' contrast stitching as standard, enhancing the high quality interior aesthetics as well as providing a reassuring grip on the steering wheel.



Interior shown is e-up! with Pure White dashboard.

## HIGH QUALITY ERGONOMIC SEATING

High quality materials and craftsmanship ensure the integral seats not only look good but feel good too, adding a touch of style and ensuring maximum comfort for driver and passengers on every journey.



## HEATED FRONT SEATS

Heated front seats with three individual temperature settings are included as standard in the e-up!, demonstrating Volkswagen's commitment to enhancing the driving experience.

# 'MAPS & MORE'.



## 'MAPS & MORE'

The portable navigation and infotainment system, 'Maps & More', is a particular highlight, operating in conjunction with the RCD 215 radio system and linking all information and communication functions. The system is simple to operate using the colour touch-screen, facilitating easy interaction between the car and the driver.

- 01. **Vehicle information:** displays important e-information, such as energy consumption, charging, range, exterior temperature, and when used in conjunction with parking sensors, manoeuvring space and distances to objects behind.
- 02. **'Think Blue':** analyses driving characteristics and gives valuable tips for a more ecological driving style.
- 03. **e-navigation:** the integrated navigation system is at the heart of 'Maps & More', providing a range of features geared to e-mobility, such as route range check, multi-stop route planning, economical 'e-route display', and the range of the vehicle with the current battery charge.
- 04. **Media:** provides access to a world of music, with radio functions, micro SD card reader for up to 32GB and an MP3 player.
- 05. **Phone:** Bluetooth\* hands-free operation and voice control enables you to communicate easily and responsibly on your journey. The Bluetooth interface connects with your compatible smartphone to provide important information such as Traffic Live, Weather Live and Local Search.
- 06. **e-charging points (not shown):** provides details and information on the nearest e-charging points and e-charging stations.

\* Devices must be Bluetooth HFP (Hands Free Profile) compatible, please contact your authorised Volkswagen retailer for specific phone compatibility.

# THE e-up! CONTROL VIA YOUR SMARTPHONE.

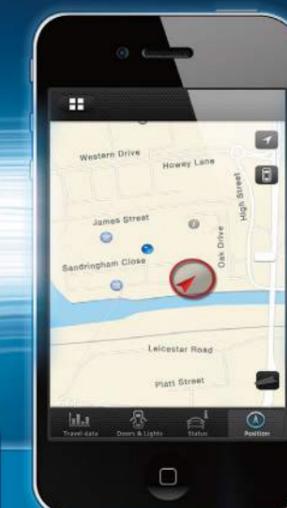
If the e-up! isn't already innovative enough, Volkswagen has another technical highlight up its sleeve, offering even greater convenience and functionality. The 'Car-Net portal' can be used in conjunction with a special app, Car-Net e-remote, which can be downloaded onto your smartphone, enabling you to operate vehicle functions from a distance.

## CAR-NET E-REMOTE MOBILE SERVICES APP



Remote access to the e-up! via your compatible smartphone enables you to remotely check the external temperature and activate the electronic climate control air conditioning system before your journey begins, ensuring a pleasant interior temperature when you set off. You can also control charging\* from a distance, starting and stopping remotely when you wish, with both the charging level and remaining range displayed on your smartphone. As soon as your vehicle begins charging, the remaining charge time is displayed.

In addition, information about your driving characteristics and journey can be viewed at any time, including average speed and journey time. Data about the electrical consumption of the e-motor, recuperation and other functions, such as the electronic climate control air conditioning is also provided.



The app also displays information about your vehicle, advising you whether the lights are still on and the doors are closed, along with your last parking position – all from the comfort of your home or office.

By the way, all functions can be controlled via the web portal on [www.volkswagen.com/Car-Net](http://www.volkswagen.com/Car-Net).

\* If connected to a suitable charge point.

