ID. Family
Guide & Toolkit

Same spirit.
Different energy.
drive electric

Internal use only

Retailer Sales Process Guide

Selling an Electric Vehicle

The sales journey for an electric vehicle shouldn't really differ to that of any other vehicle. As with any sale, you first need to work out if a model will work for your customer therefore you still need to ask all the usual qualifying questions to establish their wants and needs surrounding size, boot space, interior, body style etc. You should use the Showroom App to help you do this, as you would for an ICE car.

However, during the qualification process you should also ask additional questions to help you validate whether an electric vehicle is a suitable option for your customer and whether this is something they have already considered. This guide as well as the information and tools available on the Showroom App and Volkswagen.co.uk are there to support you and your customer in deciding whether an EV is right for them.

Questions to ask customers

- [x] What do you know about owning an electric vehicle?
- [x] What are the key features you are looking for?
- [x] How far do you drive every day?
- [x] What sort of driving do you do most of the time?
- [x] Do you have access to home charging, or can you have a wall box installed at your home?
- [x] Can you charge at work?
- [x] What sort of different trips do you make in a year?

Giving a successful EV Test Drive

This is the part the customer is most looking forward to, so we need to make it special; a good test drive will sell the car.

Preparation

- [x] Always offer every customer a test drive
- [x] Make sure the vehicle is available, clean and has enough charge for the test drive
- [x] Explain the format of the test drive to the customer – offer to drive first to explain the features
- [x] Offer a choice of routes. Have at least three pre-determined routes you can offer, try and include different types of road.
- [x] Personalise the test drive route for your customer, the customer needs to imagine themselves owning the car and so if possible, try and cover part of their work or school commute
- [x] Put the route in the navigation make sure it includes a charging point

Demonstrate

- [x] Show the customer how to charge the car
- [x] Demonstrate how We Charge works
- [x] Demonstrate MyVolkswagen app and the connected car benefits
- [x] Demonstrate the navigation system with charging points
- [x] Highlight the range at the beginning of the test drive and compare at the end when complete to give the customer confidence
- [x] Demonstrate driving modes and recuperation
- [x] Give the customer time to experience the car

Considerations

Life with an EV FAQs

Are electric vehicles expensive to buy?

Currently, because electric vehicles use newer technologies than their traditionally fuelled counterparts, their list prices may be more expensive. But you have to look at the total cost of ownership (TCO) which takes into account the cost of fuel (or charging), servicing, taxes and incentives, as well as the resale value of the car once you come to change or sell it. Take a look at our running cost calculator to work out your estimated cost implications and compare those to the estimated costs of running a petrol/diesel model.

How do I charge on a long journey?

- Even if you have a home charger fitted, there may be times when you need to charge on-the-go and so it's good to know public charging has come a long way over the past few years, and continues to improve.
- Rapid chargers (with direct current or DC and speeds from 23 kW) and Ultra rapid (from 100 kW) are generally found on major routes and are essentially the petrol stations of the electric world. All electric cars have a maximum charging speed, and all rapid chargers have a maximum output (both are measured in kilowatts (kW)), so try to find a charger which maximises your car's charging capacity. Please see Zap Map for more details.
- If you have a 60 kWh battery, it could take as little as 30 minutes to charge from empty to full at a 150 kWrapid charger (providing the charger is performing at that rate). At a 22 kW chargepoint, it could take around 3 hours. These are indicative minimum charge times for comparison only. They may not reflect real world experience.
- And don't forget that 'filling' to 80% is not only quicker (the last 20% is designed to fill much more slowly) but is also better for your battery. You can set 80% as the maximum charging level via the car or the app.

Want to know more?

Car Comparator Tool

Running Cost Simulator

EV Route Planner

Zap-Map

Life with an EV FAQs

Isn't charging an electric vehicle dangerous?

Charging your electric car is very safe, even in damp and rainy conditions. As long as your electric car and the charging station meet strict legal standards, no electricity will flow until a secure and fully safe contact has been established. You can also safely take your car through a car wash and open the bonnet in the rain. And your electric car is as safe as any other when there is lightning.

Are they reliable?

Like any Volkswagen car, it’s designed to the same Volkswagen build quality and reliability we’re known and loved for. Of course, we’d always recommend you visit a Volkswagen retailer, which has specially trained high voltage technicians to keep your car in great working order.

What happens if I breakdown?

Just like all our vehicles, all new electric Volkswagen models come with 3 years’ breakdown cover, provided by Volkswagen Roadside Assistance in partnership with the AA. For more details of our roadside assistance packages and T&Cs, click here.

Does it come with a warranty?

All new Volkswagen electric cars come with our standard 3 year/60000 mile warranty plus an 8 year/100,000 mile high voltage battery [degradation] warranty, whichever comes first, click here for full details and T&Cs

Want to know more?

- Car Comparator Tool
- Running Cost Simulator
- EV Route Planner
- Zap-Map

Cost and Convenience

Tap on the cards to find out more

Cheaper running costs vs diesel or petrol cars.

EVs can be charged at home and can be charged overnight, offering more convenience and less time spent at a petrol station.

