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## Volkswagen Passenger Cars introduces new maintenance concept

- Start with Golf 8, all other models to follow in the course of 2020
- Inspection service interval in Europe<sup>1</sup> doubled to 24 months
- Achim Schaible, Head of After Sales & Dealer Network: "The high quality of our vehicles allows us to double the inspection service interval in Europe to 24 months. We are therefore one of the few volume brands to call our customers into the workshops less frequently; we are greatly simplifying our maintenance program."

**Wolfsburg - This week, the Volkswagen brand is introducing a new maintenance concept for its vehicles with the launch of the Golf 8. Over the course of next year, the concept will be extended to all the models of the brand. Achim Schaible, Head of the After Sales & Dealer Network of the Volkswagen brand, explains: "The high quality of our vehicles allows us to double the inspection service interval in Europe to 24 months. We are therefore one of the few volume brands to call our customers into the workshops less frequently. In addition, our new standard inspection service is to replace the previous service. This way, we are considerably simplifying the maintenance program and making it more transparent for our customers and partners."**



With the new Golf 8, Volkswagen is introducing a new maintenance concept for its models.

In 2020, the new maintenance concept will be successively extended to all Volkswagen brand models as part of the launch of new models, facelifts and the beginning of the new model year from the middle of the year. There will be a separate maintenance concept for the ID. model family, which will be published before the market launch.

A key improvement in the new maintenance concept is the doubling of the inspection service interval to 24 months in Europe<sup>1</sup>. In other markets, arduous operating conditions such as heat or dust still require annual servicing of vehicles. The regional and national kilometer limits continue to apply.

The new standard inspection replaces the previous format of large and small inspection. The standardized content of maintenance and new intervals allow more reliable and more transparent price information, which has a considerable impact on perceived service quality and therefore customer satisfaction.

<sup>1)</sup> Also applies to South Korea, Japan and New Zealand.

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**About the Volkswagen brand:**

The Volkswagen Passenger Cars brand is present in more than 150 markets throughout the world and produces vehicles at over 50 locations in 14 countries. In 2018, Volkswagen delivered 6,2 million vehicles including bestselling models such as the Golf, Tiguan, Jetta or Passat. Currently, 195,878 people work for Volkswagen across the globe. The brand also has over 10,000 dealerships with 86,000 employees. Volkswagen is forging ahead consistently with the further development of automobile production. E-mobility, smart mobility and the digital transformation of the brand are the key strategic topics for the future.

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