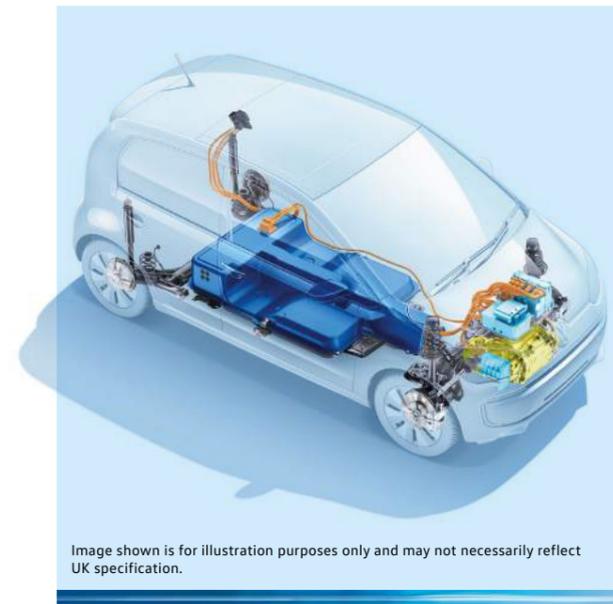


# IT MAY BE SMALL, BUT ITS PERFORMANCE IS BIG.

WITH THE INTRODUCTION OF THE e-up!, VOLKSWAGEN HAS MADE PIONEERING TECHNOLOGIES ACCESSIBLE TO EVERYONE. WHICH MEANS YOU CAN LOOK FORWARD TO DRIVING A TECHNICALLY REFINED, GROUND-BREAKING ELECTRIC VEHICLE THAT'S IDEAL FOR EVERYDAY USE, BUILT TO EXACTING STANDARDS, WITH HIGH LEVELS OF QUALITY AND COMFORT AS STANDARD. THERE AGAIN, IT'S A VOLKSWAGEN. WHAT ELSE WOULD YOU EXPECT?

The drive system in the e-up! is sophisticated and technologically advanced, achieving 82 PS maximum output and 210 Nm of torque. And, with such innovations as brake energy recuperation, which saves energy usually lost during braking, its technological achievements are impressive.

Reliability and longevity are paramount too, and the lithium-ion battery comes with an 8-year/160,000km/99,360 miles guarantee. It's located under the seats to maximise boot space and ensure it's optimally protected in the event of a crash.



## TOP PERFORMANCE

With 82 PS (60 kW) maximum output and 210 Nm of torque, the e-up! clearly refutes the misconception that electric vehicles are not capable of achieving great performance. And the figures continue to impress, with the electric motor achieving a top speed of 80mph, where the law permits, while accelerating from 0-62mph in 12.4 seconds.

## RECUPERATION

Recuperation is the recovery of energy usually lost when braking. On the e-up! this is achieved by changing the drive motor to generator operation and feeding the resulting current into the vehicle battery, where it is saved for later use. e-up! drivers can choose from four different, easy-to-activate recuperation modes, ranging from maximum delay, achieving optimum brake energy recovery, to minimal delay, achieving less recovery.

