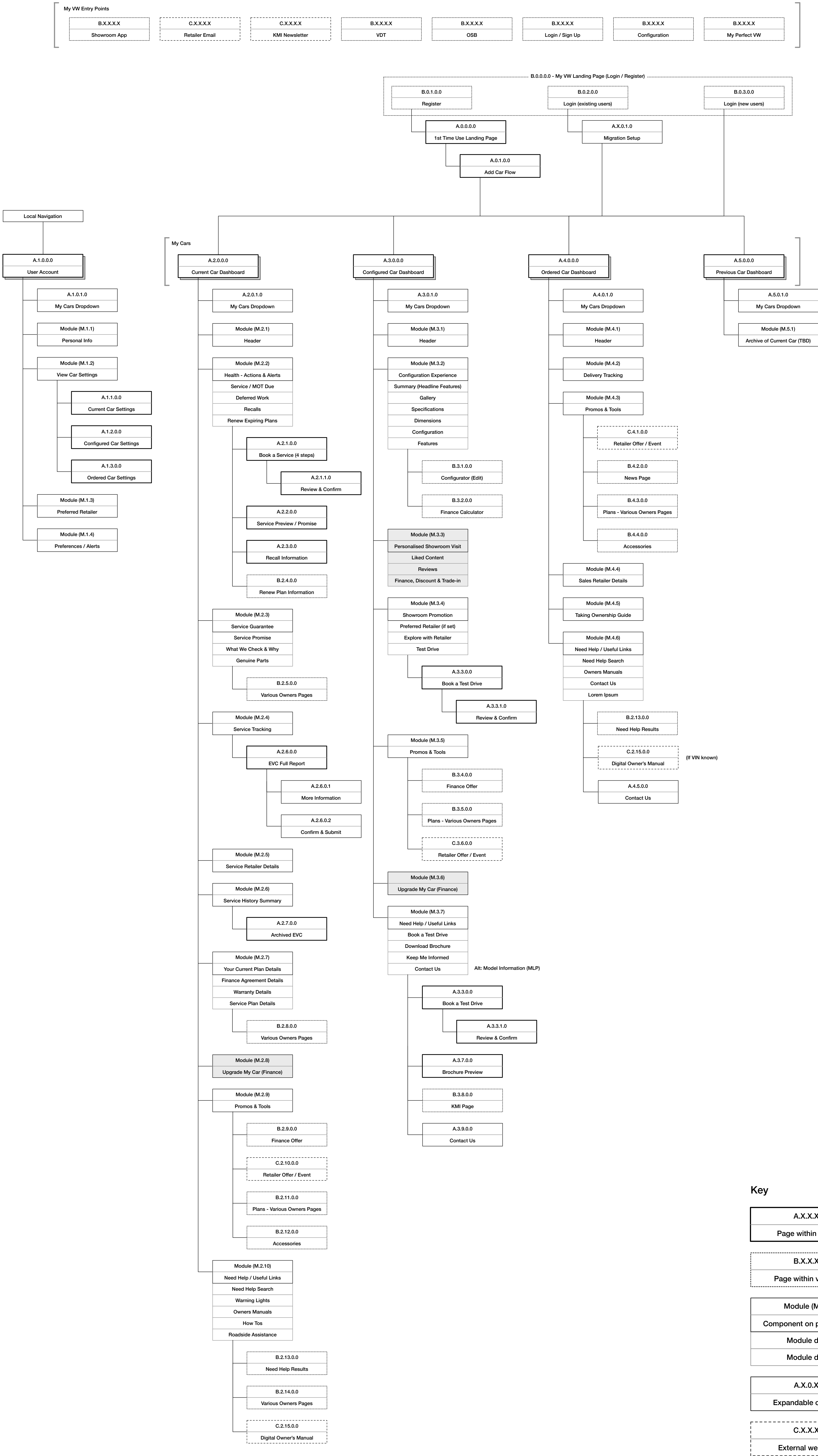


My VW - Web - Wireframes v0.9.2



FILE NAME	My VW - Web - Wireframes v0.9.2
CREATOR	Adam Wilkinson
MODIFICATION DATE	Mon Aug 10 2015
VERSION	0.9.2

Taxonomy



Key

A.X.X.X.X
Page within My VW


B.X.X.X.X
Page within vw.co.uk

Module (M.X.X)
Component on parent page
Module detail
Module detail

A.X.0.X.X
Expandable or popup

C.X.X.X.X
External web page

My VW Landing Page - Logged Out



Das Auto.

1

My VW

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

Account

Let's get started!

Whether you own a VW, have one on order or would like to save your configurations, click below to login or create your account.

Sign up

Log in

Owner's image (lifestyle)

Get started

Explore

Own a Volkswagen?

There's some great new things you can do to keep your Volkswagen in tip top condition and give you complete peace of mind throughout the year.

Sign up

Log in

Your car health

We'll constantly keep track of your car's health so you don't have to.

Track your new car

Waiting for your new car can be an exciting time, so why not keep track of your order from the minute you place it and sign up to alerts so you never miss a trick.

Sign up

Log in

Configure. Save. Refine.

MY VW is perfect to help you find your dream car. A brand new feature allows you to save your configurations and creates a beautiful brochure just for you.

Sign up

Log in

Get the app.

Managing your car has never been easier. Get the app for iPad and tablet

Find out more

Apps

FAQs

Contact us

Site map

Help

Cookie policy

Legal policy

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- Notes
- This page shows the landing page for My VW, primarily accessed via the 'My VW' CTA in the global navigation or from any My VW CTA found around the website. The page is designed to be a narrative of My VW benefits, telling a story as the user scrolls down the page, focussing on the three use cases (owned cars, ordered cars and configured cars).

Please note: This page will be budgeted, designed and developed as part of the scope for another project called 'My VW Benefits'. As such, it is included in this document because of its relevance to registration, sign in and the first time use landing page of My VW.


Behaviour: The page should display parallax behaviour, bringing elements in individually to maintain reading focus and interest. Background images should scroll at a slower rate to foreground panels, allowing for a shorter page, but for large images to be revealed between panel states. Animations are TBD.

My VW CTA - The My VW CTA in the global navigation presents a consistent home for My VW. Clicking here will take the user to:

 - **Logged out:** 'B.0.0.0.0 - My VW Landing Page - Logged Out'
 - **Logged in (no car added):** 'A.0.1.0.0 - First Time Use - Landing Page'
 - **Logged in (car added):** Links to the last viewed car dashboard

- Service history
- Keep track of your service history, finance, warranty and service plans
- Real-time service tracking
- Quickly book your service and we'll keep you in the loop every step of the way
- Our experts are here to help
- Make an appointment within My VW to share your configuration with your retailer for an informal chat about your requirements

First Time Use - Landing Page



Das Auto.

1Hello

James

My VW

Logout

Book a test drive

Find a retailer

Book a service

Offers & Finance

Fleet

Technology

Need help?

<

My cars

Account

Hello James

Welcome to My VW.

Whether you own a VW, have one on order or would like to save your configurations, click below to add your first car

1Add a car

Image

Own a Volkswagen?

There's some great new things you can do to keep your Volkswagen in tip top condition and give you complete peace of mind throughout the year.

Add a car

Track your new car

Waiting for your new car can be an exciting time, so why not keep track of your order from the minute you place it and sign up to alerts so you never miss a trick.

Configure. Save. Refine.

MY VW is perfect to help you find your dream car. A brand new feature allows you to save your configurations and creates a beautiful brochure just for you.





2Get the app.

Managing your car has never been easier. Get the app for iPad and tablet

2Find out more

App image

Apps FAQs Contact us Site map Help Cookie policy Legal policy © Volkswagen 2014



Notes

This page shows the landing page for first time users of My VW. It will display immediately after login or registration if no cars have been added to the user account.

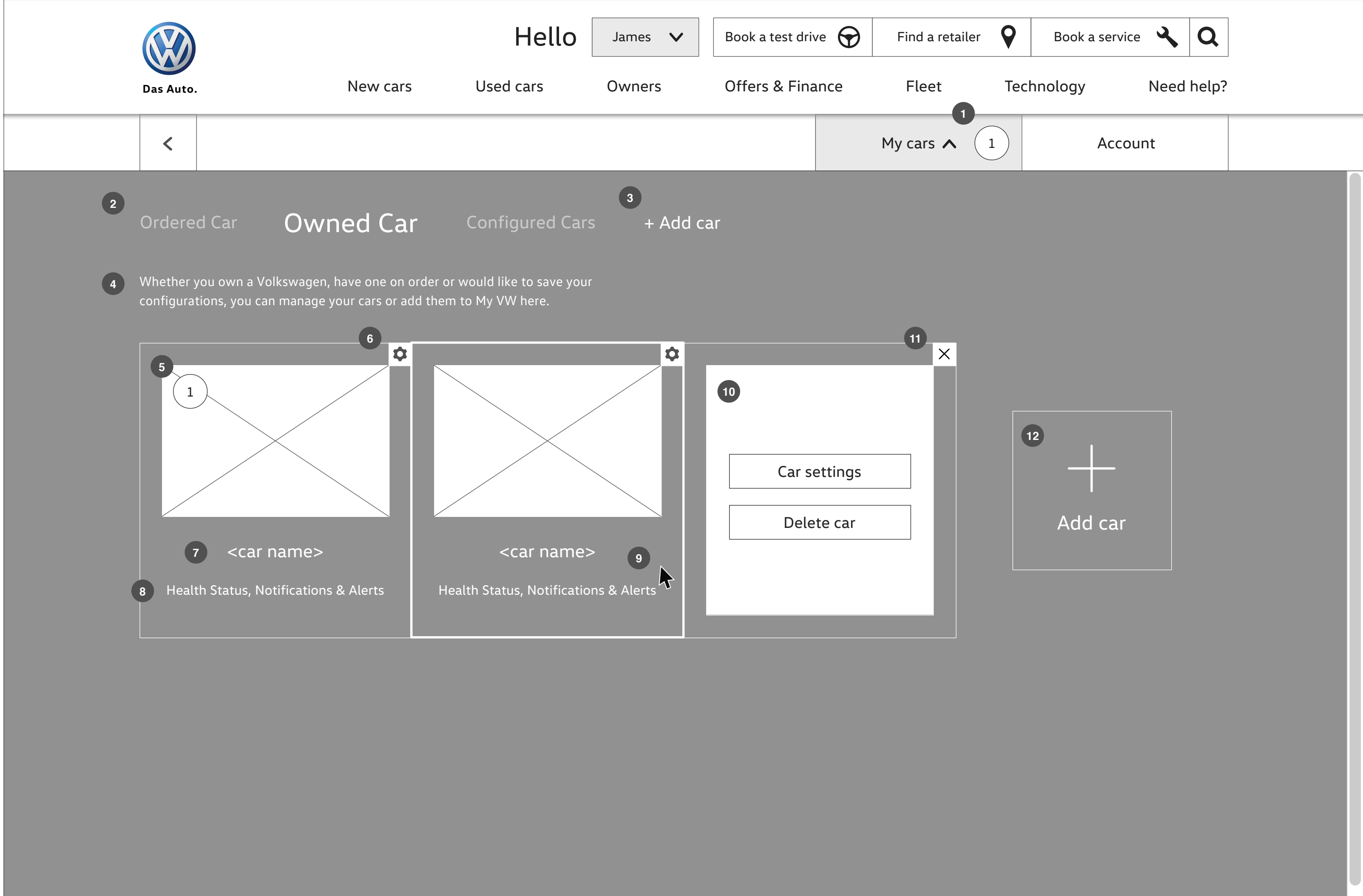
1<first name> CTA -

2Add a car CTA - Links to page "A.0.1.0.0 - Add a Car - Step 1a"

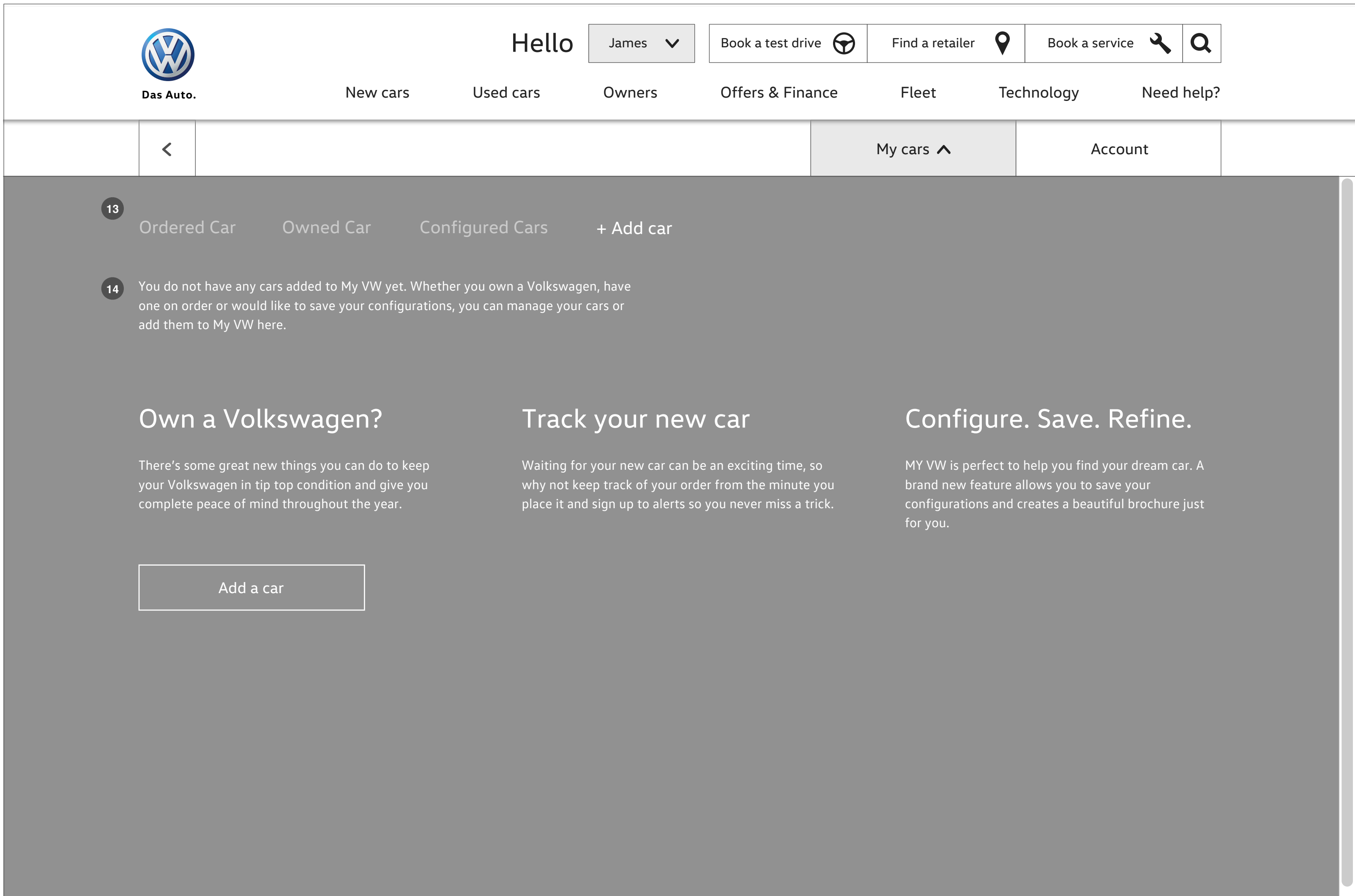
3Find out more CTA - Links to the app in iTunes (on desktop) or app store (mobile)

Manage My Cars

My cars dropdown - multiple owned cars added



My cars dropdown - no cars added



Notes

This page shows the management centre for 'My Cars'. It is accessed from a drop down menu item labelled 'My Cars'. The layout and grid for this drop down will be determined by design.