Taxation benefits may be available compared to petrol and diesel cars, for example road tax and Benefit in Kind (BIK). Find out more here

Reduced servicing requirements due to fewer moving parts .

Government grants available for eligible home charging points.

There could be specific local incentives that you should look into via your local council i.e. exemption from congestion charges, free parking etc.

Electric cars have a 50 to 80% better carbon footprint than petrol cars.

Monthly estimated fuel costs for an EV

Golf vs ID.3

Monthly running cost comparison

Golf Hatch R-Line 1.5 eTSI 150ps 7-Speed DSG 5 Door	£106
Golf Hatch R-Line 2.0 TDI 150ps 7-Speed DSG 5 Door	£90
ID.3 Pro S Match (Home charging from 0-80% using 9.5 hours of standard tariff energy	£46
ID.3 Pro S Match (Home charging from 0-80% using 9.5 hours of OVO Charge Anytime	£15

Free charging in year 1 under OVO

Switching your energy tariff to OVO Charge Anytime* in combination with an Ohme home EV charger could save you up to an estimated further £360 per year if you're currently on a standard energy tariff

*Please note that specific EV tariffs/Add ons may not be suitable for all customers. Customers will need to check whether individual tariffs are right for them

Free miles offer – Retail customers who order between 1st July and 31st December 2024 can also receive up to 10,000 free miles and a further 1,000 free miles on their contract anniversary for three more years. For full T&C's please visit VWG Charge Anytime and Enhanced Beyond Bank EV Miles Offers Terms and Conditions | OVO (ovoenergy.com) and Hub Bulletin VW0877-24

Monthly running cost comparison – FAQs

How were the costs calculated?

The calculations are based on the following assumptions:

- A customer driving 10,000 miles/year
- That the customer is eligible and has switched to the OVO charge anytime (other tariffs are available)
- The ID. 3's 77 kWh battery is charged with a 7 kW charger at an external ambient temperature of 10˚C from 0-80%. (real world battery capacity and range will decline over time)
- It will take approximately 9.5 hours to charge and the charge calculated at 7.0p/kWh (OVO charge anytime upgrade tariff) and 21.24p (Standard Tariff based on Energy price CAP (RAC Electric car charging prices). (Note: Charging takes longer and p/mile costs are higher at lower temperatures)
- Comparison to golf hatch r-line 1.5 eTSI 150ps 7-speed DSG 5 door (produced 2024) with a combined consumption of 48.75mpg, with an assumed average costs for Petrol at 136.15p (RAC Fuel Watch, 23/09/2024); a golf hatch r-line 2.0 TDI 150ps 7-speed DSG 5 door (produced 2020 onwards) with a combined consumption of 59.50mpg, with an assumed average costs for Diesel at 140.9p (RAC Fuel Watch, 23/09/24) to an ID.3 Pro S Match (produced 2019 onwards) with a range of 356 miles and combined consumption of 3.9 miles per kWh.

Please note

For information and comparability only. Results should not be relied upon. Consumption and electric range figures are based on official WLTP test values and may not reflect real world driving. Fuel and electricity costs are average values that may vary depending on location and supplier. Real world results will be different and will depend on multiple factors including actual specification (including options and accessories fitted [and differences between UK and standard specification]), type of charger used, level of charge in the battery, the age type, condition and temperature of the charger and the battery, the power supply, ambient temperature at the point of use and other environmental factors, the individual driving style, use of heating/AC, variations in road and weather conditions, vehicle load, actual charging costs etc. Figures are subject to change due to ongoing approvals or changes in model specification.

Who is the eligible for the OVO Charge anytime upgrade tariff free miles offer?

New customers will only be eligible for the Free miles offer if:

- The property where they will charge their EV is located in the UK (excluding Northern Ireland);
- They purchase a compatible brand new 'Eligible' Volkswagen all-electric vehicle during the relevant offer period and from a participating Dealership
- They add Charge Anytime to their account for use of that vehicle.
- Their electricity is supplied for Domestic use only and your vehicle is for domestic use only
- They continue to comply with these Terms, the Core Terms and the Charge Anytime Terms;
- They charge their EV at home and in accordance with the fair usage policy.
- To activate 'Charge Anytime', customers will also need a compatible EV charger or electric vehicle (for a list of compatible chargers and vehicles please see https://www.ovoenergy.com/electric-cars/charge-anytime-cars-and-chargers), Have a compatible smart meter, an iOS or Android phone and Wifi at home.

Monthly running cost comparison – FAQs

How do customers claim free miles?

- To receive the free miles offer, customers must sign up to OVO Charge Anytime and enter the SLi order number
- If the customer qualifies for more than one offer, OVO Energy reserves the right to apply only one
- The credit will be applied to the customer's bill following vehicle handover and upon activation of Charge Anytime Tariff. The credit will be applied within 60 days of the customer adding Charge Anytime.

What if my customer is an existing OVO Energy customer?

Existing OVO energy (who joined OVO energy directly) are eligible for free miles offer, if they sign up to the Charge Anytime Tariff. Those customers already with OVO and have the Charge Anytime Tariff will not be eligible for the free miles offer.

How is the Free miles offer credit amount calculated?