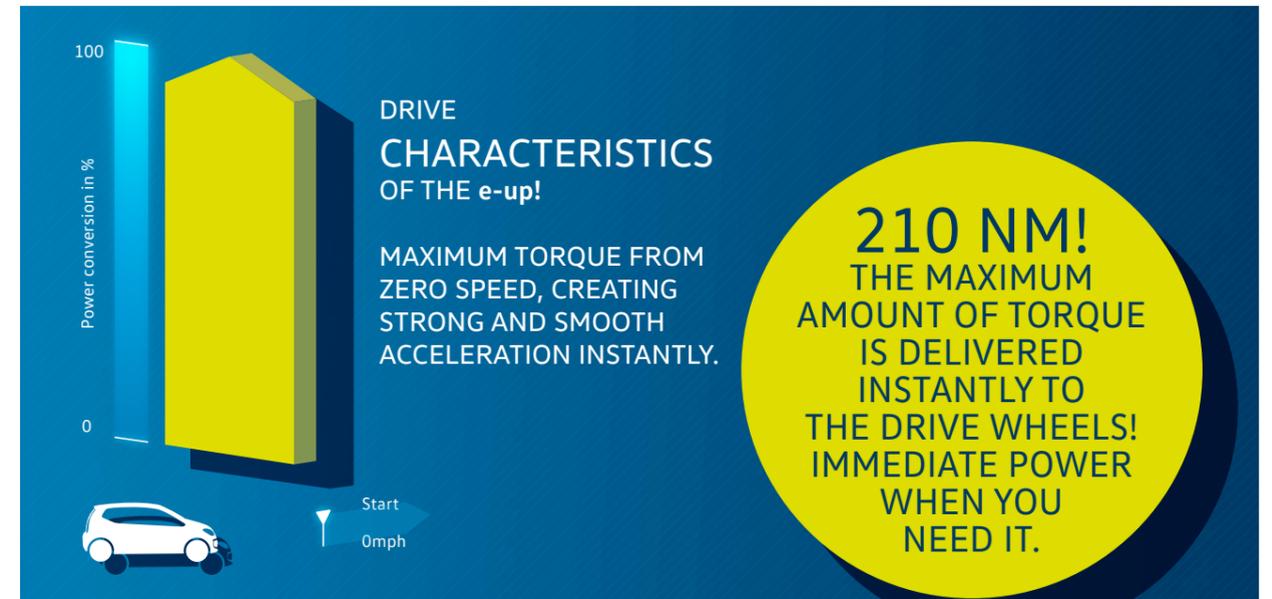
## MOTOR

Consumption, kWh/62 miles <sup>1</sup> , combined	11.7
Range, miles <sup>2</sup> (NEDC)	93
Top speed, mph (where the law permits)	80
Acceleration (0-62mph)	12.4
CO <sub>2</sub> emission, g/km <sup>1</sup> (when in motion)	0
Efficiency class <sup>3</sup>	A+

<sup>1</sup> The values specified were determined using the prescribed measuring procedure. The specifications are not based on one single vehicle and are not part of the offer, but simply serve as a means of comparison between the various vehicle types. Fuel/current consumption and CO<sub>2</sub> emissions of a vehicle are not only dependent on the efficient use of the fuel by the vehicle but also on the driver behaviour and other non-technical factors (e.g. environmental conditions). Extra equipment and accessories (add-on parts, tyres etc.) can change relevant vehicle parameters, such as weight, rolling resistance and aerodynamics, and with weather and traffic conditions, can affect consumption and performance values.

<sup>2</sup> The specified NEDC range can vary because of driving style, speed, use of additional electrical consuming equipment, outside temperature, number of people in car/maximum load, driving style selection (normal, ECO, ECO+) and terrain. In summer (+5 to +35°C), it can be between 74.5-102.5 miles, and in winter (-10 to +5°C), around 49.5-74.5 miles.

<sup>3</sup> Efficiency classes assess vehicles according to CO<sub>2</sub> emissions, taking into account the vehicle's unladen weight. Vehicles conforming to that are graded D. Vehicles that are better than today's average are graded A+, A, B or C. Vehicles that are worse than the average are graded E, F or G.



# DASHBOARD AND PAINT COMBINATIONS.

## ▶ CITY EMERGENCY BRAKING

The **e-up!** is equipped with city emergency braking, providing a valuable contribution to safer driving. A laser sensor monitors preceding traffic and obstacles up to a distance of 10m ahead, responding up to a speed of 19mph. In an emergency situation, it automatically applies brake pressure to help reduce the intensity of a collision or ideally help avoid it altogether.

## ▶ CRUISE CONTROL

Depending whether you are driving uphill or downhill, cruise control can be set at speeds of over 19mph and will maintain your chosen speed within the national speed limits. Once set to your desired speed limit, all your concentration can be focussed on the road ahead, creating a more relaxed drive.