Behaviour:

Full screen canvas - The intention is that the canvas for the drop down is full screen to mimic a 'page'. *Reference: the 'vehicles' drop down on <http://www.landrover.co.uk/index.html> demonstrates this behaviour well.*

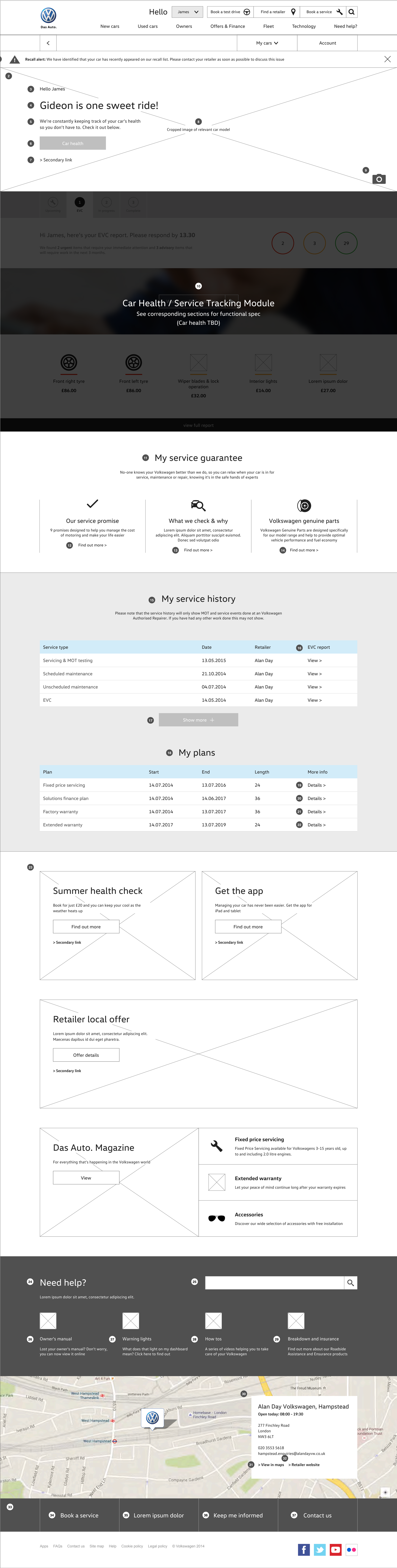
Content max width - The content is likely to have a max width, as defined by the design team, but modules should exhibit fluid behaviour at viewport sizes less than this width.

Scrolling - When active, the drop down canvas exhibits independent scrolling and scrolling should be disabled on the underlying page.

Animation - Modules should load with an animation style TBD by interaction / UX design

- My Cars drop down and alert notifications** - Clicking on the My Cars drop down will reveal the My Cars drop down. If any cars have upcoming actions, these will display as a numbered notification on the drop down until that car has been viewed. The total number of notifications for all cars combined will display as an aggregate here. They will then display contextually against each car with a notification in the drop down
- Filter** - A title bar allows users to filter their cars by Current, Ordered and Configured. The resulting cars will display underneath. The filters are inactive when no cars have been added to it i.e. nothing will happen when a user clicks on a category with no cars added to it, but it will still display.
- Add car CTA** - This will take the user to 'A.0.1.0.0 - Add Car Flow' with no car category selected
- Copy** - Short introductory copy instructs the user on what they can do in this area
- Car image** - Either the default or user uploaded image will show here for this car
- Quick tools** - Clicking here launches the quick tools overlay (8)
- Car name** - Will display the name of the car inputted in the car name field in car settings
- Notifications & alerts** - Will display the latest status displayed in the car health module on 'A.2.0.0.0 - Current Car Dashboard'
- Overstate & click** - Clicking on a panel will take the user to the corresponding car dashboard. An overstate style will indicate that the panel is interactive
- Quick tools overlay** - Display 'Car settings' and 'Delete car' CTAs. 'Car settings' takes the user to 'A.1.1.0.0 - Car Settings' and 'Delete car' launches a confirmation modal
- Close** - Closes the overlay
- Add car CTA** - This will take the user to 'A.0.1.0.0 - Add Car Flow' with the corresponding car category selected
- Filters (inactive)** - When no cars are added, no filter is selected and they are all inactive until a user clicks on an 'Add car' CTA and successfully adds a car to their My VW
- Copy (no cars added)** - When no cars are added, the user is alerted as such, followed by a short introduction

Current Car Dashboard



Notes

This page shows the current car dashboard. Please note, that the modules on this page may be active or suppressed depending on the relevance to the user.

- Recall alerts** - If the user's model and year are identified as being on the recall list, this alert banner will show at the top of their dashboard. It will push all content below it down. Clicking on the cross will discard and close the alert. It will only show again if a new recall alert is detected.
- Page hero** - The page hero on car dashboards are designed to greet the user and introduce their car and any relevant content below. They are designed to contain a combination of image, headline text, paragraph text, primary and secondary CTAs.
 - Behaviour** - A prototype to demonstrate header behaviour can be found here: <http://wzzluc.axshare.com/home.html>

Headers are designed across the three dashboard types to be of equal height, making transitions visually smooth. In this example, it is 85% of the window height with a max height set of ~600px so that the lower content is always visible and on larger screens and the header is not too deep... feel free to resize your browser to demo. A min height should also be set for this. The demo should give the gist until your viewport reaches sizes unaccounted for.

On scroll, there is a parallax effect on the header and copy, which dims as the service tracking module comes into view.

The 'Car Health' module that will appear below the header, or when a booked service is in progress, this module will show service tracking instead. You can see a placeholder for step 2 of service tracking in the prototype.

- Greeting** - "Hello <first name>"
- Headline** - TBD by copy, but should include the <car name> field within their car settings. The phrases used should therefore account for and make sense for the default "My <car model>," or a custom name specified by the user.
- Paragraph** - Should display the health status or service status of the car, depending on the event taking place. The example shown, "We're constantly keeping track of your car's health so you don't have to. Check it out below." should display when there is nothing specific to report. For example, when a service is due, "Your service is due on <date>," click below to book your service" would display instead.
- Primary CTA** - The destination of this CTA will change depending on the context of the copy. The events below are examples:

- Generic (no event taking place):**
 - Paragraph:** We're constantly keeping track of your car's health so you don't have to. Check it out below.
 - CTA:** Car health
 - Link:** Anchors down to car health module
- Service due (based off Polk predictive services, time TBD):**
 - Paragraph:** Your service is due on <date>, click below to book your service.
 - CTA:** Book a service
 - Link:** Links the user to "A.2.1.0.0 - Service Booking - Step 1"
- Service tracking update (step 1-3):**
 - Paragraph:** Your car is currently with at <service retailer name> undergoing it's service. Track its progress below.
 - CTA:** View progress
 - Link:** Anchors down to service tracking module

Secondary CTA - It should be possible to specify a secondary CTA in the CMS, although this is optional and won't be necessary most of the time.

Image - By default, this shows a generic crop of the user's car model (cases TBD by design). The user has the ability to customise this image by replacing it with their own upload.

Upload image CTA - Allows the user to replace the image with their own from either their desktop, tablet or smartphone (depending on device being used). A simple camera icon will display by default. If the set image is the supplied default image, clicking on the camera icon will launch the system file selector to replace the image. If the user has a custom image set, clicking on the camera icon will present the user with two options: 1. "Upload image" and 2. "Use default" in its place:

"Upload image" will launch the system file selector and "Use default" will replace the displayed image with the default image for the user's model.

- Car health & service tracking module** - This space will display the car health module (TBD), until a service has been booked and service tracking has been initiated. This should be 48 hours before the date of the service after the user receives their pre-call confirmation from their retailer. *See the pages detailing service tracking and car health for functional specifications.*
- My service guarantee** - Displays validation content around servicing with a genuine Volkswagen Service Centre. The copy is as displayed (TBC by copywriter). Links are as follows:
 - Our service promise** - <http://www.volkswagen.co.uk/owners/service-promise>
 - What we check & why** - <http://www.volkswagen.co.uk/owners/servicing/what-we-check-and-why>
 - Volkswagen genuine parts** - <http://www.volkswagen.co.uk/owners/volkswagen-genuine-parts>
- My service history** - Displays details of the most recent service events up to a maximum of 4 (TBC). Above this number, a "Show more" CTA displays, which will load and append the remaining service events to the bottom of the table

Service history details are obtained via DBG and consist of:

- Service type**
- Date**
- Retailer name**
- EVC report** - Archived versions of EVC reports should be associated with their corresponding service by matching retailer name / ID and date. Clicking "View" will link the user to "A.2.7.0.0 - EVC Full Report (Archived / Submitted)"
- Show more CTA** - Loads and appends the remaining service events to the bottom of the table, expanding the page down. The CTA will change to "Show less" and clicking this will revert the table to its default view. Reloading the page will also display the default view of service history again.
- My plans** - Displays all available plan data associated with the displayed car. This is obtained from DBG and could include a combination of:
 - Fixed price servicing** - Links to: <http://www.volkswagen.co.uk/owners/servicing/fixed-price-servicing>
 - Solutions finance plan** - Links in a new browser tab to: <https://www.vwfinance.co.uk/content/sites/vwbank/vwfinanceco.uk/en/privatecustomers.html>
 - Factory warranty** - Links to: <http://www.volkswagen.co.uk/owners/warranty>
 - Extended warranty** - Links to: <http://www.volkswagen.co.uk/owners/warranty/extended>
- Promo modules** - Promo modules are designed to display a number of business-led promotions, customisable in the CMS. Promotions should be personalised as far as possible and relevant to the user's car model and plan situation.

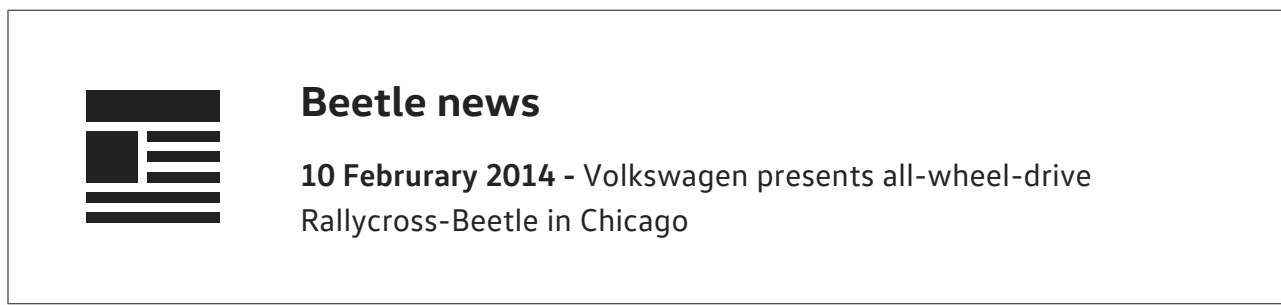
The examples shown on this page are not exhaustive and should not necessarily all be displayed at once.

The module designs are flexible to accommodate any number of promotions, but optimised configurations of modules between 1 and 5 promotions at any one time are illustrated on the page "Promo Modules" in this document along with CMS usage recommendations.

Alternative secondary promo to Summer Health Check



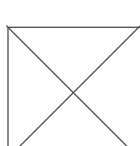
Alternative tertiary promo



- Need help module** - Need help contains a number of useful links along with a predictive type search field.
- Predictive type search field** - Demonstrates the same functionality as the search field found at <http://www.volkswagen.co.uk/need-help/>

Clicking the search CTA will take the user to the results page for their search query.

- Owners manual** - Links to the online manual for the owner's car, identified by either their registration number or VIN. The example shown will display if the user's car is dated from 2011 and onwards. If their car is older than this, the alternative displayed below will show:



Owner's manual

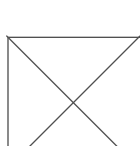
Lost your owner's manual? Please contact your local Volkswagen retailer who will advise you

- Warning lights** - Warning lights will show if the user's car is a petrol or diesel. Links to: <http://www.volkswagen.co.uk/owners/warning-lights>

Alternative for electric and hybrid vehicles is TBD.

- How tos** - Links to: <http://www.volkswagen.co.uk/owners/how-to-guides>
- Breakdown & insurance** - Links to: <http://www.volkswagen.co.uk/owners/breakdown-insurance>

Owner's FAQs - Given as an additional content option, although this isn't as relevant as the other examples shown as the search field has predictive type:



Owners FAQs

Read our frequently asked questions for owners

- Preferred retailer** - Displays the preferred retailer details, set when adding the car. The content should display as shown, along with two CTAs:

- View in maps CTA** - Links the user to Google maps with the retailer location identified
- Retailer website CTA** - Links to the corresponding retailer website

Please note 1: This module will be suppressed when service tracking is active. This is because it is possible to select a different retailer to the user's preferred one when booking a service, and these details display contextually underneath the service tracking module.