Customers will receive a one-off credit of £212.12 to their OVO account. £212.12 equates to 3030 kWhs at our current Charge Anytime rate of 7p per kWh, which is up to approximately 10,000 free miles of electric driving at a vehicle efficiency of 3.3 miles per kWh. The credit will be paid as a sum in pounds sterling added to the customer's account. It may equate to less than 10,000 miles driving in real life depending on the efficiency of your selected vehicle, the configuration, driving style and other variable factors. The mileage calculations are based on an average efficiency, weighted in line with brand Electric Vehicle volumes, of 3.3 miles per kWh across the Volkswagen Group model range (for all brands). Since this is an average, the efficiency of individual models may be less, which would mean you receive fewer than the maximum stated free miles.

For full terms and conditions please visit https://www.ovoenergy.com/terms/vwg-charge-anytime

Range

Understanding Range

WLTP range

- WLTP test cycle is designed to reflect more accurately everyday driving conditions
- An electric vehicle's real-world range is highly likely to be lower than the WLTP range due to factors that the WLTP laboratory test cannot account for

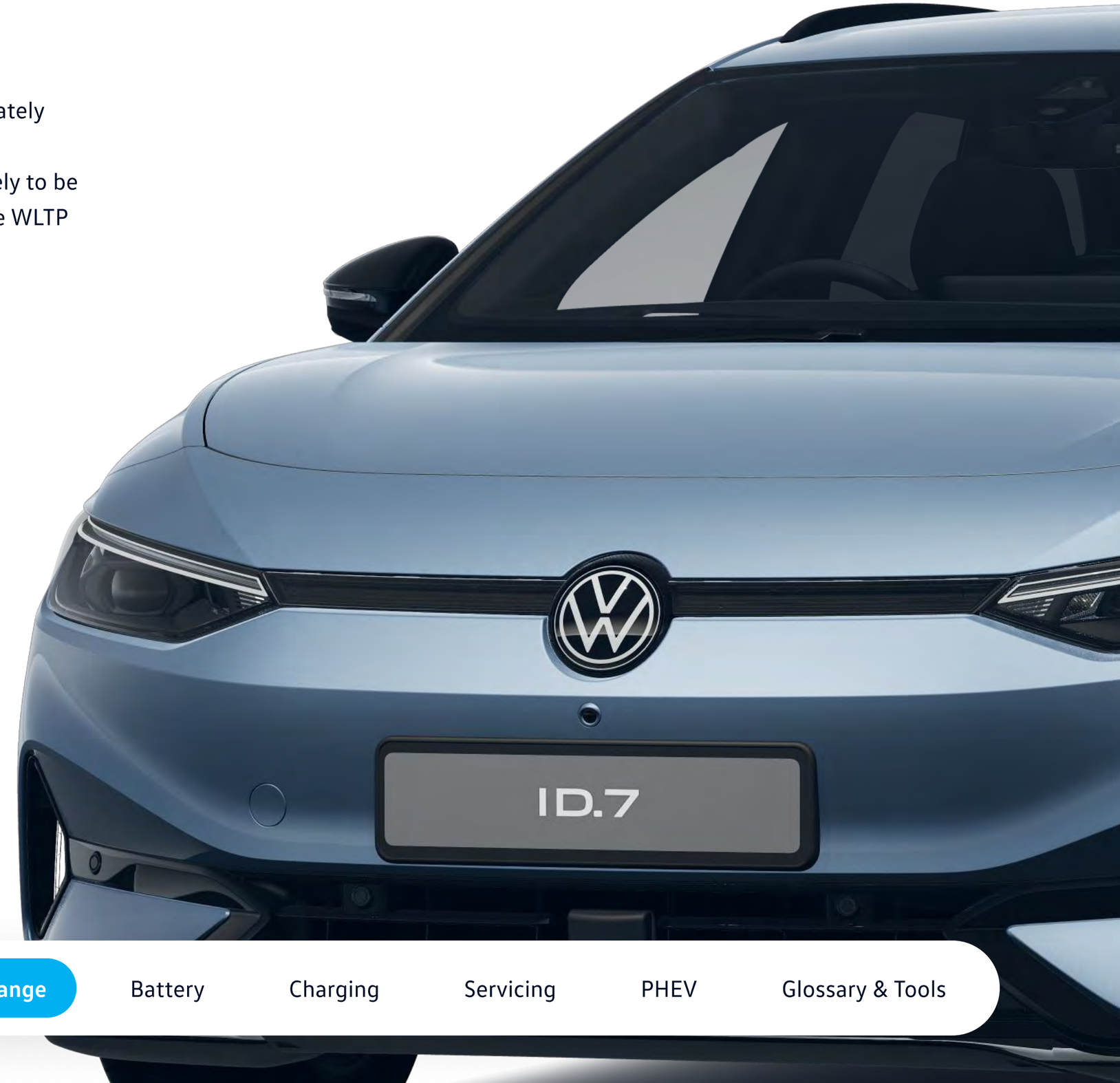
Real-world range

- Real-world range is impacted by multiple driving and environmental factors which cannot be tested in a laboratory environment
- This results in real-world range being lower than WLTP range

Useful Tools

- Use our Range Simulator to understand how factors such as your driving style and the weather can impact the potential ID. Range or watch this video.