## ▶ ELECTRONIC STABILITY CONTROL

In critical driving situations, the Electronic Stability Control (ESC) reacts within milliseconds by controlling the speed of individual wheels, helping to bring the vehicle under control. A careful driving style is essential, however, as even ESC cannot extend beyond the laws of physics.

## ▶ AIRBAGS

As well as driver's and front passenger's airbags, the **e-up!** is also equipped with large side airbags fitted as standard, helping to protect the head and neck of front passengers during an impact.

## ▶ REAR PARKING SENSORS

When parking, rear parking sensors warn of obstacles behind the vehicle via acoustic signals, the closer you get to the object, the faster the sound frequency. In addition, manoeuvring space and distances to objects behind the vehicle are clearly indicated on the 'Maps & More' touch-screen display.

## MORE SPACE FOR ALL

The **e-up!** is fitted with four doors as standard, providing easy access and enhancing comfort for all passengers. The cabin is roomy and spacious, with plenty of head and legroom for everyone. The boot offers the same volume as a conventional up!, with a practical storage box for the charging cable and a variable boot floor that can be used at two different levels.

		PAINT				
		PURE WHITE NON-METALLIC 0Q	MAYAN BLUE NON-METALLIC D7*	REFLEX SILVER METALLIC 8E*	TUNGSTEN SILVER METALLIC K5*	DEEP BLACK PEARL EFFECT 2T*
DASHBOARD	BLACK PEARL PD1	■	■	■	■	■
	PURE WHITE PD2	■		■		
	DARK SILVER PD5	■	■		■	■
	MAYAN BLUE PD8		■			

\* Optional at extra cost. ■ Standard □ No cost option

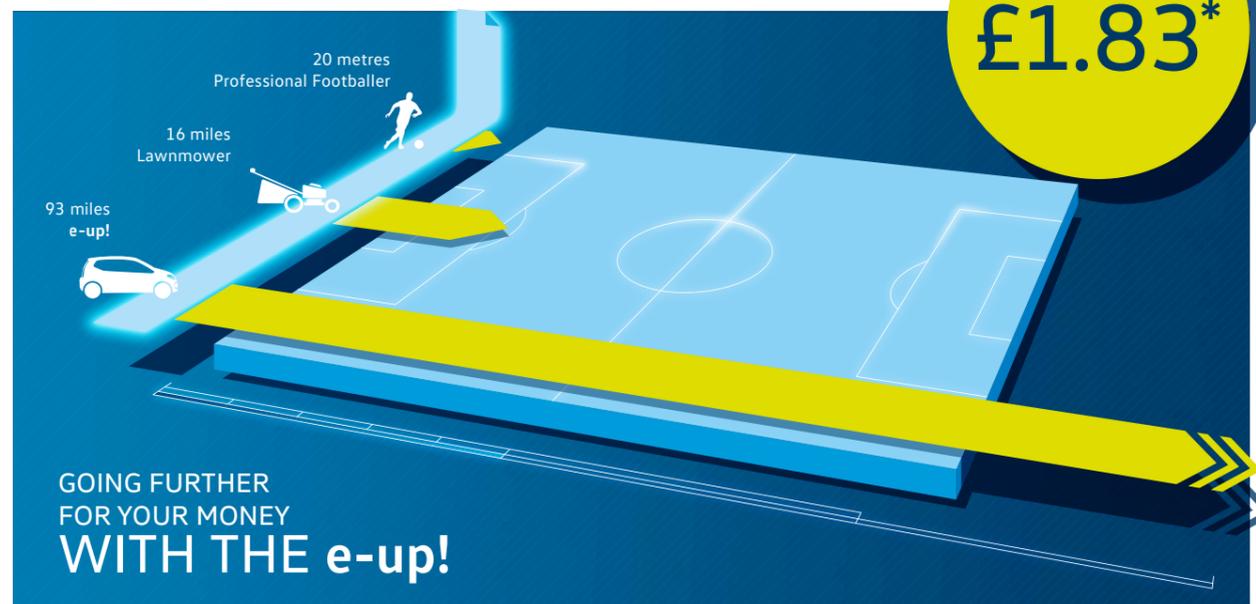
Please note: Colour range is reproduced for illustration purposes only. Actual on-car colours may vary from those shown, as print processes do not allow exact reproduction of the paint colours.