Please note 2: The background image should be a static map snapshot and not a live map embed to avoid scroll / interaction conflicts and to maintain design aesthetic.

- Recovery zone** - Contains up to 4 links relevant to the dashboard being viewed. In this case:
 - Book a service** - Links to page "A.2.1.0.0 - Service Booking - Step 1 - My Car (Card Mode)"
 - 2nd link** - TBD
 - Keep me informed** - Links to the relevant KMI page on .co.uk
 - Contact us** - Links to: <http://www.volkswagen.co.uk/need-help/contact-us>

Current Car Dashboard

Notes

This page shows the recommended module layouts for various numbers of promo modules between 1 and 5. The module designs are flexible to accommodate any number of promotions, but optimised configurations of modules between 1 and 5 promotions at any one time are illustrated on this page.

Promo modules are designed to display a number of business-led promotions, customisable in the CMS and should be personalised as far as possible and relevant to the user.

In practice, when deciding which modules to use, this judgement will need to be determined by the level of priority / importance given to each promo piece.


Promo modules consist of:

- Title
- Paragraph
- Primary CTA
- Secondary CTA (Optional)
- Image

There are 3 types of promo modules:

- Full (Primary) -
- Half (Secondary) -
- Half (Tertiary) -

Service Tracking



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

🔍

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

Account

Hello James

Gideon is one sweet ride!

We're constantly keeping track of your car's health so you don't have to. Check it out below.

Car health

📞 Upcoming

1 My EVC

2 In progress

3 Complete

1 📅 26th June at 8am

On the day of your appointment, please arrive at your chosen time and head to the main reception where someone will be there to check your car in and hand over your loan vehicle

Add to Calendar

2 ✓

Remember to remove everything from the glove compartment, boot and car interior

✓ Please leave your service book in your car so that we can stamp it once the service is complete

✓ If you have book a loan car, please bring both parts of your driving licence with you

Track your service

3 Make sure you have tracking alerts switched on and we'll keep you in the loop every step of the way. Simply check back here to see your progress. Here's what to expect:

4 1 Your EVC

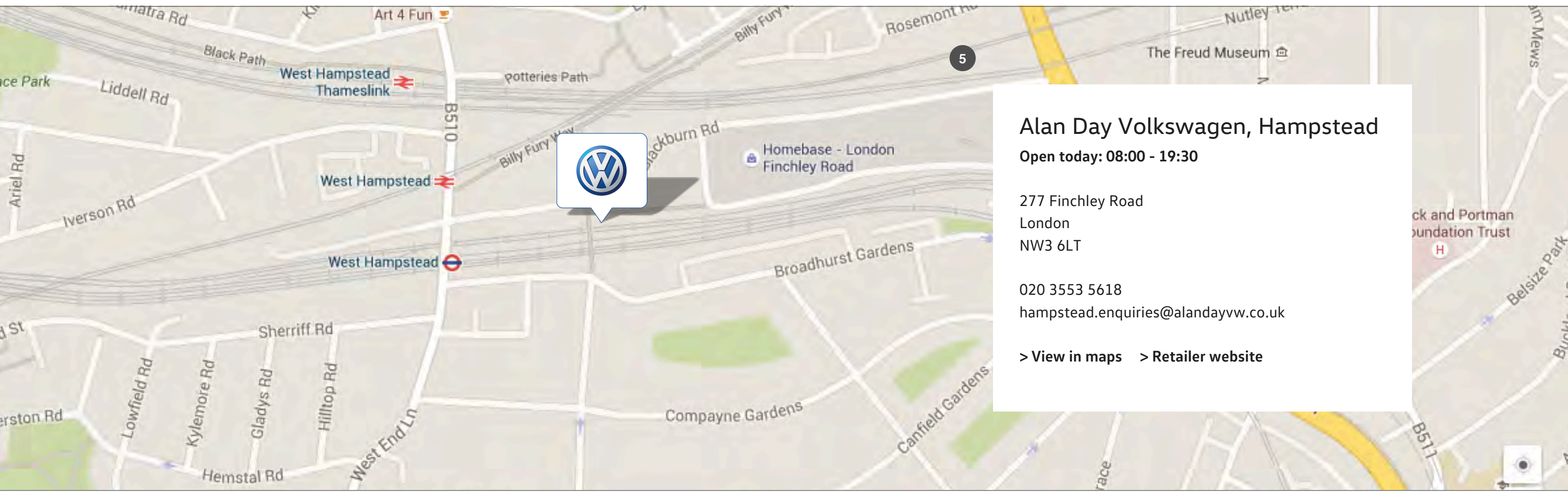
Before every service, we perform a 34 point Express Visual Check on your car where we identify any urgent and recommended works to be done. Don't worry, we'll contact you if we find anything before your service starts

2 Service in progress

This is where we get our hands dirty. We'll include any works you approved from the EVC as well as all works agreed when booking your service. We may need to contact you if anything crops up during the service

3 Service complete

After the service, we will give your car a complimentary clean and vac before notifying you that it's ready for collection. Bring your loan car back at this time and we'll sort the paperwork out for you



Alan Day Volkswagen, Hampstead

Open today: 08:00 - 19:30

277 Finchley Road
London
NW3 6LT

020 3553 5618
hampstead.enquiries@alandayvw.co.uk

> View in maps > Retailer website

My service guarantee

No-one knows your Volkswagen better than we do, so you can relax when your car is in for service, maintenance or repair, knowing it's in the safe hands of experts

✓ Our service promise

9 promises designed to help you manage the cost of motoring and make your life easier

Find out more >

🔍 What we check & why

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam porttitor suscipit euismod. Donec sed volutpat odio

Find out more >

🔧 Volkswagen genuine parts

Volkswagen Genuine Parts are designed specifically for our model range and help to provide optimal vehicle performance and fuel economy

Find out more >

My service history

Please note that the service history will only show MOT and service events done at an Volkswagen Authorised Repairer. If you have had any other work done this may not show.

Service type	Date	Retailer	EVC report
Servicing & MOT testing	13.05.2015	Alan Day	View >
Scheduled maintenance	21.10.2014	Alan Day	View >
Unscheduled maintenance	04.07.2014	Alan Day	View >
Servicing & MOT testing	14.05.2014	Alan Day	View >

Show more +

My plans

Plan	Start	End	Length	More info
Fixed price servicing	14.07.2014	13.07.2016	24	Details >
Solutions finance plan	14.07.2014	14.06.2017	36	Details >
Factory warranty	14.07.2014	13.07.2017	36	Details >
Extended warranty	14.07.2017	13.07.2019	24	Details >

Summer health check

Book for just £20 and you can keep your cool as the weather heats up

Find out more

> Secondary link

Get the app

Managing your car has never been easier. Get the app for iPad and tablet

Find out more

> Secondary link

National offer / retailer offer

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas dapibus ldi dui eget pharetra.

Offer details

> Secondary link

Das Auto. Magazine

For everything that's happening in the Volkswagen world

View

🔧 Fixed price servicing

Fixed Price Servicing available for Volkswagens 3-15 years old, up to and including 2.0 litre engines.

📄 Extended warranty

Let your peace of mind continue long after your warranty expires

🕶 Accessories

Discover our wide selection of accessories with free installation

Need help?

🔍

📄

📄

📄

📄

Owner's manual

Lost your owner's manual? Don't worry, you can now view it online

Warning lights

What does that light on my dashboard mean? Click here to find out

How tos

A series of videos helping you to take care of your Volkswagen

Breakdown and insurance

Find out more about our Roadside Assistance and Insurance products

Book a service

Lorem ipsum dolor

Keep me informed

Contact us

Notes

The upcoming service module will activate 48 hours before the day of the service. This will happen after the pre-call made by the retailer to confirm details with the customer.

1 Date and time - Shows the confirmed date and time of the service. Note, the time will not show for retailers where live scheduling is not available

2 How to prepare - Simple instructions that enables the service to be carried out efficiently

3 Service tracking - A short paragraph of copy introduces service tracking and provides a quick link to notification settings in the user's account settings.

4 Service tracking - Explains the steps involved during servicing. The copy will change in this module depending on the convenience option selected when booking the service. Cases are illustrated on page "Module (M2.4) - Service Tracking - Upcoming Service States" in this document.

5 Retailer details - Shows details for the chosen retailer when booking the service.

Please note: When service tracking is initiated, retailer details are displayed contextually underneath the tracking module. The retailer module at the bottom of the page is suppressed to avoid duplication at this time or confusion if a different retailer was selected when booking the service.

Upcoming service - no convenience option selected - live time slot

Upcoming

1My EVC

2In progress

3Complete

26th June at 8am

On the day of your appointment, please arrive at your chosen time and head to the main reception where someone will be there to check your car in

Add to Calendar

Remember to remove everything from the glove compartment, boot and car interior

Please leave your service book in your car so that we can stamp it once the service is complete

If you have book a loan car, please bring both parts of your driving licence with you

Track your service

Make sure you have **tracking alerts** switched on and we'll keep you in the loop every step of the way. Simply check back here to see your progress. Here's what to expect:

1Your EVC

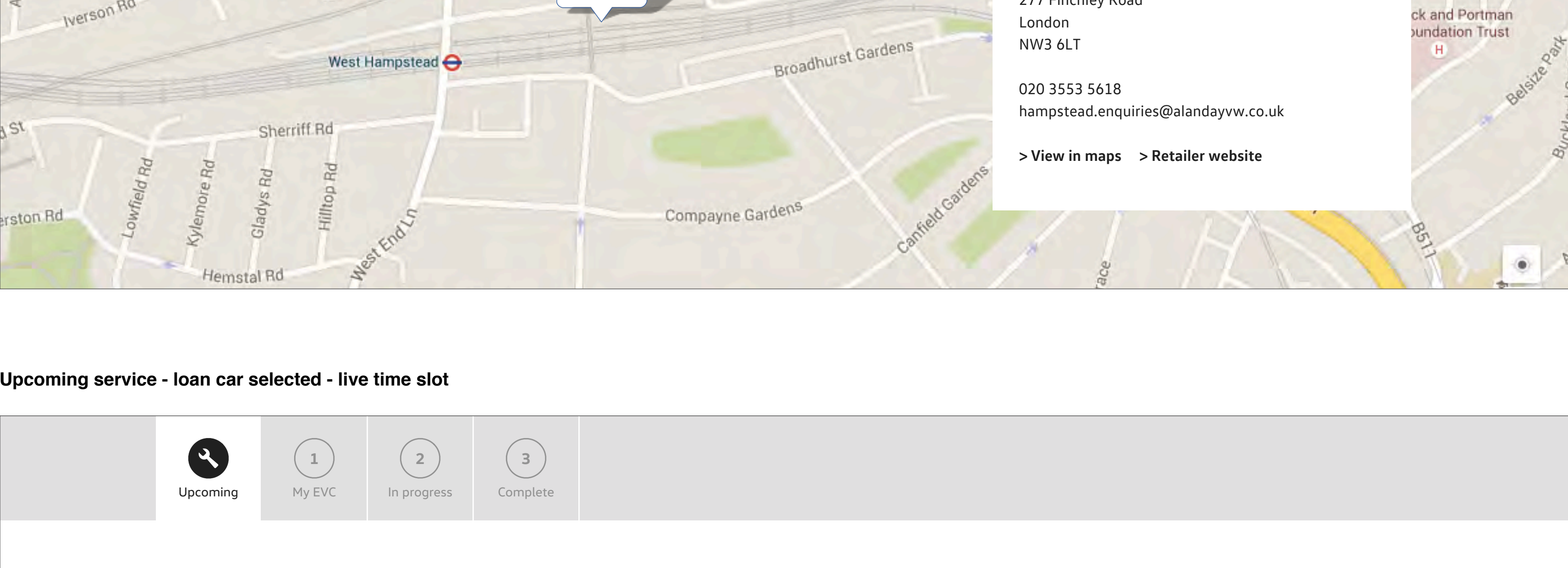
Before every service, we perform a 34 point Express Visual Check on your car where we identify any urgent and recommended works to be done. Don't worry, we'll contact you if we find anything before your service starts

2Service in progress

This is where we get our hands dirty. We'll include any works you approved from the EVC as well as all works agreed when booking your service. We may need to contact you if anything crops up during the service

3Service complete

After the service, we will give your car a complimentary clean and vac before notifying you that it's ready for collection. Just come back at this time and we'll sort the paperwork out for you



Upcoming service - loan car selected - live time slot

Upcoming

1My EVC

2In progress

3Complete

26th June at 8am

On the day of your appointment, please arrive at your chosen time and head to the main reception where someone will be there to check your car in and hand over your loan vehicle

Add to Calendar

Remember to remove everything from the glove compartment, boot and car interior

Please leave your service book in your car so that we can stamp it once the service is complete

If you have book a loan car, please bring both parts of your driving licence with you

Track your service

Make sure you have **tracking alerts** switched on and we'll keep you in the loop every step of the way. Simply check back here to see your progress. Here's what to expect:

1Your EVC

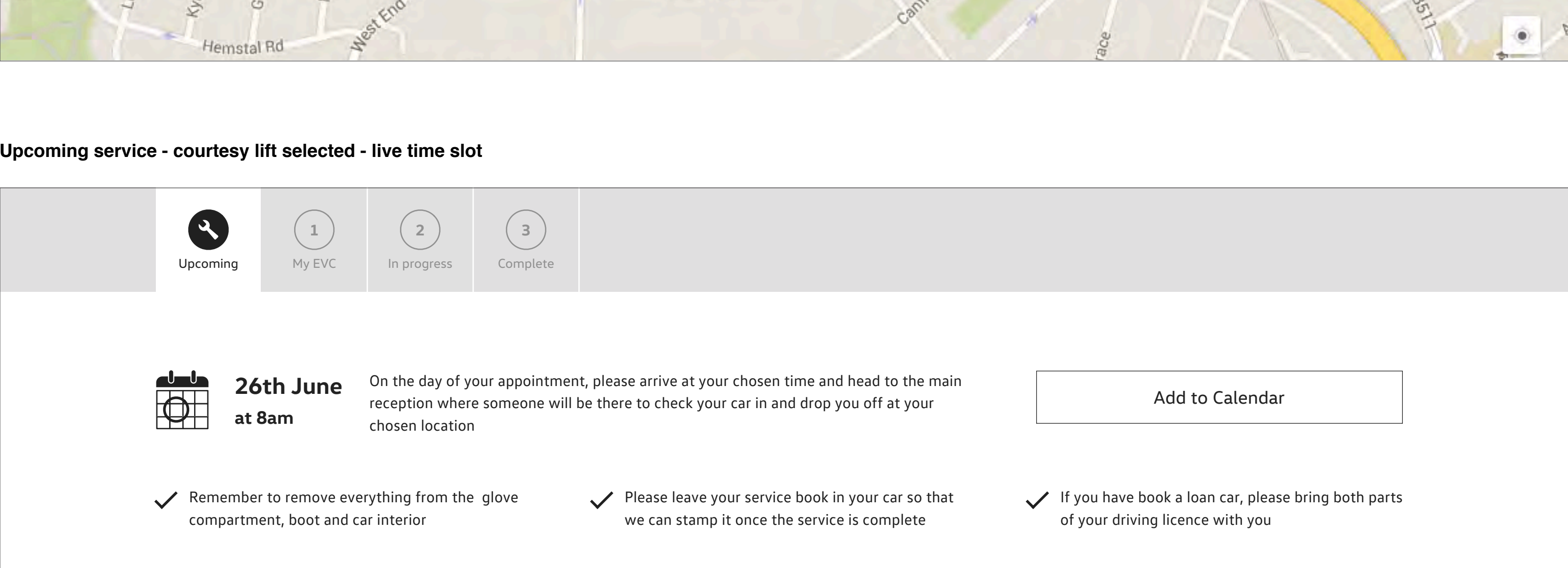
Before every service, we perform a 34 point Express Visual Check on your car where we identify any urgent and recommended works to be done. Don't worry, we'll contact you if we find anything before your service starts

2Service in progress

This is where we get our hands dirty. We'll include any works you approved from the EVC as well as all works agreed when booking your service. We may need to contact you if anything crops up during the service

3Service complete

After the service, we will give your car a complimentary clean and vac before notifying you that it's ready for collection. We'll phone you to confirm the time and place to pick you up and sort the paperwork out for you



Upcoming service - courtesy lift selected - live time slot

Upcoming

1My EVC

2In progress

3Complete

26th June at 8am

On the day of your appointment, please arrive at your chosen time and head to the main reception where someone will be there to check your car in and drop you off at your chosen location

Add to Calendar

Remember to remove everything from the glove compartment, boot and car interior

Please leave your service book in your car so that we can stamp it once the service is complete

If you have book a loan car, please bring both parts of your driving licence with you

Track your service

Make sure you have **tracking alerts** switched on and we'll keep you in the loop every step of the way. Simply check back here to see your progress. Here's what to expect:

1Your EVC

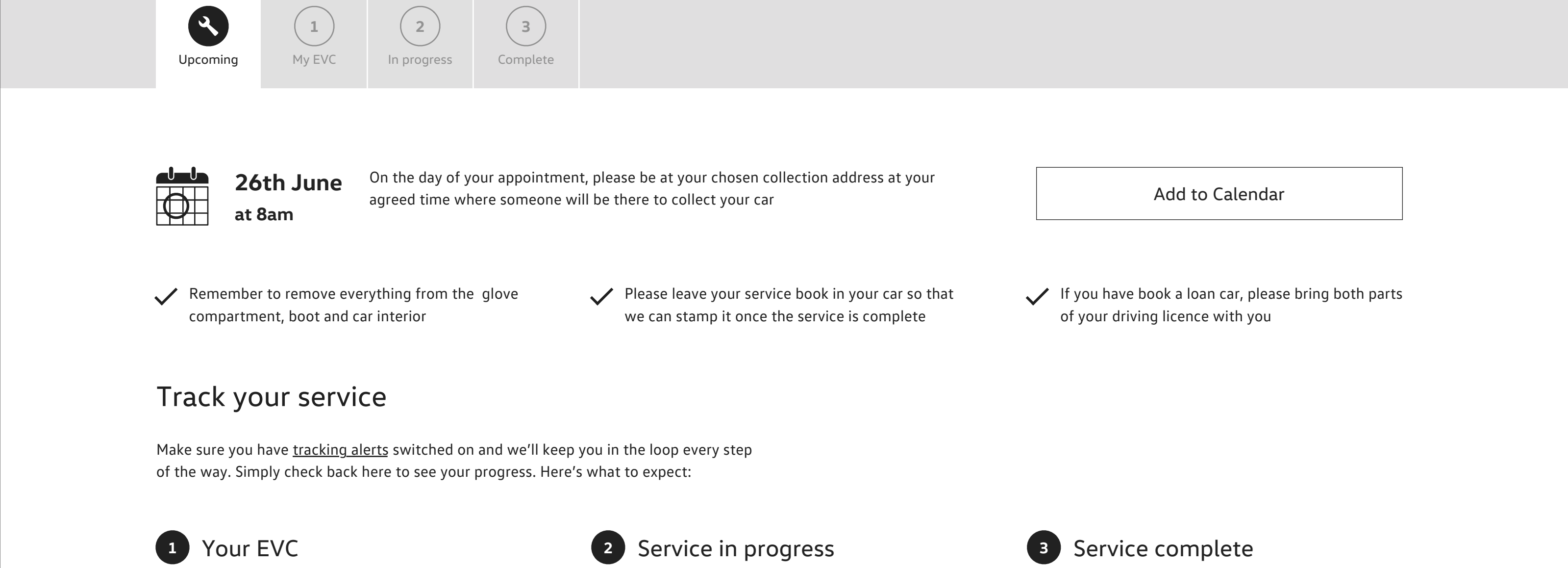
Before every service, we perform a 34 point Express Visual Check on your car where we identify any urgent and recommended works to be done. Don't worry, we'll contact you if we find anything before your service starts

2Service in progress

This is where we get our hands dirty. We'll include any works you approved from the EVC as well as all works agreed when booking your service. We may need to contact you if anything crops up during the service

3Service complete

After the service, we will give your car a complimentary clean and vac before notifying you that it's ready for collection. We'll phone you to confirm the time and place to pick you up and sort the paperwork out for you



Upcoming service - collect and return car - live time slot

Upcoming

1My EVC

2In progress

3Complete

26th June at 8am

On the day of your appointment, please be at your chosen collection address at your agreed time where someone will be there to collect your car

Add to Calendar

Remember to remove everything from the glove compartment, boot and car interior

Please leave your service book in your car so that we can stamp it once the service is complete

If you have book a loan car, please bring both parts of your driving licence with you

Track your service

Make sure you have **tracking alerts** switched on and we'll keep you in the loop every step of the way. Simply check back here to see your progress. Here's what to expect:

1Your EVC

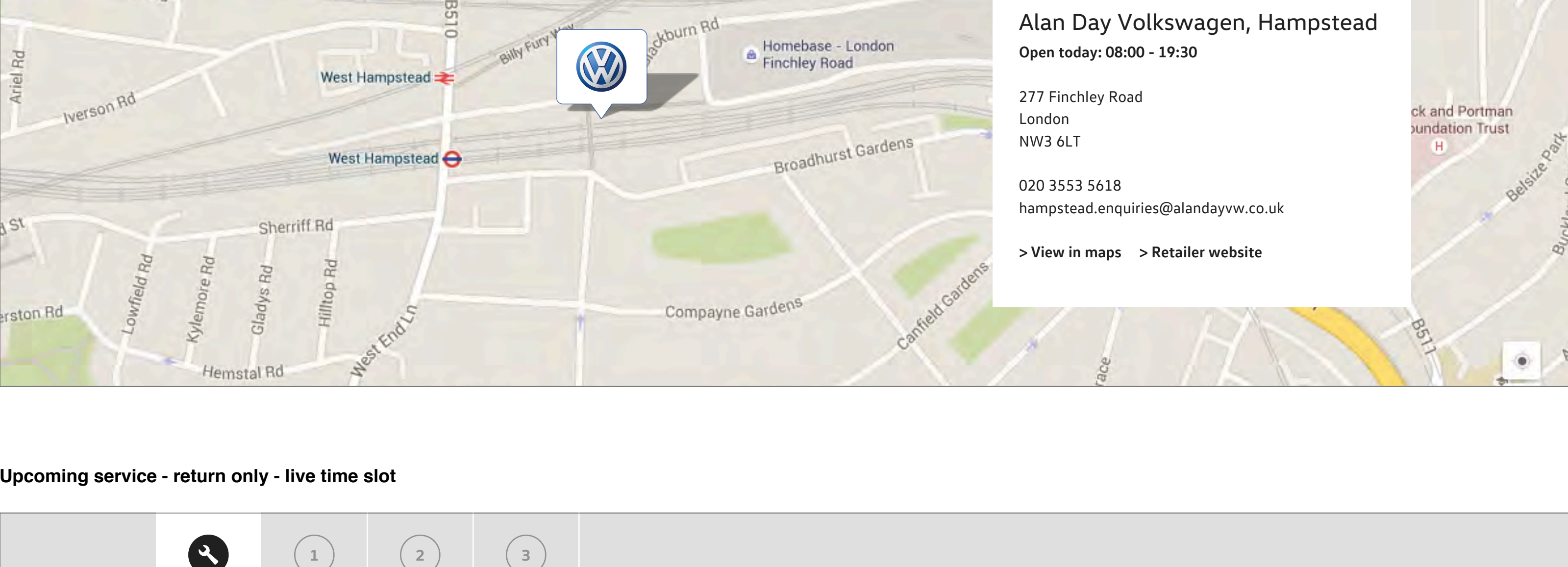
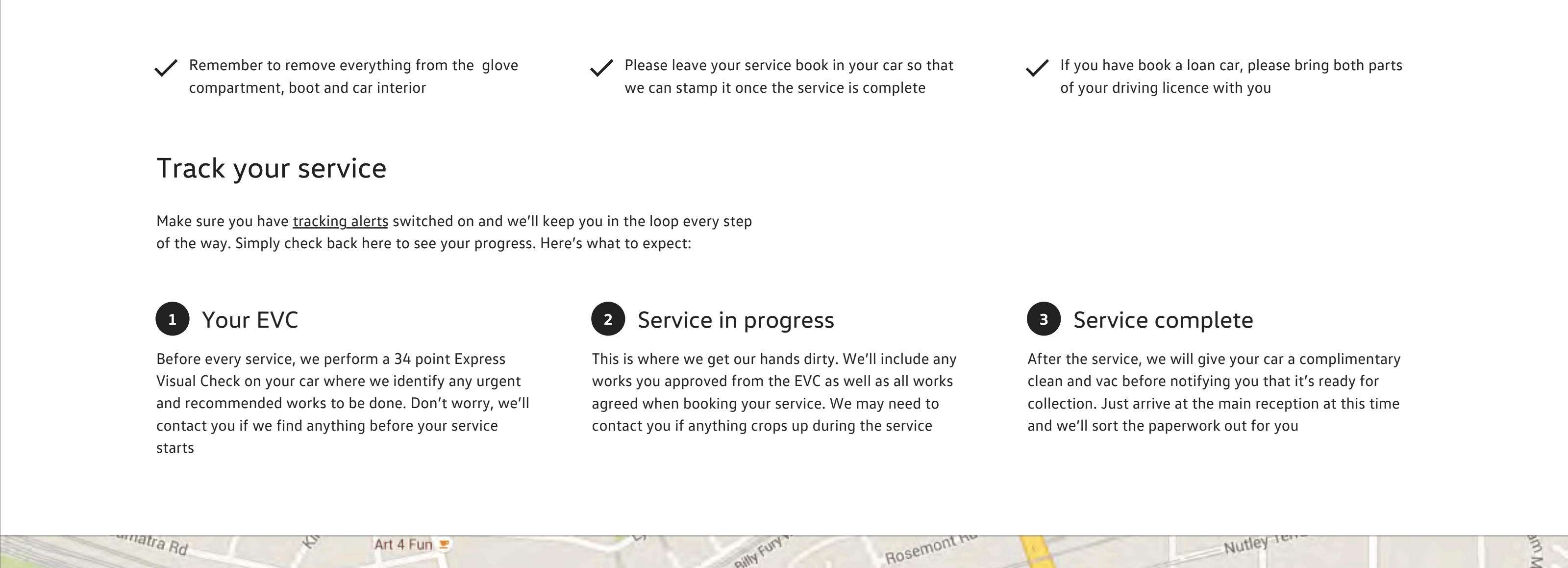
Before every service, we perform a 34 point Express Visual Check on your car where we identify any urgent and recommended works to be done. Don't worry, we'll contact you if we find anything before your service starts

2Service in progress

This is where we get our hands dirty. We'll include any works you approved from the EVC as well as all works agreed when booking your service. We may need to contact you if anything crops up during the service

3Service complete

After the service, we will give your car a complimentary clean and vac. We'll phone you to confirm the time and place to return your car and sort the paperwork out for you



Upcoming service - collect only - live time slot

Upcoming

1My EVC

2In progress

3Complete

26th June at 8am

On the day of your appointment, please arrive at your chosen time and head to the main reception where someone will be there to check your car in

Add to Calendar

Remember to remove everything from the glove compartment, boot and car interior

Please leave your service book in your car so that we can stamp it once the service is complete

If you have book a loan car, please bring both parts of your driving licence with you

Track your service

Make sure you have **tracking alerts** switched on and we'll keep you in the loop every step of the way. Simply check back here to see your progress. Here's what to expect:

