Only 90 Days Remain:
Simple steps to take before your lease ends
It’s Time to Prepare...

Thank you for leasing with Volkswagen Credit. We look forward to assisting you in making a smooth transition as you near the end of your lease.

The following pages will help you explore your lease-end options:

1. Turn in your current Volkswagen at your local VW dealer.
2. Lease or purchase a new or Certified Pre-Owned VW model.
3. Purchase and keep your current VW.

And don’t forget, as a returning Volkswagen Credit lessee, we'll waive your disposition fee* on your current lease and security deposit** on your next VW lease; or if you decide to purchase your next VW, we will waive your disposition fee* on your current lease.

*Your disposition fee on your current lease is waived if you lease or purchase a new or Certified Pre-Owned VW through Volkswagen Credit within 90 days of returning your VW model.
**Unless required as a condition for credit or leasing certain vehicles.

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Your Lease-End Options

Option 1: Turn In Your VW Vehicle

The following steps will help you complete your current lease:

1. Review your vehicle condition.
2. Schedule your vehicle inspection.
3. Turn in your vehicle to your VW dealer.

If you choose to lease or purchase a new VW, go to vw.com to find your next model and schedule a test drive with your VW dealer.

See next pages for more details.

Option 2: Purchase Your VW Vehicle

Not ready to let go of your current VW? No problem. Here’s what to do if you’d like to purchase your current vehicle:

1. Contact your VW dealer or call us to receive payoff instructions.
2. Consider our financing* and Volkswagen Drive Easy** extended coverage options.

*Available in certain states and subject to credit approval.
**Not available in all states.
Some vehicle wear and use is expected. The following pages outline common damage items and what we consider “normal” versus “excess” wear and use. Make sure to use our “Wear and Use Guide” where you see beside any picture. This guide is located in the back of this booklet and will assist you in reviewing your vehicle prior to scheduling your vehicle inspection.

For questions about items not covered here, log in to vwcredit.com/myaccount or give us a call at (800) 521-0171, Monday-Friday from 9 a.m. to 8 p.m. (Eastern).
Review Your Vehicle for Wear and Use

Exterior

Normal Wear and Use

- Chips, scratches, dents, and gouges smaller than 2 inches on bumper or panel
- Fewer than three “dings” per panel (a ding is the size of a quarter or smaller, without broken paint)
- Single windshield chip without spidering

Excess Wear and Use

- Chips, scratches, dents and gouges larger than 2 inches on bumper or panel
- Improperly completed body repairs (i.e., mismatched paint, sanding marks, and incomplete dent removals)
- More than three “dings” per panel
- Multiple chips, scratches and dents per body panel
- Multiple chips, cracks or pits measuring more than 1/8 of an inch, or improperly tinted windows
Review Your Vehicle for Wear and Use (Continued)

**Interior**

**Normal Wear and Use**
- Minor staining and carpet wear
- All original equipment present including the owner’s manual, all sets of keys, airbags, CD player, navigation CDs, and the convertible top cover (if applicable)

**Excess Wear and Use**
- Upholstery holes, tears, burns, or singes
- Excessive staining of the upholstery, carpet, or interior panels
- Damage to convertible top such as cuts, burns, singes, tears, or stains

**Mechanical**

**Normal Wear and Use**
- All equipment, options, and accessories are intact and working

**Excess Wear and Use**
- Service indicator lights are on indicating repair is needed (i.e., check engine light, airbag light, and anti-lock brake light/ABS)
Review Your Vehicle for Wear and Use (Continued)

**Tires and Wheels**

**Normal Wear and Use**
- All four tires and the spare have more than 1/8 of an inch of tread at the shallowest point
- Tires are same size and speed rating as the original equipment
- Minor steel or alloy wheel scuffs
- Multiple tire types are acceptable for VW vehicles not equipped with 4MOTION® all-wheel drive as long as they are the same size and speed rating as original equipment
- VW vehicles equipped with 4MOTION® all-wheel drive must have matching brand, size and rating on all tires

**Excess Wear and Use**
- One or more tires including the spare have less than 1/8 of an inch of tread at the shallowest point
- Heavily gouged steel or alloy wheels
- Retreads, snow tires, gouged tires, or tires with cut or plugged sidewalls
- Unrepairable steel wheels or alloy wheels that are broken, missing, or bent
Schedule Your Vehicle Inspection

You can schedule an inspection appointment by logging in to vwcredit.com/myaccount or by calling the inspection company, SGS, at (855) 622-4824. Appointments are available Monday-Friday between 8 a.m. and 5 p.m. and can be scheduled at your home or work, as long as someone 18 years or older is present.

During the inspection, an SGS agent will evaluate your vehicle for any excess wear and use. Upon completion, you will receive an inspection condition report which itemizes any excess wear. To view a sample of this report, log in to vwcredit.com/myaccount. Any excess wear will be billed on your Turn-In Settlement Invoice (unless you choose to repair the items prior to turn-in).