The colour palette provides a choice of four different colours for the dashboard, enabling you to add a personal touch to the passenger compartment, and a choice of five contemporary colours for the exterior paint.

# SAVE ALL THE WAY

## IN THE e-up!

THE e-up! NOT ONLY BRINGS SUSTAINABLE MOTORING TO OUR ROADS, IT ALSO OFFERS BENEFITS TO DRIVERS IN THE FORM OF REDUCED OPERATING COSTS, ESPECIALLY WHEN COMPARED TO CONVENTIONAL VEHICLES FITTED WITH TRADITIONAL COMBUSTION ENGINES. FOR EXAMPLE, OVER 62 MILES, THE e-up! CONSUMES APPROXIMATELY 11.7 kWh OF ELECTRICITY, COSTING JUST £1.83\* (BASED ON AN ELECTRICITY PRICE OF 15.7 PENCE PER kWh), WHICH MAKES IT ONE OF THE MOST EFFICIENT ELECTRIC VEHICLES AVAILABLE.



Electricity consumption in kWh per 100 km: 11.7 (Combined) CO<sub>2</sub> emissions in g/km: 0 (based on CO<sub>2</sub> emissions when driving, the total CO<sub>2</sub> emissions depend on the source of the electricity. Volkswagen recommends the use of green electricity), energy rating A+.  
\* Standard tariff rates for low, medium and high users of the six major energy companies in the UK: the average price is 15.1 pence for direct debit payment and 16.3 pence for standard credit payment, based on price per kWh as of 30th of October 2013.

The e-up! cuts running costs and you can even save money while you sleep, by charging it up using a lower night-time tariff. As the e-up! doesn't use oil, there's no need for an oil change or oil filter, helping to reduce maintenance costs, and with no exhaust to replace, costs are further reduced. The energy recuperation system also produces savings, as generated electricity is free.

Most cities have special parking places designated for e-vehicles, providing an extra bonus and saving you time and energy looking for a parking place. Tax concessions available to drivers of electric cars provide a further benefit still.

In addition, e-up! drivers can reduce consumption costs by using different driving profiles and following e-coaching advice, which advises on the effect of the different driving characteristics.



### E-COACHING/DRIVING PROFILES

The range efficiency of the e-up! can be increased by using the driving profiles ECO and ECO+, both available at the touch of a button. In the ECO+ mode, the maximum range is reached with slower acceleration and a reduced top speed, and the climate control – 2Zone electronic air conditioning deactivated. For drivers who value a good driving range but not at the expense of agility and comfort, ECO mode is the optimal solution, delivering a top speed of 80mph, where the law permits, with reduced air conditioning performance. With sufficient battery charge level, higher speeds are possible in the ECO and ECO+ profiles, for example, when overtaking.



'Think Blue' analyses accelerating and braking characteristics, and provides valuable tips on how to adopt a more efficient driving style.

Further visual support is provided by the energy flow display and recuperation statistics on 'Maps & More', which constantly displays important driver information.



Also on 'Maps & More', the e-Manager can help you achieve a more comfortable and range-efficient driving style. Simply enter your planned departure time and adjust your load and air conditioning while stationary. Your vehicle will adapt itself to your requirements and automatically provide the optimal range performance before setting off.



THE e-up!  
PUTTING CO<sub>2</sub> EMISSIONS  
**BEHIND US.**



Model shown is e-up! with Pure White non-metallic paint.