Range Simulator



ID.3 Model Overview

Pro Match

£ OTR: From £36,560

% BIK (until April 2025): 2%

Batteries size: 59kWh

Range: Up to 268 miles

Maximum DC Charging Power: 165kWh

Home Charging Charge time (AC) 11 KW 100% SOC	As little as 6:30h
Public Charging Charging time 10% - 80% SOC with maximum kW DC	As little as 24 minutes

* Test data obtained under standardised conditions after the battery had been fully charged (to 100%). The ID.3 is a battery electric vehicle requiring mains electricity for charging. Figures shown are for comparability purposes. Only compare fuel consumption, CO2 and electric range figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles, route conditions, speed, vehicle and battery age and vehicle load. Zero emissions while driving. Data correct at September 2024.
Official test WLTP figure. Max. range for ID.3 based on a full charge (to 100%) and may vary depending on trim. For comparison purposes, may not reflect real world driving. Maximum electric ranges in miles across the model range – e.g. 268 through to 369 miles.
*To charge at [e.g. 165kW], you will need to use a charger in excess of [e.g.165kW]. The availability of [e.g.175kW+] chargers is currently limited to UK motorways and major arterial routes. Not available in NI and most of Sco/Wal. Please see Zapmap (zap-map.com) for further details.

ID.4 Model Overview

Match Pro

£ OTR: From £44,360

% BIK (until April 2025): 2%

Batteries size: 77kWh

Range: Up to 349 miles

Maximum DC Charging Power: 175kWh

Home Charging Charge time (AC) 11 KW 100% SOC	As little as 8:00h
Public Charging Charging time 10% - 80% SOC with maximum kW DC	As little as 28 minutes

* Test data obtained under standardised conditions after the battery had been fully charged (to 100%). The ID.4 is a battery electric vehicle requiring mains electricity for charging. Figures shown are for comparability purposes. Only compare fuel consumption, CO2 and electric range figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles, route conditions, speed, vehicle and battery age and vehicle load. Zero emissions while driving. Data correct at September 2024.
Official test WLTP figure. Max. range for ID.4 based on a full charge (to 100%) and may vary depending on trim. For comparison purposes, may not reflect real world driving. Maximum electric ranges in miles across the model range – e.g. 224 through to 349 miles.
*To charge at [e.g. 175kW], you will need to use a charger in excess of [e.g.175kW]. The availability of [e.g.175kW+] chargers is currently limited to UK motorways and major arterial routes. Not available in NI and most of Sco/Wal. Please see Zapmap (zap-map.com) for further details.

ID.5 Model Overview

Match Pro

£ OTR: From £45,860

% BIK (until April 2025): 2%

Batteries size: 77kWh

Range: Up to 344 miles

Maximum DC Charging Power: 135kWh

Home Charging Charge time (AC) 11 KW 100% SOC	As little as 8:00h
Public Charging Charging time 10% - 80% SOC with maximum kW DC	As little as 28 minutes

* Test data obtained under standardised conditions after the battery had been fully charged (to 100%). The ID.5 is a battery electric vehicle requiring mains electricity for charging. Figures shown are for comparability purposes. Only compare fuel consumption, CO2 and electric range figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles, route conditions, speed, vehicle and battery age and vehicle load. Zero emissions while driving. Data correct at September 2024.
Official test WLTP figure. Max. range for ID.5 based on a full charge (to 100%) and may vary depending on trim. For comparison purposes, may not reflect real world driving. Maximum electric ranges in miles across the model range – e.g. 329 through to 344 miles.
*To charge at [e.g. 135kW], you will need to use a charger in excess of [e.g.135kW]. The availability of [e.g.135kW+] chargers is currently limited to UK motorways and major arterial routes. Not available in NI and most of Sco/Wal. Please see Zapmap (zap-map.com) for further details.

ID.7 Model Overview

Pro Match

£ OTR: From £51,550

% BIK (until April 2025): 2%

Batteries size: 77kWh

Range: Up to 381 miles

Maximum DC Charging Power: 175kWh

Home Charging Charge time (AC) 11 KW 100% SOC	As little as 8:00h
Public Charging Charging time 10% - 80% SOC with maximum kW DC	As little as 28 minutes

* Test data obtained under standardised conditions after the battery had been fully charged (to 100%). The ID.7 is a battery electric vehicle requiring mains electricity for charging. Figures shown are for comparability purposes. Only compare fuel consumption, CO2 and electric range figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles, route conditions, speed, vehicle and battery age and vehicle load. Zero emissions while driving. Data correct at September 2024.
Official test WLTP figure. Max. range for ID.7 based on a full charge (to 100%) and may vary depending on trim. For comparison purposes, may not reflect real world driving. Maximum electric ranges in miles across the model range – e.g. 365 through to 436 miles.
*To charge at [e.g. 175kW], you will need to use a charger in excess of [e.g.175kW]. The availability of [e.g.175kW+] chargers is currently limited to UK motorways and major arterial routes. Not available in NI and most of Sco/Wal. Please see Zapmap (zap-map.com) for further details.