If you have any excess wear charges, we highly recommend that you discuss the results with your VW dealer and insurance agent. Your dealer may have helpful suggestions for minimizing out-of-pocket expenses. Make sure to ask your dealer if any of the repairs needed are covered under warranty.

If repairs are completed, please email the receipt along with proof of payment to RepairReceipt@vwcredit.com or fax to (800) 824-8284 before returning the vehicle—this will allow time to adjust your Turn-in Settlement Invoice.

Inspection Checklist

- Clean your vehicle inside and out
- Make sure all items are present:
  - All keys
  - Owner and Service manuals
  - Headrests
  - Navigation discs (if applicable)
  - Cargo covers (if applicable)

To Schedule Your Inspection...

Log in to vwcredit.com/myaccount or call SGS at (855) 622-4824 from 8 a.m. to 9 p.m. (Eastern).

Please note: Based on Wisconsin and New Hampshire’s specific regulations relating to vehicle leases, you are required to schedule your appointment within 15 days from the turn-in date.
Turn In Your Vehicle

Once your inspection and desired repairs are completed, turn in your vehicle and make your move into a new or Certified Pre-Owned VW. Here’s how:

1. Contact your original dealer to set up a turn-in appointment.
2. After you’ve returned your vehicle to the dealership, just let us know online by logging in to vwcredit.com/myaccount to complete our vehicle return form or by calling (800) 521-0171. You’ll receive a final Turn-In Settlement Invoice from us within four weeks.
3. Go to vw.com to find your next model and schedule a test drive with your VW dealer.

Please note: If your vehicle is titled in Kansas, Oklahoma, or Maryland, you will need to mail your title to Volkswagen Credit at 3800 Hamlin Road, Auburn Hills, MI 48326 prior to turn-in.

Volkswagen Credit Loyalty Offer

As a returning Volkswagen Credit lessee, we’ll waive your disposition fee* on your current lease and security deposit** on your next VW lease; or if you decide to purchase your next VW, we will waive your disposition fee* on your current lease.

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Drive On

Ready to enjoy your next VW? The VW lineup offers something for everyone—from compacts to sedans, wagons, and SUVs.

To help with your VW search, visit vw.com to find the latest special offers, build your next vehicle, and schedule a test drive with your VW dealer.
Frequently Asked Questions

1. Can I return my vehicle to a non-VW dealer?
   No. Your vehicle must be returned to an authorized VW dealer. Contact your VW dealer to schedule a turn-in appointment.

2. Can I turn in my vehicle early without additional fees or penalties?
   You may turn in your vehicle up to 90 days before your maturity date without any early termination fees or penalties. However, you are still responsible for the remaining payments, taxes, excess mileage, damages, and a disposition fee*.

3. What charges can I expect on my Turn-In Settlement Invoice?
   You are responsible for:
   • Excess wear and use
   • Any remaining payments
   • Any charges specified in your lease agreement that haven’t been paid
   • Excess mileage charges
   • Any state fees
   • Disposition fee*

4. Do I have to do anything with my license plates after I turn in my vehicle?
   Yes, in some states. If you reside in CT, MA, NC, RI or VA, your state requires you to provide proof of cancellation or transfer to stop the assessment of property taxes on the vehicle. FL and KY residents are also required to return or cancel their plates.

5. How do I stop ACH payments if I turn in my vehicle early?
   If you decide to return your vehicle while monthly payments still remain, please ensure that you stop automatic bill payment with us or your bank, if applicable. To stop the Volkswagen Credit automatic bill payment, simply log in to vwcredit.com/myaccount or call us at (800) 521-0171 to discontinue this service. Please note: If your request is received within five days of your scheduled withdrawal date, a payment will still be deducted from your account.

How to Contact Us

• For questions, call (800) 521-0171, Monday-Friday from 9 a.m. to 8 p.m. (Eastern).
• To schedule an inspection, log in to vwcredit.com/myaccount or contact SGS directly at (855) 622-4824 from 8 a.m. to 9 p.m. (Eastern).
• Please email your repair receipts to RepairReceipt@vwcredit.com or fax to (800) 824-8284 before returning the vehicle.

*Your disposition fee on your current lease is waived if you lease or purchase a new or Certified Pre-Owned VW through Volkswagen Credit within 90 days of returning your VW model.
Your Wear and Use Guide

Print this card at full size and hold it against any dings or dents on your vehicle. It can also be inserted into your tire tread. This card is a guideline for what we determine to be excess wear and use.

Wear and Use Guide

- Dings/Dents less than 2 inches meet guidelines.
- Dings/Dents greater than 2 inches exceed guidelines.
- 1/8 of an inch minimum tire tread depth from the lowest point meets guidelines. When this card is inserted into the tire tread, you should not see the light blue color indicator.

1/8 of an inch Tire tread depth

1 2 3 4

Meets Guidelines  Exceeds Guidelines