1Your EVC

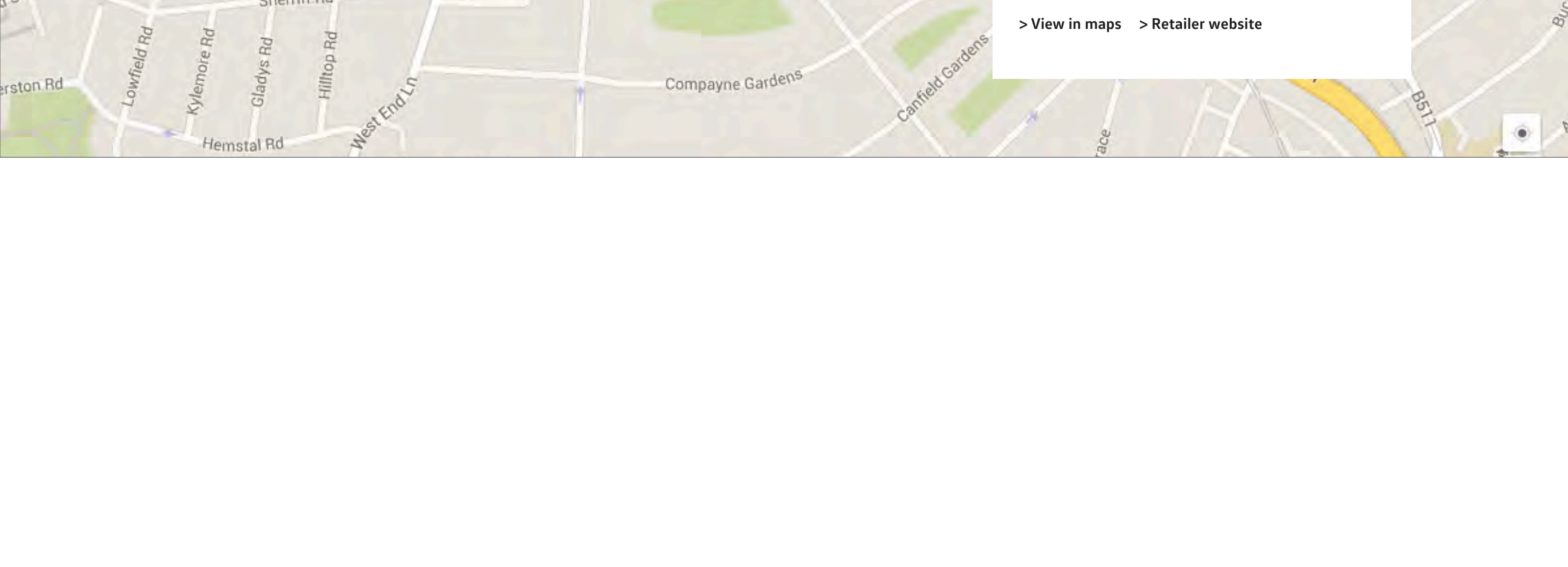
Before every service, we perform a 34 point Express Visual Check on your car where we identify any urgent and recommended works to be done. Don't worry, we'll contact you if we find anything before your service starts

2Service in progress

This is where we get our hands dirty. We'll include any works you approved from the EVC as well as all works agreed when booking your service. We may need to contact you if anything crops up during the service

3Service complete

After the service, we will give your car a complimentary clean and vac. We'll phone you to confirm the time and place to return your car and sort the paperwork out for you



Notes

The upcoming service module will activate 48 hours before the day of the service. This will happen after the pre-call made by the retailer to confirm details with the customer.

- 1


Date and time - Shows the confirmed date and time of the service. Note, the time will not show for retailers where live scheduling is not available
- 2

What to expect - Explains the steps involved in servicing. The copy will change in this module depending on the convenience option selected when booking the service
- 3


How to prepare - Simple instructions that enables the service to be carried out efficiently
- 4

Retailer details - Shows the details of the user's preferred service retailer

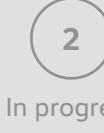
EVC report in - default view - red or amber work needing approval




Upcoming



My EVC



In progress



Complete

Hi James, here's your EVC report. Please respond by **13.30**


We found **2 urgent** items that require your immediate attention and **3 advisory** items that will require work in the next 3 months. Please give us a ring on 020 3553 5618 if you'd like to discuss anything

2

3


29

Watch my EVC summary



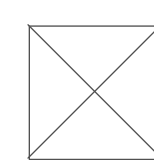
Front right tyre

£86.00



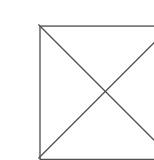
Front left tyre

£86.00



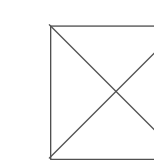
Wiper blades & lock operation

£32.00



Interior lights

£14.00




Lorem ipsum dolor

£27.00

view full report

EVC report in - item selected - approve selected




Tyres - front right

£86.00


Watch video clip >

<Retailer inputted notes - copy could be any length> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam porttitor suscipit euismod. Donec sed volutpat odio

Why is this important? +



Approve



Defer

Send to retailer

Tyres

Watch

Why is th

Approve

Notes

Notes

Are you sure?

Red items are either dangerous, safety related or would cause your MOT to fail. We strongly advise that you approve these works

No

Yes

[illegible]

Tyres - front right

£86.00

Watch video clip >

<Retailer inputted notes - copy could be any length> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam porttitor suscipit euismod. Donec sed volutpat odio

Why is this important? >

Approve

Defer

Send to retailer

[illegible]

Please confirm you choices

Approved

Tyres	Status	Price
Front right	<div></div>	£86.00
Front left	<div></div>	£86.00

Deferred

External	Status	Price
Wiper blades & lock operation	<div></div>	£32.00

Internal	Status	Price
Interior lamps	<div></div>	£14.00

Total: £172.00

If you are happy, hit confirm and submit or to make changes, please click back. Please note, these works are in addition to your service plan or standard servicing cost

Enter account password

Confirm & send

Upcoming

1

In progress

2

Complete

3

Thank you, we have received your EVC response.

Our technician, John is now carrying out your service. We'll contact you should anything arise during your service. Please give us a ring on 020 3553 5618 if you'd like to discuss anything. You can view your EVC responses and full report below.

2

3

29

Watch my EVC summary

Front right tyre

£86.00

Front left tyre

£86.00

Wiper blades & lock operation

£32.00

Interior lights

£14.00

Lorem ipsum dolor

£27.00

A screenshot of a product detail page for 'Tyres - front right'. The page features a video player with a play button and a red progress bar. Above the video, there are five circular icons: a red checkmark, a blue checkmark, a blue checkmark, a yellow clock, and a yellow clock. Below the video, the text 'Tyres - front right' is displayed, followed by the price '£86.00'. Navigation arrows (left and right) are visible on the sides of the video player. The page also includes a 'Watch video clip >' link and a 'Why is this important? >' link. The background is white, and the overall layout is clean and modern.

Service in progress - EVC all healthy - no action needed

Upcoming

1 EVC

2 In progress

3 Complete

Good new James, your EVC came back healthy

Our technician, John is now carrying out your service. We'll contact you should anything arise during your service. You can view your full report below.

View full report

My service retailer

Alan Day Volkswagen, Hampstead
 277 Finchley Road
 London NW3 6LT

020 3553 5618
 hampstead.enquiries@alandayvw.co.uk

View in maps

Service complete - no convenience option selected

Upcoming

1EVC

2In progress

3Complete

1

Hi James, your service is now complete.
Please collect your car before 19:00

We've given your car a complimentary wash and vac to make sure we return it to you in great condition. Please collect your car before we close today at 19:00 and we'll have the paper work ready for you.

Your EVC

You can still view your full EVC report below. Once you collect your car, your EVC report can be found in your service history.

View full report

My service retailer

Alan Day Volkswagen, Hampstead
277 Finchley Road
London
NW3 6LT
020 3553 5618
hampstead.enquiries@alandayvw.co.uk

View in maps

Notes

Notes

1

2

3

4

Upcoming service - loan car selected - live time slot

Upcoming

1EVC

2In progress

3Complete

1

Hi James, your service is now complete.
Please collect your car before 19:00

We've given your car a complimentary wash and vac to make sure we return it to you in great condition. Bring your loan car back before we close at 19:00 and we'll sort the paperwork out for you

Your EVC

You can still view your full EVC report below. Once you collect your car, your EVC report can be found in your service history.

View full report

My service retailer

Alan Day Volkswagen, Hampstead
277 Finchley Road
London
NW3 6LT
020 3553 5618
hampstead.enquiries@alandayvw.co.uk

View in maps

Upcoming service - courtesy lift selected - live time slot

Upcoming

1EVC

2In progress

3Complete

1

Hi James, your service is now complete.

We've given your car a complimentary wash and vac to make sure we return it to you in great condition. We'll pick you up at an agreed time and place after speaking to you on the phone and we'll have the paperwork ready for you

Your EVC

You can still view your full EVC report below. Once you collect your car, your EVC report can be found in your service history.

View full report

My service retailer

Alan Day Volkswagen, Hampstead
277 Finchley Road
London
NW3 6LT
020 3553 5618
hampstead.enquiries@alandayvw.co.uk

View in maps

Upcoming service - collect and return car - live time slot

Upcoming

1EVC

2In progress

3Complete

1

Hi James, your service is now complete.

We've given your car a complimentary wash and vac to make sure we return it to you in great condition. Please be at your drop off address at the time agreed after speaking to you on the phone and we'll have the paperwork ready for you

Your EVC

You can still view your full EVC report below. Once you collect your car, your EVC report can be found in your service history.

View full report

My service retailer

Alan Day Volkswagen, Hampstead
277 Finchley Road
London
NW3 6LT
020 3553 5618
hampstead.enquiries@alandayvw.co.uk

View in maps

Upcoming service - collect only - live time slot

Upcoming

1EVC

2In progress

3Complete

1

Hi James, your service is now complete.

Please collect your car before 19:00

We've given your car a complimentary wash and vac to make sure we return it to you in great condition. Please collect your car before we close today at 19:00 and we'll have the paper work ready for you.

Your EVC

You can still view your full EVC report below. Once you collect your car, your EVC report can be found in your service history.

View full report

My service retailer

Alan Day Volkswagen, Hampstead
277 Finchley Road
London
NW3 6LT
020 3553 5618
hampstead.enquiries@alandayvw.co.uk

View in maps

Upcoming service - return only - live time slot

Upcoming

1EVC

2In progress

3Complete

1

Hi James, your service is now complete.

We've given your car a complimentary wash and vac to make sure we return it to you in great condition. Please be at your drop off address at the time agreed after speaking to you on the phone and we'll have the paperwork ready for you

Your EVC

You can still view your full EVC report below. Once you collect your car, your EVC report can be found in your service history.

View full report

My service retailer


Alan Day Volkswagen, Hampstead
277 Finchley Road
London
NW3 6LT
020 3553 5618
hampstead.enquiries@alandayvw.co.uk

View in maps

Document: My VW - Web - Wireframes v0.9.2

Page 21

EVC Full Report



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

▼

Account

Your EVC report

3rd June 2014

Please review and respond before 13:30

If you would like to discuss anything, please give us a call on 020 3553 5618

Review & respond

2

Urgent

Total: £172

3

Advisory

Total: £46

29

Healthy

Total: £0

Total selected: £0

Cost breakdown

These works are in addition to your service plan or standard servicing cost

2

Urgent work

Tyres - front right

Why is this important?

Price: £86.00

<Retailer inputted notes - copy could be any length> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam porttitor suscipit euismod. Donec sed volutpat odio.

Watch video clip >

✓ Approve

Defer

Tyres - front left

Why is this important?

Price: £86.00

<Retailer inputted notes - copy could be any length> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam porttitor suscipit euismod. Donec sed volutpat odio.

Approve

Defer

3

Advisory work

External - Wiper blades & lock operation

Why is this important?

Price: £32.00

<Retailer inputted notes - copy could be any length> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam porttitor suscipit euismod. Donec sed volutpat odio.

Approve

⌚ Defer

Internal - Interior lamps

Why is this important?

Price: £14.00

<Retailer inputted notes - copy could be any length> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam porttitor suscipit euismod. Donec sed volutpat odio.

Approve

⌚ Defer

Submit

Full report

● Urgent ● Advisory ● Healthy ● Not checked

Under Bonet

Status

Price

Details

Brake fluid condition

●

Battery condition

●

Coolant level

●

Free

+

Engine oil level

●

Power steering fluid level

●

Drive belts

●

Screenwash level

●

Other

●

Underbody

Status

Price

Details

Steering

●

Drive shafts

●

Hoses

●

Oil leaks

●

Exhaust system

●

Other

●

Internal

Status

Price

Details

Warning lamps

●

Interior lamps

●

£14.00

+

Horn

●

Instruments

●

Wipers & washers

●

Seatbelts

●

Clutch

●

Foot & handbrake operation

●

Other

●

Tyres

Status

Price

Details

Front right

●

£86.00

+

Front left

●

£86.00

+

Rear right

●

Rear left

●

Spare

●

Wheel alignment

●

Other

Status

Price

Details

Service book

●

Free

+

Locking wheel nut

●

Brake fluid due

●

Free

+

Cambelt due

●

Other

●

Brakes & suspension

Status

Price

Details

Visual check of brake discs

●

Visual check of brake hoses & dampers

●

Free

+

Visual check of brake pads - front

●

Visual check of brake pads - rear

●

Other

●

External

Status

Price

Details

Body damage

●

Trim

●

Glass

●

Mirrors

●

External lights

●

Wiper blades & operation lock

●

£32.00

+

Other

●

Brakes & suspension

Status

Price

Details

Visual check of brake discs

●

Visual check of brake hoses & dampers

●

—

<retailer provided notes>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam porttitor suscipit euismod. Donec sed volutpat odio. Aenean magna urna, efficitur .

Watch video clip >

Visual check of brake pads - front

●

Visual check of brake pads - rear

●

Other

●

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Notes


Placeholder

1

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Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

▼

Account

Your EVC report

3rd June 2014

Please review and respond before 13:30

If you would like to discuss anything, please give us a call on 020 3553 5618

Review & respond

2 Urgent

Total: £172

3 Advisory

Total: £86

29 Healthy

Total: £0

Total selected: £0

Why are my tyres important?

Why do my tyres need changing?

At the right pressure, the compound rubber and scientifically cut tread patterns add to your car's handling and comfort. Too much wear will affect grip and safety as your car will become harder to handle. Incorrect tyre pressures and/or uneven tyre wear will also increase stopping distances in wet conditions.

Benefits of having your tyres replaced

1

Improves grip and stopping time, making driving safer

2

We have the right tyres for your car with a wide choice of competitively priced tyres to choose from (Continental, Goodyear, Dunlop, Fulda, Uniroyal and Mabor).