ID.7 Tourer Model Overview

Pro Match

£ OTR: From £52,240

% BIK (until April 2025): 2%

Batteries size: 77kWh

Range: Up to 373 miles

Maximum DC Charging Power: 175kWh

Home Charging Charge time (AC) 11 KW 100% SOC	As little as 8:00h
Public Charging Charging time 10% - 80% SOC with maximum kW DC	As little as 28 minutes

* Test data obtained under standardised conditions after the battery had been fully charged (to 100%). The ID.7 Tourer is a battery electric vehicle requiring mains electricity for charging. Figures shown are for comparability purposes. Only compare fuel consumption, CO2 and electric range figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles, route conditions, speed, vehicle and battery age and vehicle load. Zero emissions while driving. Data correct at September 2024.
Official test WLTP figure. Max. range for ID.7 Tourer based on a full charge (to 100%) and may vary depending on trim. For comparison purposes, may not reflect real world driving. Maximum electric ranges in miles across the model range – e.g. 359 through to 424 miles.
*To charge at [e.g. 175kW], you will need to use a charger in excess of [e.g.175kW]. The availability of [e.g.175kW+] chargers is currently limited to UK motorways and major arterial routes. Not available in NI and most of Sco/Wal. Please see Zapmap (zap-map.com) for further details.

Battery

Optimising your battery
Heat pumps

Optimising your Battery

- Regularly charging at home with a wall box charger is often less expensive than public charging, this keeps running costs down and uses a lower current which helps keep the battery at maximum efficiency for longer.

- Set the maximum charge level to 80% when using public chargers. This reduces charging time and costs as well as allowing your battery to remain as efficient as possible.

- Try to avoid leaving the car fully charged or completely empty if leaving for long periods of time. Maintaining a charge between 20-50% will help maintain the condition of battery.

- Pre-cooling and pre-warming your car when it's plugged in will help to conserve energy.

As well as the standard 3-year warranty offered on all VW ID. vehicles the ID. Family models also come with the added peace of mind of an 8 year or 100,000 miles high voltage battery warranty.

Volkswagen guarantees the customer buying a brand new electric vehicle that the usable capacity of the battery in this vehicle will not fall below 70% within eight years (or up to 160,000 kilometres driven, whichever comes first) as long as the vehicle is used correctly.

More about battery warranty

Heat Pumps Explained

Opting for a Heat Pump is another way to help minimise battery consumption and maximise range.

What is it?

Internal combustion cars generate a lot of waste heat which can be used to warm the interior. However, electric motors are incredibly efficient and generate less waste heat.

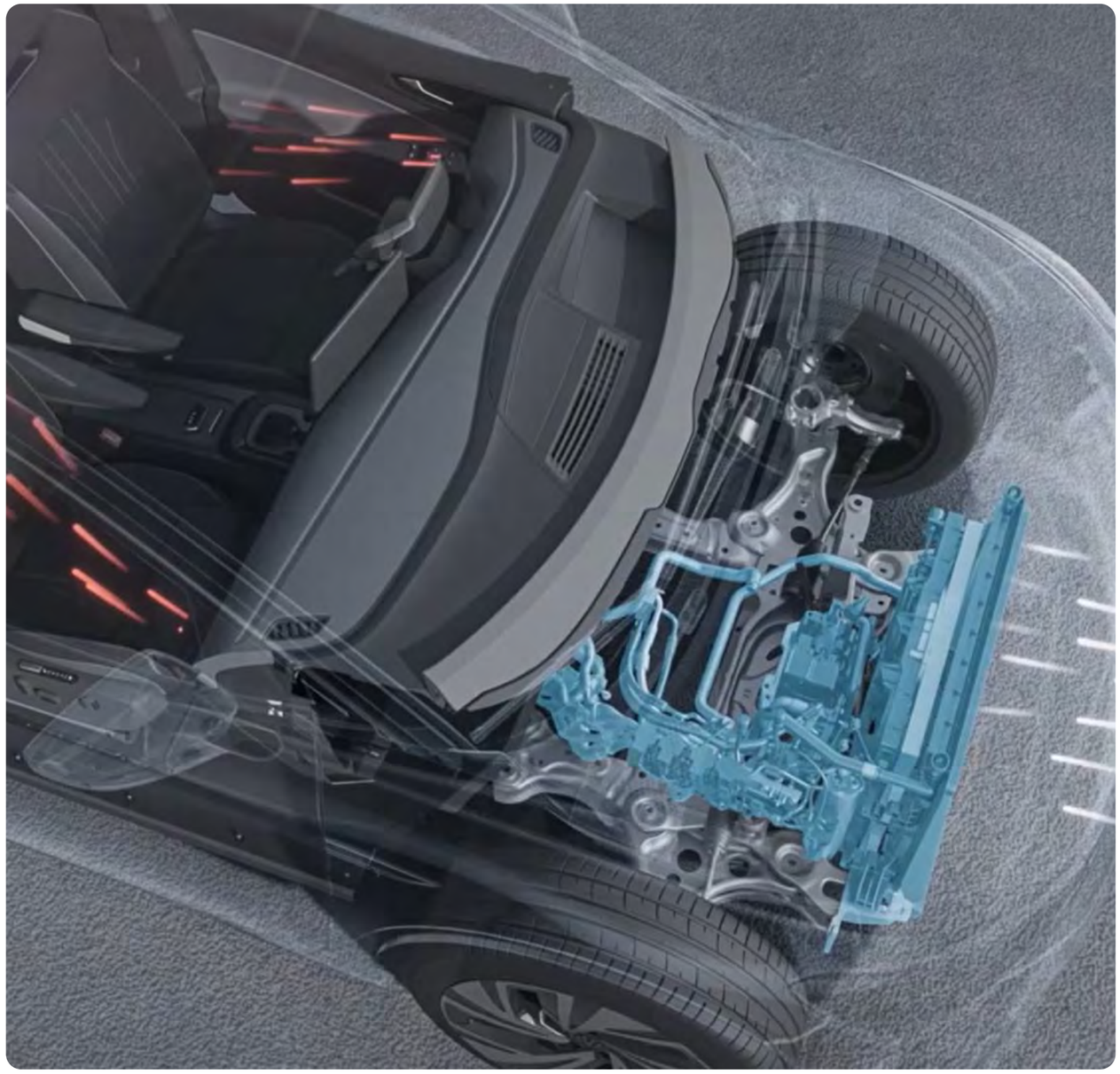
Why do you want it?