# VOLKSWAGEN SERVICE.

Exclusions and terms and conditions apply to all warranties and plans listed. For pricing and further details of Volkswagen Warranties and Service Plans, please consult your authorised Volkswagen retailer or repairer, or visit [www.volkswagen.co.uk](http://www.volkswagen.co.uk)

## The Volkswagen Warranty.

### Three-year Warranty.

All Volkswagen passenger cars come with a three-year/60,000 miles warranty, which protects your car against the failure of most technical and electrical components due to manufacturing defects. This comprises a two-year manufacturer's warranty with unlimited mileage plus a further one-year/60,000 miles (whichever is soonest) Retailer Warranty\*. Should the mileage exceed 60,000 miles within the first two years, the manufacturer's two-year warranty will still be valid. Full details of the three-year warranty are available from your authorised Volkswagen retailer or repairer.

\* All warranty work must be completed by an authorised Volkswagen retailer or repairer.

### Three-year Paint Warranty.

This latest paintwork warranty, pioneered by Volkswagen, provides you with cover on a new car. Naturally, during the warranty period the car must be cared for in compliance with the manufacturer's operating instructions. Any paintwork defects, as a result of the manufacturing process, will be rectified without charge.

### Body Protection Warranty.

The internal body sections and panels of the e-up! are covered against rusting through from the inside for 12 years. Naturally, the e-up! must be cared for in compliance with the manufacturer's operating instructions. Please consult your authorised Volkswagen retailer or repairer for full warranty details.

### Approved Accessories.

A range of accessories is available to complement the e-up! Volkswagen approved accessories purchased from and fitted by your authorised Volkswagen retailer at the point of vehicle sale will also benefit from the three-year vehicle warranty.

### Extended Warranty.

If you order the Volkswagen Extended Warranty as an option when buying your new e-up!, then you get the 100% Volkswagen Warranty and you can continue to enjoy comprehensive Volkswagen protection against many unforeseeable repair costs. Designed to your needs, you can purchase an extra one or two year's warranty up to a maximum of five years or 90,000 miles.

## Volkswagen Insurance†.

We want you to start enjoying your new car from day one and thanks to Volkswagen free 5 day insurance, you can. Call free on 0330 303 6930 (lines are open Monday to Friday 8am – 9pm and Saturday 9am – 5pm), provide a few details and a cover note will be sent to your retailer. They will then tax your car and you can drive it away.

‡ Volkswagen Financial Services is a trading name of Volkswagen Financial Services (UK) Limited ('VWFS UK'). Registered in England and Wales number: 2835230. Registered Office: Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR. Financial and consumer credit services are provided by VWFS UK. Annual insurance credit is provided by Ageas Retail Limited. Volkswagen Motor Insurance from VWFS UK is sold and administered by Ageas Retail Limited, registered in England and Wales number: 1324965. Registered Office: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA. VWFS UK and Ageas Retail Limited are not part of the same corporate group.

## Eight-year Battery Warranty.

1. A guarantee for eight years or 99,360 miles/160,000km (whichever is soonest), on all material or manufacturing defects.
2. Gradual reduction in battery capacity over times is integral to the nature of the component, and does not represent a defect under the terms of this guarantee, as long as the reduction in capacity is not in excess of the value specified for this vehicle in the owner's manual.
3. The guarantee on high voltage batteries does not apply if the defect has been caused by the battery not being used, handled or maintained as described in the owner's manual. This applies in particular to charging the battery.
4. With the exception of the warranty term, all warranty conditions stipulated by the Volkswagen retailer selling the vehicle (prerequisites, criteria for freedom from defects, exclusions, settlement of claims, entry into force and start of extended warranty term, scope of application etc.) also apply to the high voltage battery.

## Volkswagen Insurance.

Get three years' Volkswagen Insurance cover for free. Another great benefit of being a Volkswagen driver. If your Volkswagen was damaged in an accident, wouldn't you want it fixed by a Volkswagen trained technician using only genuine Volkswagen parts? Insurance is Volkswagen's accident and repair cover which does exactly that. It works alongside your main comprehensive motor insurance policy no matter who you are insured with, to make sure you get the quality repair and service you would want. If you're involved in an accident or your car is stolen, just one call to us and we'll look after your claim from start to finish ensuring your Volkswagen is restored to the highest standard.