What happens if they are not changed?

If your tyre tread is below the legal minimum depth of 1.6mm, your car won't pass an MOT test and you could be fined or get points on your license. But for safety reasons we recommend changing them before the legal limit is reached.

What do we do?

We check your tyres for pressure, tread depth and wear of the pattern. If they need replacing we have a range of different options in stock, depending on your car and type of driving.

How often do they need to be checked?

Your tyres need to be checked every MOT test and service and regularly by the driver.

Under Bonnet

Status

Price

Details

Brake fluid condition

Battery condition

Coolant level

Free

+

Engine oil level

Power steering fluid level

Drive belts

Screenwash level

Other

Underbody

Status

Price

Details

Steering

Drive shafts

Hoses

Oil leaks

Exhaust system

Other

Internal

Status

Price

Details

Warning lamps

Interior lamps

£14.00

+

Horn

Instruments

Wipers & washers

Seatbelts

Clutch

Foot & handbrake operation

Other

Tyres

Status

Price

Details

Front right

£86.00

+

Front left

£86.00

+

Rear right

Rear left

Spare

Wheel alignment

Other

Status

Price

Details

Service book

Free

+

Locking wheel nut

Brake fluid due

Free

+

Cambelt due

Other

Brakes & suspension

Status

Price

Details

Visual check of brake discs

Visual check of brake hoses & dampers

Free

+

Visual check of brake pads - front

Visual check of brake pads - rear

Other

External

Status

Price

Details

Body damage

Trim

Glass

Mirrors

External lights

Wiper blades & operation lock

£32.00

+

Other

Apps

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Notes

Placeholder


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Full screen overlay - scrolling is restricted to overlay height and 'X' always appears in a fixed, top right position



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

▼

Account

Your EVC report

Please review and respond before **13:30**
If you would like to discuss anything, please give us a call on **020 3553 5618**

Review & respond

3rd June 2014

2

Urgent

Total: £172

3

Advisory

Total: £46

29

Healthy

Total: £0

Total selected: £0

Please confirm you choices

Approved

Tyres	Status	Price
Front right	●	£86.00
Front left	●	£86.00

Deferred

External	Status	Price
Wiper blades & lock operation	●	£32.00

Internal	Status	Price
Interior lamps	●	£14.00

Total: £172.00

If you are happy, hit confirm and submit or to make changes, please click back. Please note, these works are in addition to your service plan or standard servicing cost

Enter account password

BackConfirm & submit

● Urgent ● Advisory ● Healthy ● Not checked

Under Bonnet	Status	Price	Details
Brake fluid condition	●		
Battery condition	●		
Coolant level	●	Free	+
Engine oil level	●		
Power steering fluid level	●		
Drive belts	●		
Screenwash level	●		
Other	●		

Underbody	Status	Price	Details
Steering	●		
Drive shafts	●		
Hoses	●		
Oil leaks	●		
Exhaust system	●		
Other	●		

Internal	Status	Price	Details
Warning lamps	●		
Interior lamps	●	£14.00	+
Horn	●		
Instruments	●		
Wipers & washers	●		
Seatbelts	●		
Clutch	●		
Foot & handbrake operation	●		
Other	●		





Tyres	Status	Price	Details
Front right	●	£86.00	+
Front left	●	£86.00	+
Rear right	●		
Rear left	●		
Spare	●		
Wheel alignment	●		

Other	Status	Price	Details
Service book	●	Free	+
Locking wheel nut	●		
Brake fluid due	●	Free	+
Cambelt due	●		
Other	●		

Brakes & suspension	Status	Price	Details
Visual check of brake discs	●		
Visual check of brake hoses & dampers	●	Free	+
Visual check of brake pads - front	●		
Visual check of brake pads - rear	●		
Other	●		

External	Status	Price	Details
Body damage	●		
Trim	●		
Glass	●		
Mirrors	●		
External lights	●		
Wiper blades & operation lock	●	£32.00	+
Other	●		

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Notes

Placeholder

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4

Full screen overlay

scrolling is restricted to overlay height. Clicking back simply closes the overlay so that the user can make their changes. 'Confirm & submit' confirms the approved & deferred works with the retailer and records deferred works for determining car health.



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

▼

Account

Your EVC report

3rd June 2014

You have successfully sent your response to this report to your retailer

Works you approved

Here's a list of works you asked us to complete in response to your EVC report.

Tyres - front right

£86.00

Tyres - front left

£86.00

Full report

Urgent Advisory Healthy Not checked

Under Bonet

Status

Price

Details

Brake fluid condition

Battery condition

Coolant level

Free

+

Engine oil level

Power steering fluid level

Drive belts

Screenwash level

Other

Underbody

Status

Price

Details

Steering

Drive shafts

Hoses

Oil leaks

Exhaust system

Other

Internal

Status

Price

Details

Warning lamps

Interior lamps

Exp.

+

Horn

Instruments

Wipers & washers

Seatbelts

Clutch

Foot & handbrake operation

Other

Tyres

Status

Price

Details

Front right

Exp.

+

Front left

Exp.

+

Rear right

Rear left

Spare

Wheel alignment

Other

Status

Price

Details

Service book

Free

+

Locking wheel nut

Brake fluid due

Free

+

Cambelt due

Other

Brakes & suspension

Status

Price

Details

Visual check of brake discs

Visual check of brake hoses & dampers

Free

+

Visual check of brake pads - front

Visual check of brake pads - rear

Other

External

Status

Price

Details

Body damage

Trim

Glass

Mirrors

External lights

Wiper blades & operation lock

Exp.

+

Other

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f

Notes

Placeholder

- 1
- 2
- 3
- 4

Configured Car Dashboard



Das Auto.

Hello

James

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

Account

Hello James

Here's the Beetle Sport you configured

1

Book a test drive

2

Edit configuration

3

Print brochure

Top

Summary

Specifications

Dimensions

Configuration

Features

Beetle Sport

2.0 TDI 150PS Bluetotion Technology

6spd DSG

Total price: £29,260

Base price: £24,600

My options: £4,660

Render

Render

Render

Render

Specifications

Engine & transmission

Fuel type: Petrol

Engine capacity: 1.2 litre 85ps

Wheel drive: 2wd

Bluetotion: Yes

Transmission: 5 speed manual

Dimensions

Number of doors: 3

Style: Hatchback

Length: 4235mm

Width: 1769mm

Height: 1452mm

Performance

Acceleration (0-62mph): 11.9 secs

Maximum speed: 111 mph

Maximum power: 85ps at 4300rpm

Maximum torque: 118lbs/ft at 1400rpm

Fuel economy

Urban: 47.9mpg

Extra urban: 67.3mpg

Combined: 57.6mpg

Tax & insurance

VED band: C

Insurance group: 7E

Road tax: £30 per year

Emissions

CO2 emissions: 113g/km

CO2 emissions class: EURO 6

Content break
(lifestyle mood image, featuring people)

Dimensions

Base features

Engine

Beetle Sport

2.0 TDI 150PS Bluetotion Technology

6spd DSG

£24,600

Change >

Paint

Saturn Yellow (Non Metallic)

£260

Change >

Wheels

Alloy wheels, 19" 'Tornado'

£705

Change >

Interior

Black 'Vienna' Leather

£2,165

Change >

Extras

Panoramic sunroof

£985

Change >

Fender premium soundpack

£260

Change >

Gas Discharge (bi-xenon) dipped and main beam headlights

£735

Change >

Standard features

Key features

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pellentesque pellentesque nisi, at efficitur nunc mollis quis.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pellentesque pellentesque nisi, at efficitur nunc mollis quis.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pellentesque pellentesque nisi, at efficitur nunc mollis quis.

Show more +

3

This is your configuration link:

vw.co.uk/s/g42k

Did you know, you can take this to your retailer and they can pull up your configuration and tweak it with you to suit your style and budget?

Book your appointment now to discuss your needs - you could even take one for a spin!

Retailer image

Alan Day Volkswagen, Hampstead

277 Finchley Road
London
NW8 4LT
t: 020 3553 5618

Go to map > Retailer website >

4

Find a retailer

You have not set your preferred retailer yet. This allows you to easily contact or book a test drive with a retailer near you.

Choose a retailer >

Get the app

Tweak your configuration, view your brochure and show your friends wherever you are with the new My VW app for mobile and tablet

More details

Finance calculator

We'll help you drive away your Volkswagen today

Das Auto, Magazine

For everything that's happening in the Volkswagen world

Discover the Beetle Sport

Explore the full features and specifications

National offer

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas dapibus id duis eget pharetra.

Offer details

> Secondary link





Get a brochure

Book a test drive

Keep me informed

Contact us

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Notes

This page shows the Configured car dashboard if it has been saved from a configuration by the user

1

Book a test drive CTA -

2

Edit configuration - Takes the user to the summary page of the configuration in the configurator

3

Print - Print layout should be similar to the Personalised Digital Brochure (output from retailer app), but will not include discounts and finance quotes

4

Book an appointment - Allows the user to send their configuration to a retailer and book a test drive if they wish. If no retailer is set, this will need to be specified during this flow.

5

Retailer set - The retailer has been specified within the user account and details display here





6

Retailer not set - The retailer has not been specified within the user account, so the panel provides a CTA to set their preferred retailer

Document: My VW - Web - Wireframes v0.9.2

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Notes

This page shows the Configured Car Dashboard if it has been saved to the user account by a retailer from the retailer app.

- 1 Test drive taken** - If possible, when saving a configuration and brochure to the customer account, the retailer can specify whether the customer test drove the car or not and the messaging here can be customised accordingly to create a more compelling 'next action'. Promoting the configuration code is unnecessary, as the retailer will already have this saved against the customer's account on the retailer app.
- 2 Test drive not taken**
- 3 Retailer set using ID from authoring retailer**

Account Settings




Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Account settings

Personal details

<Title> <First Name> <Last Name>

t: 01234567890

m: 01234567891



Address details

12 Bishop's Bridge Road

Paddington

London

W2 6AA



Account settings

Email: user.name@email.co.uk

Password: *****



Preferences & alerts

Car health & service tracking: SMS

Order tracking: Email, SMS

News, offers & promotions: Email



Car settings



My New Passat

A car I own

>



Bernard

A car on order

>



Joyce

A configured car

>



Gertie

A configured car

>



Beetle

My previous car

>

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Notes

Notes

1

2

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4

<

My cars ▼

Account

Account settings

Personal details

<Title> <First Name> <Last Name>
t: 01234567890
m: 01234567891

Address details

12 Bishop's Bridge Road
Paddington
London
W2 6AA

Preferences & alerts

Car health & service tracking: SMS
Order tracking: Email, SMS
News, offers & promotions: Email

Account settings

Email: user.name@email.co.uk
Password: *****

Car settings

My New Passat
A car I own

>

Bernard
An order

>

Joyce
Configured car

>

Gertie
Configured car

>

Beetle
My previous car

>

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f

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Placeholder


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Current Car Settings




Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

<Car name>'s settings

Car details

Gideon

V156 LUG

2014 Passat SE TDI

1.9 diesel 5 speed manual

Mark this car as previous

Remove this car

My retailer

Alan Day Volkswagen (City)

020 3553 5617

Image



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Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

<Car name>'s settings

Car details

* Car name

Gideon

Registration

GK14 SWY

* Model

Passat

▼

* Derivative

SE TDI

▼

* Year of manufacture

2014

▼

Engine size

1.9

VIN

27364926502736485

* Transmission

Manual

Automatic

DSG

* Fuel type

Petrol

Diesel

Electric

Hybrid

Ownership

I own my car

I lease my car

Lease company

SAVE CHANGES

Mark this car as previous

Remove this car

My retailer

Alan Day Volkswagen (City)
60 The Highway
London
E1W 2BF

020 3553 5617
city.enquiries@alandayvw.co.uk

Change retailer

Beadles Volkswagen, Bromley

West London Volkswagen

Search location

Search by town or postcode

Search name

Start typing retailers name

SAVE CHANGES

Image

1

Upload

Use default

SAVE CHANGES

Apps

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Notes

1


When default image is applied:

Image

Upload

Use default

SAVE CHANGES




Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

▼

Account

<Car name>'s settings

Car details

Gertie

Beetle Sport

2.0 TDI 150PS Bluemotion Technology 6spd DSG

Edit in configurator

Remove this car

My retailer

You haven't set your preferred retailer yet. Click edit to find and set your preferred retailer.

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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

<Car name>'s settings

Car details

×

Beetle Sport
2.0 TDI 150PS Bluemotion Technology 6spd DSG

* Car name

Gertie

SAVE CHANGES

Edit in configurator

Remove this car

My retailer

×

You haven't set a default sales retailer yet. Search for your preferred retailer below.

Find a retailer

Beadles Volkswagen, Bromley

○

West London Volkswagen

○

Search location

Search by town or postcode



Search name

Start typing retailer's name

SAVE CHANGES


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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

▼

Account

<Car name>'s settings

Car details



Bernard

New Polo

1.0 SE 60PS Bluemotion Technology 5spd 3dr Man

Colour: Flash red

Upholstery: Titan red

Remove this car

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Placeholder

1

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4




Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

<Car name>'s settings

Car details

New Polo

1.0 SE 60PS Bluemotion Technology 5spd 3dr Man

Colour: Flash red

Upholstery: Titan red

* Car name

Bernard

SAVE CHANGES

Remove this car

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My retailer

Alan Day Volkswagen (City)
020 3553 5617

5

6

7

8

9

10

11

SAVE CHANGES

21

22

23

For configured cars (not in R1 scope)

My retailer

You haven't set your preferred retailer yet. Click edit to find and set your preferred retailer.