The heater in an electric car is powered by the battery which can have a detrimental effect to range.

The Heat Pump is designed to allow you to keep the interior warm without placing so much demand on the battery.
It helps to reduce the load on battery capacity and increases the range by drawing on waste heat from the traction battery and other high-voltage components.

As well as heat, the Heat Pump also has a cooling function.

Heat pump video



Charging

Types of Charging
Ohme & OVO Partnerships
Public Charging

Types of Charging

Standard Home Charging

- AC chargers are the most accessible type of charger
- AC power comes from the national grid and is the power supplied to our homes
- Your electric car will take the AC power from the grid, and using the on-board charger, will convert this into DC power which can be stored to the battery

Mode 3 cable home wallbox

Standard specification

Mode 2 cable 3-pin plug

Optional specification

Fast Public Charging

- DC charging offers faster charging speeds than AC chargers
- DC chargers require a significant amount of power from the grid which is why DC chargers are most typically used for public charging rather than at homes or businesses

Mode 2 cable public charger

Standard specification

Tethered cable public charger

Choose either a free home charger or £500 charging credit.

Free 7kW Ohme Home Charger

Ohme is one of the UK's leading providers of electric vehicle charging and have been voted #1 for Customer Service for Home EV Chargers by Auto Express readers.

Your complimentary charger comes with standard installation. Simply complete an initial survey followed by a digital home survey. Then an Ohme-trained engineer will carry out the installation and provide a full demonstration on how to use and get the most from your new smart Home Charger.

Find out more

£500 worth of charging credit with Volkswagen We Charge by Elli

We are giving you access to thousands of public charging points all across the UK.

When collecting your ID, contact Volkswagen Customer Service to obtain your voucher code.

Find out more

Offer open to private retail customers in UK, aged 18+. Receive one of: a 7kW Ohme Home Pro home EV charger (5m tethered cable), 7kW ePod home EV charger (untethered) or a Volkswagen We Charge by Elli voucher with £500 credit when ordering a new Volkswagen ID.3, ID.4, ID.5, ID.7 or ID.7 Tourer vehicle by 06/01/2025 & take delivery within 3 months. Home EV charger option: available to homeowners or renters with landlord's permission with off-street parking & sufficient electrical capacity. App download & compatible equipment required. Standard installation subject to T&Cs. Must take place between 1 month prior to and 3 months after vehicle handover. Not for commercial use. Upgrade, non-standard installation and cancellation costs may apply. Volkswagen We Charge by Elli Charging option: app download, account creation, subscription, tariff selection & payment details required to activate the credit, credit valid for 3 years & cannot be extended. Incentive must be requested at the point of order & cannot be claimed retrospectively. Not available to fleet customers or customers who purchase a vehicle on Contract Hire with Volkswagen Financial Services. Subject to availability. T&Cs apply.

Get up to 10,000 free miles with OVO Charge Anytime

OVO is Volkswagen's recommended home energy supplier.

- Get up to 10,000 free miles when you add Charge Anytime to your OVO energy plan. Plus get an additional 1,000 free miles every year for up to 3 years after you start using Charge Anytime.

- Pay just 7p per kWh any time you charge your electric or plug-in hybrid car from home. There are no time limitations for cheaper smart charging, the discounted rate applied for all hours.

Find out more

Offer open to new or existing customers of OVO Energy who: (1) are UK residents, excluding Northern Ireland, 18+ (2) purchase a brand new fully electric vehicle from any Volkswagen Passenger Cars dealership through Retail or Contract Hire between 1st July 2024 and 31st December 2024 and (3) activate OVO Energy's 'Charge Anytime'. To activate 'Charge Anytime', you will need a compatible EV charger or electric vehicle (for a list of compatible chargers and vehicles please see here.) T&Cs apply to OVO Energy's 'Charge Anytime', see here. Offer valid on new retail and contract hire vehicles only, where order was placed from 1st July 2024 to 31st December 2024 and cannot be claimed retrospectively. Domestic charging only. Offer subject to availability. Offer terms and conditions, see here.