Activate your cover and benefit from:

- A guarantee that your Volkswagen will be repaired by a Volkswagen approved repairer and Volkswagen trained technicians, using only genuine Volkswagen parts and paints.
- A dedicated Claims Manager who will manage your claim from start to finish, liaising with your insurer and the repairer so you don't have to.
- Help to recover any uninsured losses using our Legal Expenses Cover.
- Online claims tracking so you can keep up to date with the status of any claim.

Volkswagen Insurance is free to all Volkswagen customers for three years and it only takes a minute to get cover. To find out more and to activate your cover, visit [volkswagen-insurance.co.uk](http://volkswagen-insurance.co.uk)

## Volkswagen Roadside Assistance.

Every new car is registered for Volkswagen Roadside Assistance for one year. This provides vehicle home and roadside recovery in the unlikely event of a breakdown in the UK and Europe (subject to conditions). Volkswagen Roadside Assistance can also be purchased for subsequent years. For full details, please contact your authorised Volkswagen retailer or repairer.

Exclusions and terms and conditions apply. For pricing and further details of Volkswagen Roadside Assistance, please consult your authorised Volkswagen retailer, or visit [www.volkswagen.co.uk](http://www.volkswagen.co.uk)

## Fuel consumption and CO<sub>2</sub> Emissions.

Fuel consumption and CO<sub>2</sub> figures are obtained under standardised EU test conditions (Directive 93/116/EEC). This allows a direct comparison between different manufacturer models but may not represent the actual fuel consumption achieved in 'real world' driving conditions. More information is available on the Volkswagen website at [www.volkswagen.co.uk](http://www.volkswagen.co.uk) and at [www.dft.gov.uk/vca](http://www.dft.gov.uk/vca). The weight of a vehicle will influence the level of CO<sub>2</sub> emissions it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO<sub>2</sub>. Choosing larger alloy wheels than those fitted as standard may result in increased fuel consumption as well as higher CO<sub>2</sub> emissions and subsequently an increased Vehicle Excise Duty (VED) band. BIK rates paid by company car drivers may also increase. In some instances, the recommended 'On the road' retail price paid for a vehicle may increase as a result of the increased VED rate. CO<sub>2</sub> is the main greenhouse gas responsible for global warming. The specifications contained in this brochure are for information purposes only and are subject to change.

## Volkswagen e-up! Specialist Retailer Network.

e-up! is only available for sale through an authorised specialist Volkswagen retailer. These retailers have the ability to provide the highest levels of service when purchasing your e-up! For details of your nearest authorised specialist Volkswagen retailer, please visit [volkswagen.co.uk](http://volkswagen.co.uk) for more details.

## Please Note.

Some illustrations in this brochure do not necessarily reflect UK specifications and may not be available. In particular, controls and some items of equipment are positioned differently for the UK. The specifications contained in this brochure are for information purposes only and are subject to change. If you require any specific feature, you must consult your authorised Volkswagen retailer who is regularly updated with any change in specification. Please check model availability and full specification details with your authorised Volkswagen retailer prior to ordering. Note: we would like to advise you that telephone calls to Volkswagen Customer Care may be monitored and recorded as part of our training and quality assurance processes. All our monitoring and recording processes meet Ofcom regulations.

# The e-up

Volkswagen Information Service. Telephone: 0800 333 666

Internet: [www.volkswagen.co.uk](http://www.volkswagen.co.uk)

© Volkswagen Group United Kingdom Limited 2015.

Issue: 1 December 2015. Printed in UK.

PVW805E-UP



To find out more about the benefits of owning an ultra low emission vehicle, including the Government's grants for vehicles and chargepoints, visit [www.GoUltraLow.com](http://www.GoUltraLow.com)



[facebook.com/VolkswagenUK](https://facebook.com/VolkswagenUK)



[@UKVolkswagen](https://twitter.com/@UKVolkswagen)



[youtube.com/UKVolkswagen](https://youtube.com/UKVolkswagen)