24

25

26

SAVE CHANGES

12

My retailer

Alan Day Volkswagen (City)
60 The Highway
London
E1W 2BF

020 3553 5617
city.enquiries@alandayvw.co.uk

Change service centre

Beadles Volkswagen, Bromley

West London Volkswagen

Search location

W2 6AA

Q

Search name

Start typing retailer's name

List

Map

Alan Day Volkswagen (Hampstead)
London NW3 6LT, 2.84 miles

Monaco Volkswagen
London SW7 4DF, 3.31 miles

Lookers Volkswagen (Battersea)
London SW11 3RD, 5.4 miles

Citygate Colindale
Little Chalfont HP7 9PN, 6.19 miles

Alan Day Volkswagen (City)
London EW1 2BF, 6.35 miles

West London Volkswagen
Brentford TW8 9DU, 8.94 miles

SAVE CHANGES

13

My retailer

Alan Day Volkswagen (City)
60 The Highway
London
E1W 2BF

020 3553 5617
city.enquiries@alandayvw.co.uk

Change service centre

Beadles Volkswagen, Bromley

West London Volkswagen

Search location

W2 6AA

Q

Search name

Start typing retailer's name

List

Map

14

View in maps >

15

SAVE CHANGES

16

My retailer

Alan Day Volkswagen (City)
60 The Highway
London
E1W 2BF

020 3553 5617
city.enquiries@alandayvw.co.uk

Change service centre

Beadles Volkswagen, Bromley

West London Volkswagen

Search location

Search by town or postcode

Q

Search name

18

Alan d

Alan Day Volkswagen, Hampstead

Alan Day Volkswagen, New Southgate

Alan Day Volkswagen, City

SAVE CHANGES

17

My retailer

Alan Day Volkswagen (City)
60 The Highway
London
E1W 2BF

020 3553 5617
city.enquiries@alandayvw.co.uk

Change service centre

Beadles Volkswagen, Bromley

West London Volkswagen

Search location

Search by town or postcode

Q

Search name

17

Alan Day Volkswagen, Hampstead

18

Details

Map

19

20

Alan Day Volkswagen (Hampstead)

60 The Highway
London
E1W 2BF

020 3553 5617
hampstead.enquiries@alandayvw.co.uk

SAVE CHANGES

Notes

This page shows storyboards for setting or editing a retailer.

Please note : The retailer for an ordered car cannot be changed, therefore, the retailer module does not exist within settings for an ordered car and only displays on the dashboard.

- 1

2

3

4

5

6

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8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26
- My service retailer (card mode)** - This shows the module state when a retailer is set for current cars. Note, this will always be the case for a current car as this is a mandatory step in the add car flow, but for configured cars, a retailer will not be set when adding the car.

- **Title:** My retailer (terminology TBC by client)

- **Summary:** Displays a summarised view of the retailer details

- **Edit:** Expands the module to display full details and edit functionality shown in (5)

My service retailer (edit mode) - This shows the module's expanded state when a retailer is set for a current car. It consist of:

- **Close CTA:** Returns the module to card mode without saving changes

- **Full retailer details:** Displays the name, address and contact info for the set retailer

- **Section title:** Change service centre

- **Quick select:** If the user has set a different service retailer for another current car in their account, it will appear in this list as an option to choose from.

Please note 1: Only service retailers will show when editing a service centre within a current car's settings.

Please note 2: These options won't show if 1. the user only has one current car added to their account or 2. The user has more than one current car added, but the retailers are the same for all cars.

- **Search by location:** Users can search by town or postcode. Searching by location will display the closest 6 matches, listed by distance closest to farthest, shown in point (12)

- **Search by name:** This field exhibit predictive search. As a user starts typing a retailer name, the closest matches display in a drop down form. A user must select an option from the drop down to display the result, show in point (16)

- **Location search results (list view):** After searching by location (if successful), the closest 6 retailers display in list view with radio select options as shown. The first is selected by default.

- **Location search results (map view):** Switching the tab to map view displays the selected retailer on a map. The map is a static image.

- **View in maps CTA:** Launches full screen Google Maps modal overlay similar to the one demonstrated on <http://responsivebp.com/javascript/modal/>

- **Save changes CTA:** Validates the form and closes the module to return to card mode

- **Name search results (predictive search):** As a user starts typing a retailer name, the closest matches display in a drop down form. A user must select an option from the drop down to display the result, show in point

- **Retailer selected:** When a user selects a retailer from the drop down, the retailer name populates in the name field and the retailer details load below as show in point (18)

- **Retailer details tab:** This differs from location search in that there is only one retailer to display, therefore, this tab displays the details of the selected retailer and is labelled as such

- **Retailer name:** This differs from location search in that distance and postcode information are not displayed

- **Retailer details:** Displays the full retailer details.

Please note: This module should retain the dimensions of the map view to ensure a smooth transition between tabs

My sales retailer (card mode) - This shows the module state when a retailer is not set for a configured car. If a retailer is set, the appearance of this module will be the same as shown for a current car i.e. the retailer details will be summarised, which can then be edited in the same way. shown in point (3).


- **Title:** My sales retailer (terminology TBC by client)

- **Summary:** Copy prompting user to set retailer

My sales retailer (edit mode) - This shows the module's expanded state when a retailer is not set for a configured car:

- **Instructional copy** - Prompts the user to search for and set their retailer

- **Section title:** Find a retailer



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

Account

<Car name>'s settings

Car details

Gideon

V156 LUG

2014 Passat SE TDI

1.9 diesel 5 speed manual

Mark this car as previous

Remove this car

My retailer

Alan Day Volkswagen (City)

60 The Highway

London

E1W 2BF

020 3553 5617

city.enquiries@alandayvw.co.uk

Change service centre

Beadles Volkswagen ,Bromley

West London Volkswagen

alan day volkswagen

List all results

Alan Day Volkswagen, 277 Finchley Rd

020 3553 5606

3.4 11 reviews



Image

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- Placeholder
- 1

2

3

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Add a Current Car




Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars

▼

Account

Add a car

1.

I'd like to add

A car I own

A car I ordered

A configured car

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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.

I'd like to add

A car I own

A car I ordered

A configured car

My registration number

E.g. ZX67 RTU



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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.

I'd like to add

A car I own

A car I ordered

A configured car

My registration number

ZX67 RTU



We think we've found your car.

Please confirm or correct these details to continue

My car



2014 Golf R DSG

2.0 petrol 6 speed manual 5 door

ZX67 RTU

* Acquired as

A new car

A used car

Needed to determine the correct service plan promotions on dashboard and when booking a service

I'd like to call my car

My Golf

Continue

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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.

I'd like to add

A car I own

A car I ordered

A configured car

My registration number

ZX67 RTU



We think we've found your car.

Please confirm or correct these details to continue

Car details

* Model

Passat

▼

* Derivative

SE TDI

▼

* Year of manufacture

2014

▼

Engine size

1.9

VIN

* Transmission

Manual

Automatic

* Fuel type

Petrol

Diesel

* Acquired as

A new car

A used car

I'd like to call my car

My Golf

Continue

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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.



My car

2014 Golf R DSG

2.0 petrol 6 speed manual 5 door

ZX67 RTU

Acquired as: A new car

I name my car: Gideon

2.

My retailer

Find a retailer

Beadles Volkswagen, Bromley



Search location

Search by town or postcode



Search name

Start typing retailer's name

Displays retailers associated with other current cars. If none exist, this does not show

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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

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Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.

My car

2014 Golf R DSG

2.0 petrol 6 speed manual 5 door

ZX67 RTU

Acquired as: A new car

I name my car: Gideon

2.


My retailer

Find a retailer

Beadles Volkswagen, Bromley

Search location

W2 6AA



Search name


Start typing retailer's name

List

Map


Alan Day Volkswagen (Hampstead)

London NW3 6LT, 2.84 miles




Monaco Volkswagen

London SW7 4DF, 3.31 miles




Lookers Volkswagen (Battersea)

London SW11 3RD, 5.4 miles




Citygate Colindale

Little Chalfont HP7 9PN, 6.19 miles




Alan Day Volkswagen (City)

London EW1 28F, 6.35 miles



West London Volkswagen

Brentford TW8 9DU, 8.94 miles



Finish

See retailer storyboards for full functional spec

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Notes


Placeholder

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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

My cars ▼

Account

Your car has been added successfully!

3.

Registered owner details

We'd like to show you your service history and details of any plans you have with Volkswagen. Please provide the details of this car's registered owner to enable this service

Last Name

Postcode

Skip

Finish

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Notes

Placeholder

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Error: Please call our Customer Services department for assistance on 0800 0833 914

Add an Ordered Car




Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.

I'd like to add

A car I own

A car I ordered

A configured car

My order number

E.g. 12345678



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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.

I'd like to add

A car I own

A car I ordered

A configured car

My order number

E.g. 12345678



My car

Polo S A/C 1.0 BlueMotion Technology 5 speed manual 3 door

Colour: Flash red

Upholstery: Titan red

Retailer: EuroCanterbury

I'd like to call my car

My Golf

Continue

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Notes


Placeholder

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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.



My car on order

Polo S A/C 1.0 BlueMotion Technology 5 speed manual 3 door

Colour: Flash red

Upholstery: Titan red

Retailer: EuroCanterbury

I call my car: Gertrude

2.

My car on order

I wish to be notified of any progress with my order by:

Email



SMS



Finish

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Placeholder

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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.



My car on order

Polo S A/C 1.0 BlueMotion Technology 5 speed manual 3 door

Colour: Flash red

Upholstery: Titan red

Retailer: EuroCanterbury

I call my car: Gertrude

2.

My car on order

I wish to be notified of any progress with my order by:

Email

SMS





My mobile number

07923123123

By clicking 'Send message' we will text you a verification code that you need to input in the field that will appear. Turn SMS off to continue without signing up to SMS alerts.

Send message

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Notes


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Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





New cars

Used cars

Owners

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Need help?

<

My cars ▼

Account

Add a car

1.



My car on order

Polo S A/C 1.0 BlueMotion Technology 5 speed manual 3 door

Colour: Flash red

Upholstery: Titan red

Retailer: EuroCanterbury

I call my car: Gertrude

2.

My car on order

I wish to be notified of any progress with my order by:

Email

SMS





My mobile number

07923123123

By clicking 'Send message' we will text you a verification code that you need to input in the field that will appear. Turn SMS off to continue without signing up to SMS alerts.

Resend message

Verification number

Finish

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Add a Configured Car



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

Offers & Finance

Fleet

Technology

Need help?

<

My cars ▼

Account

Add a car

1.

I'd like to add

A car I own

A car I ordered

A configured car

Enter configuration shortcode

E.g. 12345678

A configuration code may expire if there are changes to the range (e.g. change of model year)

I'd like to call my car

My Golf

Finish

Not configured your car yet?

Simply head to the configurator and build your dream car, then choose the save option

Configure

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Notes

1

When the user selects 'A configured car' they are asked to name their car and add their configuration code

The user then gets taken to their configured car dashboard if the configuration code is valid

Service Booking



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

New cars

Used cars

Owners

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Need help?

<

My cars

Account

Book my car in

1

2

3

4

5

Car details

Please check your car details are correct and continue. Edit to change.

My car

Golf GTD S-A, 2014

GK14 SWY

2.0 petrol, manual

More info (optional)

This helps us understand more about your vehicle's servicing requirements

Approximate mileage

I have a service plan

I'm interested in one

You can save £176 on your servicing costs by taking out a 3 year service plan for £15.99 per month. Register your interest and we'll call you with options so you can start saving straight away.

I have an extended warranty

I lease this car

Lease company

Next - My details

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Notes

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Amounts depend on age of the car (90 days / 90+ days) and are different for Phaeton and Touareg.

Service plan messaging depends on whether the car is used or new and the age of the car

Service plan status unknown

More info (optional)

This helps us understand more about your vehicle's servicing requirements

Approximate mileage

I have a service plan

I'm interested in one

You can save £176 on your servicing costs by taking out a 3 year service plan for £15.99 per month. Register your interest and we'll call you with options so you can start saving straight away.

I have an extended warranty

I lease this car

Lease company

Both service plan switches turned off by default with this scenario

Existing service plan identified

More info (optional)

This helps us understand more about your vehicle's servicing requirements

Approximate mileage

I have a service plan

I have an extended warranty

I lease this car

Lease company

Turning off 'I have a service plan will display 'I'm interested in one' and drop down the Service plan information' panel

Inline tool tip

More info (optional)

This helps us understand more about your vehicle's servicing requirements

Approximate mileage

I have a service plan

I'm interested in one


A Service Plan is a package of service work which is bought costs by taking out a 3 year upfront. This can be bought with the purchase of new cars, register your interest and we'll used cars or via the service department. If you have a service plan, please select this button. If you are unsure, please do not select this button but instead ask us when you arrive for your visit.

I have an extended warranty

I lease this car

Lease company

Inline tool tips are identified by a dotted underline. They are used contextually in prose or where the UI cannot accommodate an (i)




Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



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My cars ▼

Account

Book my car in

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Car details

Please provide your car details and continue.

My car


Select vehicle

Gideon

▼

* Registration

GK14 SWY



* Model

Golf

▼

* Year of manufacture

2014

▼

* Type

GTD S-A

* Engine size

2.0

* Transmission

Manual

Automatic

DSG

* Fuel type

Petrol

Diesel

Electric

Hybrid

More info (optional)

This helps us understand more about your vehicle's servicing requirements

Approximate mileage

e.g. 30000

☐

I have a service plan

☐

I'm interested in one

You can save £176 on your servicing costs by taking out a 3 year service plan for £15.99 per month. Register your interest and we'll call you with options so you can start saving straight away.

☐

I have an extended warranty

☒

I lease this car

Lease company

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My car

Golf GTD 5-A, 2.0, manual, petrol
2014
GK14 SWY
25000 miles

More info

Service plan:

I'm interested in a service plan. Please call me to discuss options so I can start saving straight away.

Extended warranty:

Yes

Leased with:

Lex Autolease

1

2

3

4

5

My details

Please check your your personal details are correct and continue. Edit to change.

Personal details

James Manford
07987 654321
james.manford@domain.com

Address

Tribal Worldwide London
12, Bishop's Bridge Road
London
Greater London
W2 6AA


Next - Select retailer

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Das Auto.

Hello

James

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My car

Golf GTD 5-A, 2.0, manual, petrol
2014
GK14 SWY
25000 miles

More info

Service plan:

I'm interested in a service plan. Please call me to discuss options so I can start saving straight away.

Extended warranty:

Yes

Leased with:

Lex Autolease

1

2

3

4

5

My details

Please provide your personal details and continue.

Personal details

* First name

James

* Last name

Manford

* Mobile number

07987 654321

* Email address

james.manford@domain.com

Address

* Postcode

W2 6AA

* Address line 1

Tribal Worldwide London

Address line 2

12 Bishop's Bridge Road

Address line 3

Address line 3

* Town / city

London

* County

Greater London

Next - Select retailer

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Das Auto.