Current UK Network

At the end of July 2024, there were **66,779** charging points across the UK, across **34,570** charging locations. This represents a **46%** increase in the number of public devices since July 2023.

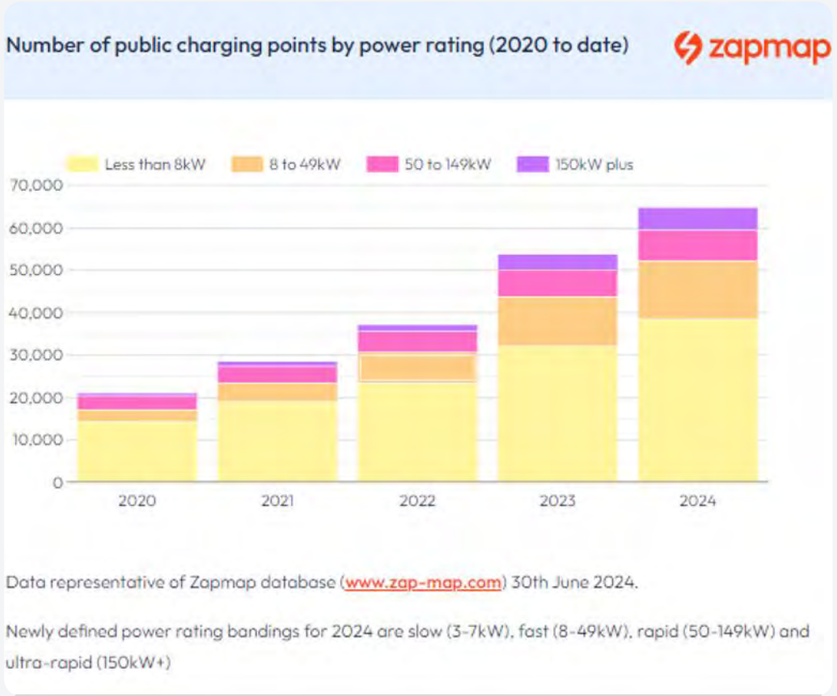
Source: Zap-Mapdatabase.Updated: August 2024

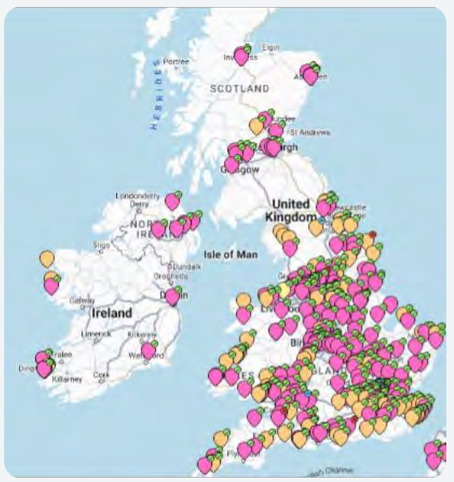
How many charging points are there in the UK?

ZAP MAP®

Zap-Stats – July 2024

34,570 Locations	**66,779** Devices
99,992 Connectors	**2,004** Last Month





This map shows all public electric vehicle chargers in the UK as of July 2024.

We Charge Plan

The Volkswagen App is free to download and has the following functions:

- Find and use thousands of public charge points
- Charge across Europe with just one charging card
- Find the We Charge plan that suits you best
- Access more high-speed charge points with reduced prices on motorways and main roads with our Selected Partner Network

There are three different charging plans to choose from, each tailored to specific charging needs. All charging plans offer you the option to use Plug&Charge, which means all you need to do is plug into a public charger and your vehicle is recognised.

We Charge Free Pay as you charge	We Charge Go For occasional charging on the go	We Charge Plus For frequent chargers and long-haul trips
AC: £0.69* per kWh	AC: £0.69* per kWh	AC: £0.53* per kWh
DC: £0.85 per kWh	DC: £0.85 per kWh	DC: £0.69 per kWh
IONITY: £0.74 per kWh	IONITY: £0.53 per kWh	Selected Network Partner: £0.53 per kWh
Basic fee (monthly): £0	Basic fee (monthly): £5.49	Basic fee (monthly): £13.99

Find out more

To use the Volkswagen App services, you need a Volkswagen ID user account and must log in to the app with your username and password. A separate contract will also need to be made online with Volkswagen AG. You have 90 days after the handover of the vehicle to register the vehicle on www.portal.volkswagen-we.com and can use services free during this time.

Servicing

What's different about an electric service?

Your electric car will require regular servicing, just like a petrol or diesel car. We check for all the usual service items but also include the following checks:

- Charging cable: we check that the cable is present and visually check its condition
- High-voltage battery: we check the charge level and recharge if necessary
- High-voltage components and high-voltage cables: we inspect these for damage and correct routing and securing of lines

Volkswagen Service Plans

A Volkswagen Service Plan removes the complexity and uncertainty of looking after your car. It's our way of giving you one less thing to worry about. Whether we're sending you diagnostic videos or bundling Roadside Assistance, you know you're looked after if things go wrong.

Link to service plans

Under 1 year old ID. Range Plan	Over 1 year old ID. Range Plan
Upfront payment: £297.60 (normally £372)	Upfront payment: £297.60 (normally £372)
£12.40 x 24 monthly payments (normally £15.50)	£24.80 x 12 monthly payments (normally £31)
What's included: 1x Inspection Service, 1x MOT, 1x Brake Fluid Change, 1x Pollen Filter	What's included: 1x Inspection Service, 1x MOT, 1x Brake Fluid Change, 1x Pollen Filter

Service Regime

Fixed 2 year service interval with unlimited mileage

	Hours	Year 1	Year 2	Year 3	Year 4	Year 5
Inspection	1.5		✓		✓	
Pollen Filter	0.2		✓		✓	
Brake fluid	0.3		✓		✓	
MOT	1.0			✓	✓	✓

Service Regime

Service Regime VI6

Inspection due every **2 years** (24 months) regardless of mileage

Pollen Filter due every **2 years**

Brake Fluid change due every **2 years**

PHEV

Plug-in-Hybrid

Whilst you'll be able to cover most day-to-day distances in fully electric mode, for longer journeys you'll still have the added confidence of being able to switch to petrol. Plug-in hybrids are a perfect stepping stone for people who aren't quite ready to transition to fully electric.

Practice living with an EV and bringing charging into your lifestyle/routine.

Bridge to fully electric, opportunity to try out the technology experience life with an EV whilst having the extra security of a petrol engine.

For most daily journeys, you can rely on just your electric engine. This can save you money, especially if you utilise home charging with an Ohme wallbox and take advantage of competitive energy tariffs such as the offering from OVO energy.

Our PHEV range has competitive electric range and impressive power. However, you still have peace of mind for any longer trips with the combustion engine.

PHEVs are capable of zero-emissions whilst driving for shorter journeys – better for the environment.

Golf eHybrid: 81 – 88miles* of electric range and up to 272PS
Tiguan eHybrid: 71-77miles* of electric range and up to 204PS
Touareg eHybrid: 29miles* of electric range and 462PS
Passat: 77-81miles* of electric range and up to 272PS

*Electric range (WLTP combined)

Find out more

Maximum equivalent all-electric range for Golf eHybrid is 81 - 88 miles (official test WLTP figures), depending on trim. Maximum equivalent all-electric range for Tiguan eHybrid is 71 - 77 miles (official test WLTP figures), depending on trim. Maximum equivalent all-electric range for Passat is 77– 82 miles (official test WLTP figures), depending on trim.
The Golf, Tiguan and Passat eHybrids are a plug-in hybrid vehicle requiring mains electricity for charging. Figures shown are for comparability purposes; only compare equivalent all electric range figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles, route conditions, speed, vehicle and battery age and vehicle load. Data correct at September 2024.

Glossary & Helpful Tools

Glossary of EV Terms

Electric vehicle (EV) Terms	Description	Comparison to ICE
Tethered charger	Used to measure the total capacity of a car's battery, in terms of how much energy it can store. A larger battery capacity means the electric vehicle can hold more energy; a higher kWh battery means a longer driving range before the need for recharging.	Similar to the size of a fuel tank
KwH (Kilowatt-hours)	Refers to the electric motors maximum output. Higher the kW figure the more power an EV can deliver. In the case of a charger, it represents the rate of power from the charger to the EV battery, indicating how quickly the charger van charge the car	Power Output of an engine e.g. PS
kW (Kilowatt)	How far an electric car can go using one kWh of electricity. The higher the number the more efficient the car.	Similar to MPG
Miles per kWh	A charge of electricity that regularly changes direction. An EV battery requires DC therefore, to store energy from alternating current, the EV's onboard charger must convert it first, which leads to longer charging times. This is the recommended way of regularly charging your EV, as it can be done overnight at home.	n/a
AC (Alternating Current)	Electric charge that flows in one direction. DC charging is faster than AC charging as when using direct current, energy can be stored in the battery without being converted which makes the process more efficient and saves time. Great for when you need to charge quickly on the go.	n/a
DC (Direct Current)	Two types of EV charging connectors. CCS (Combined charging system) connectors allow both AC and DC charging from the same port, whilst CHAdeMO requires a separate connector for AC charging. All Enyaq's come with a CCS charging port.	n/a

Glossary of EV Terms

Electric vehicle (EV) Terms	Description	Comparison to ICE
Pre-conditioning	There are two different types of Pre-conditioning, 1) Cabin pre-conditioning which refers to the ability to remotely pre-heat or cool your car before you get in, preferably whilst charging, as this will maximise your range as less energy will be needed to heat or cool your car whilst travelling. 2) Battery pre-conditioning is where battery is warmed to the optimal temperature before charging, to help improve charging speed	n/a
Recuperation	The mechanism that captures and stores energy typically released during braking and coasting. Electric vehicles can have various recuperation modes and the strength of the braking energy recovery can be adjusted by the driver. The stronger the recuperation level the more energy harvested which in turn maximises range.	n/a
Tethered charger	A tethered charger is when the charging cable is linked to the charger. Tethered Home chargers can be more convenient as you won't need to constantly retrieve a separate cable from your car or home.	n/a

Same spirit.
Different energy.
drive electric