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Book my car in

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My car

Golf GTD S-A, 2.0, manual, petrol
2014
GK14 SWY
25000 miles

More info

Service plan:

I'm interested in a service plan. Please call me to discuss options so I can start saving straight away.

Extended warranty:

Yes

Leased with:

Lex Autolease

Change

1

2

3

4

5

Personal details

James Manford
07987 654321
james.manford@domain.com

Address

Tribal Worldwide London
12, Bishop's Bridge Road
London
Greater London
W2 6AA

Change

1

2

3

4

5

Select retailer

Please confirm your preferred service retailer. Edit to change.

My retailer

Beadles Volkswagen Bromley

08430 222342
bromley.service@beadles-volkswagen.co.uk

Next - Select work

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✈

▶

●●

Notes

1 Notes



Das Auto.

Hello

James

▼

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Find a retailer

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My car

Golf GTD S-A, 2.0, manual, petrol
2014
GK14 SWY
25000 miles

More info

Service plan:

I'm interested in a service plan. Please call me to discuss options so I can start saving straight away.

Extended warranty:

Yes

Leased with:

Lex Autolease

Change

1

2

3

4

5

Personal details

James Manford
07987 654321
james.manford@domain.com

Address

Tribal Worldwide London
12, Bishop's Bridge Road
London
Greater London
W2 6AA

Change

1

2

3

4

5

Select retailer

Please find your preferred retailer by name or location.

My retailer

Currently selected:

Beadles Volkswagen Bromley
Bromley Hill
Bromley
BR1 4JS

08430 222342
bromley.service@beadles-volkswagen.co.uk

Change retailer

Alan Day Volkswagen (City)

West London Volkswagen

Search location

W2 6AA

Search name

Start typing retailers name

List

Map

Alan Day Volkswagen (Hampstead)
London NW3 6LT, 2.84 miles

Monaco Volkswagen
London SW7 4DF, 3.31 miles

Lookers Volkswagen (Battersea)
London SW11 3RD, 5.4 miles

Citygate Colindale
Little Chalfont HP7 9PN, 6.19 miles

Alan Day Volkswagen (City)
London EW1 28F, 6.35 miles

West London Volkswagen
Brentford TW8 9DU, 8.94 miles

Next - Select work

Notes

1 Notes

For logged out users or those with no current car added to their account:

My retailer

Search location

Search by town or postcode

Search name

Start typing retailers name

Next - Select work

↓

My retailer

Search location

W2 6AA

Search name

Start typing retailers name

List

Map

Alan Day Volkswagen (Hampstead)
London NW3 6LT, 2.84 miles

Monaco Volkswagen
London SW7 4DF, 3.31 miles


Lookers Volkswagen (Battersea)
London SW11 3RD, 5.4 miles

Citygate Colindale
Little Chalfont HP7 9PN, 6.19 miles

Alan Day Volkswagen (City)
London EW1 28F, 6.35 miles

West London Volkswagen
Brentford TW8 9DU, 8.94 miles

Next - Select work



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

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My cars ▼

Account

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My car

Golf GTD S-A, 2.0, manual, petrol
2014
GK14 SWY
25000 miles

More info

Service plan:

I'm interested in a service plan. Please call me to discuss options so I can start saving straight away.

Extended warranty:

Yes

Leased with:

Lex Autolease

1

2

3

4

5

Personal details

James Manford
07987 654321
james.manford@domain.com

Address

Tribal Worldwide London
12, Bishop's Bridge Road
London
Greater London
W2 6AA

1

2

3

4

5

My retailer

Beadles Volkswagen Bromley
08430 222342
bromley.service@beadles-volkswagen.co.uk

1

2

3

4

5

What would you like to have done?

Booking a service and MOT at the same time will save you money

Service

(due in 6 months)

MOT

(due in 6 months)

Select work you'd like us carry out

Recommended work

These items were deferred during your last service or recommended based on the age and usage of your car.

Tyres - Front left

Due last month

£89

Tyres - Front right

Due last month

£89

Tyres - Back left

Due in 2 months

£89

Tyres - Back right

Due in 2 months

£89

Routine work

These items cover maintenance activities that are recommended by us at regular intervals, based on the age and mileage of your vehicle.

Air conditioning refresh

Air conditioning service (includes refresh)

Every 2 years

Cambelt

Cambelt and water pump

Brake fluid change

Every 2 years

Unplanned maintenance

Unplanned maintenance covers items that may require work due to wear and tear at any point during the life of your vehicle. Don't worry, we check all of these items as part of your Express Visual Check when you bring your car in.

Estimated total price

£149.00

This excludes any unpriced options. Your retailer will contact you to discuss the details of your booking and to confirm the total cost of the work required

Next - Date & options

Where prices are not shown for items selected, costs will be in addition to the total shown above.

Minor Service, Minor Service and MOT, Major Service and Major Service and MOT are applicable to vehicles following a time and distance or fixed service regime only. For more information on your service regime refer to your handbook. MOT test available only on UK mainland. Pre-MOT inspections in Northern Ireland. The following cambelt and tensioner change offer pricing Fox, Lupo, Polo: Golf, Bora, Jetta, Beetle, Scirocco, Eos: Passat Tiguan, Touran, Sharan: is based on a change every 4 years for cars registered before September 2009, 5 years thereafter. Customers who reach the recommended mileage limit on their vehicle's cambelt before the 4 or 5 years may be advised to change their cambelt and tensioner sooner. 3 years plus (from first MOT). Up to 10 years old. Up to and including 2.0 litre vehicles. Available to retail customers only. All prices are inclusive of parts, oil, labour and VAT and valid until 14th January 2016. Cannot be used in conjunction with any other offer.

Notes

1 Notes

Hide MOT option and messaging if not needed (predicted by POLK)

Please note the terminology here:

Recommended work:

This is a new category that includes work items predicted by POLK. Please note, that when EVC items get implemented to service booking, any relevant ones that are part a user's car health will also show in this list.

Routine work:

Formerly known as 'scheduled maintenance', includes a set list of works that are recommended at regular intervals based on the age and mileage of a car. Please note, that if any of these items are predicted by POLK, they will not show in this list and will instead show under 'Recommended work'

Unplanned maintenance:

Formerly known as unscheduled work, this includes 'wear and tear' work items that cannot be predicted based on the age or mileage of the vehicle.

Unplanned maintenance

Unplanned maintenance covers items that may require work due to wear and tear at any point during the life of your vehicle. Don't worry, we check all of these items as part of your Express Visual Check when you bring your car in.

Front brake pads

Front brake pads and discs

Rear brake pads

Rear brake pads and discs

Fully fitted battery replacement

Fully fitted rear exhaust


Fully fitted front shock absorbers

Fully fitted rear shock absorbers

Summer check

Fully fitted digital radio upgrade

No options selected - no service or MOT due



Das Auto.

Hello

James

▼

Book a test drive

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What would you like to have done?

Booking a service and MOT at the same time will save you money

Service

(due in 6 months)

MOT


(due in 6 months)

Content below

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Service options only selected



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What would you like to have done?

Booking a service and MOT at the same time will save you money

Service

(due now)

Minor service

Every 1 year or 10,000 miles

£149

Major service

Every 2 years or 20,000 miles


£299

MOT

(due in 6 months)

Content below

MOT only selected



Das Auto.

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What would you like to have done?

Booking a service and MOT at the same time will save you money

Service

(due in 6 months)

MOT

(due now)


MOT

Every 12 months

£54.85

Content below

Service options and MOT selected (combined discount clearly visible)



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James

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What would you like to have done?

Booking a service and MOT at the same time will save you money

Service

(due now)

Minor service

Every 1 year or 10,000 miles

£149

Major service

Every 2 years or 20,000 miles

£299

MOT

(due now)

MOT

Every 12 months

£54.85 £40.00

Content below

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Nested options

Not required	£0	<input checked="" type="radio"/>
You drop off and collect your car		
Courtesy car	From £0	<input type="radio"/>
Courtesy lift	£0	<input type="radio"/>
Collect and return my car	From £10	<input type="radio"/>
Collect my car only	From £10	<input type="radio"/>
Return my car only	From £10	<input type="radio"/>

Not required	£0	<input type="radio"/>
Courtesy car	From £0	<input checked="" type="radio"/>
We lend you a car for the day		
<div>Self insured - £0</div> <div>With insurance - £12.50</div>		
Courtesy lift	£0	<input type="radio"/>
Collect and return my car	From £10	<input type="radio"/>
Collect my car only	From £10	<input type="radio"/>
Return my car only	From £10	<input type="radio"/>

Not required	£0	<input type="radio"/>
Courtesy car	From £0	<input type="radio"/>
Courtesy lift	£0	<input checked="" type="radio"/>
Within 20 minutes drive		
Collect and return my car	From £10	<input type="radio"/>
Collect my car only	From £10	<input type="radio"/>
Return my car only	From £10	<input type="radio"/>

Not required	£0	<input type="radio"/>
Courtesy car	From £0	<input type="radio"/>
Courtesy lift	£0	<input type="radio"/>
Collect and return my car	From £10	<input checked="" type="radio"/>
Collect from and return to my chosen address		
<div>Up to 20 min drive - £10</div> <div>Up to 40 min drive - £15</div>		
Collect my car only	From £10	<input type="radio"/>
Return my car only	From £10	<input type="radio"/>

Not required	£0	<input type="radio"/>
Courtesy car	From £0	<input type="radio"/>
Courtesy lift	£0	<input type="radio"/>
Collect and return my car	From £10	<input type="radio"/>
Collect my car only	From £10	<input checked="" type="radio"/>
Collect from my chosen address		
<div>Up to 20 min drive - £10</div> <div>Up to 40 min drive - £15</div>		
Return my car only	From £10	<input type="radio"/>

Not required	£0	<input type="radio"/>
Courtesy car	From £0	<input type="radio"/>
Courtesy lift	£0	<input type="radio"/>
Collect and return my car	From £10	<input type="radio"/>
Collect my car only	From £10	<input checked="" type="radio"/>
Return to my chosen address		
<div>Up to 20 min drive - £10</div> <div>Up to 40 min drive - £15</div>		

RTC live booking

Please select

▼

8:10

8:30

8:50

9:10

9:50

10:30

11:30

Non RTC

Please select


▼

8:00 - 9:00

9:00 - 10:00

10:00 - 11:00

11:00 - 12:00



Das Auto.

Hello

James

▼

Book a test drive

Find a retailer

Book a service

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My cars

Account

Content above

Date & convenience options

Please select a date and convenience option. If your preferred convenience option is not available on your preferred day, you may send a request for your retailer to fit you in and they will get back to you with options.

◀ July 2015 ▶

M	T	W	T	F	S	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

● Available

● Please fit me in

● Unavailable

* Handover time

7:50

▼

(Other times may be available with different convenience options)

Review & confirm

Not required

£0

You drop off and collect your car

Courtesy car

From £0

Courtesy lift

£0

Collect and return my car

From £10


Collect my car only

From £10

Return my car only

From £10

Content below



Das Auto.

Hello

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Date & convenience options

Please select a date and convenience option. If your preferred convenience option is not available on your preferred day, you may send a request for your retailer to fit you in and they will get back to you with options.

◀ July 2015 ▶

M	T	W	T	F	S	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

● Available

● Please fit me in

● Unavailable

Please note:

There is no guaranteed availability on this day with your selected convenience option. We will try our best to fit you in call back to finalise your booking.

Review & confirm

Not required

£0

You drop off and collect your car

Courtesy car

From £0

Courtesy lift

£0

Collect and return my car

From £10

Collect from and return to my chosen address

Up to 20 min drive - £10

Up to 40 min drive - £15


Collect my car only

From £10

Return my car only

From £10

Content below



Das Auto.

Hello

James

▼

Book a test drive

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Date & convenience options

Please select a date and convenience option. If your preferred convenience option is not available on your preferred day, you may send a request for your retailer to fit you in and they will get back to you with options.

◀ July 2015 ▶

M	T	W	T	F	S	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

* Handover time

8:00 - 9:00

▼

(Other times may be available with different convenience options)

Review & confirm

Not required

£0

You drop off and collect your car

Courtesy car

From £0

Courtesy lift

£0

Collect and return my car

From £10


Collect my car only

From £10

Return my car only

From £10

Content below




Das Auto.

Hello


James

▼


Book a test drive




Find a retailer



Book a service





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My cars ▼

Account

Review and confirm

1

2

3

4

5

My car

Golf GTD S-A, 2.0, manual, petrol

2014

GK14 SWY

25000 miles

More info

Service plan:

I'm interested in a service plan. Please call me to discuss options so I can start saving straight away.

Extended warranty:

Yes

Leased with:

Lex Autolease

1

2

3

4

5

Personal details

James Manford

07987 654321

james.manford@domain.com

Address

Tribal Worldwide London

12, Bishop's Bridge Road

London

Greater London

W2 6AA

1

2

3

4

5

My retailer

Beadles Volkswagen Bromley

08430 222342

bromley.service@beadles-volkswagen.co.uk

1

2

3

4

5

Minor service and MOT - £189

✓ Tyres - Front left

✓ Tyres - Front right - £55

✓ Air conditioning refresh

✓ Cambelt - £235

“ Please check my back wheel. There has been a scraping sound when turning corners for a month or so. It happens frequently so should be easy to identify when the car is driven. Thanks. ”

<Unfortunately we are unable to provide exact pricing for all work. Any work that we are unable to show a price for online will be provided by your retailer following confirmation of your booking>

Estimated total price:

£479.00 (excluding any unpriced options)

1

2

3

4

5

Date and options

Wednesday 23rd July, 8:00

Collect and return my car

Collection address

Same as my home address

Change

Return address

73, Omega Gate

Surrey Quays

Greater London

SE16 8TQ

Anything else you'd like to tell us?

E.g. when you collect my car from work, please call me on Ext 1234.

Your retailer may contact you to discuss the details of your booking and to confirm the total cost of the work required.

When you click “Confirm my booking”, your booking will be sent to your retailer and a confirmation will be emailed to you.

Please note that this is not a contract for the work outlined above, which will be made when you attend your appointment.

Confirm my booking

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