

# LongLife Servicing and Castrol SLX LongLife II

*How advanced engineering and oil has changed the way your Volkswagen is serviced.*

## LongLife Service Regimes

The LongLife Service Regime is so called because there are no set service intervals and, depending on how you drive your vehicle and the conditions of use, a service will be required anywhere between 9,000 miles or 12 months (whichever occurs first), up to a maximum of 30,000\* miles or 24 months (whichever occurs first)

This LongLife regime has been made possible due to the development of new Volkswagen engines with the latest technically advanced longlife oil. These engines use built-in sensors that continually monitor the oil quality, making it possible to enjoy reliable and confident motoring for up to a maximum of 30,000\* miles or 24 months (whichever occurs first)

\* The maximum of 30000 miles is for the 3 and 4 cylinder TDI diesel engine. All other diesel and petrol engines have a lower maximum mileage. Please consult your Volkswagen Retailer or repairer for full information.

## It's your choice.

All new Volkswagen cars (except the Lupo) are now manufactured with the LongLife service regime activated and the engine filled with longlife oil. However, your car is also capable of being serviced at a more traditional time of 12 months or 10000 miles (which ever occurs first). This regime is known as Time/Distance or Fixed for the Lupo.

Your Retailer will explain both systems and can reset your car to the Time/Distance regime at the Pre Delivery Inspection.

Whichever regime you choose, the vehicle dashboard service indicator will remind you when the service is due. With the Time/Distance regime this will be around 10000 mile or 12 months (which ever occurs first). With the LongLife service regime it could be anywhere between 9,000 miles or 12 months up to a maximum of 30,000\* miles or 24 months, depending on the engine.

## What LongLife Servicing can mean to you.

- Fewer visits to your Retailer or repairers workshop.
- Lower lifetime service costs.
- Less oil to dispose of, which is kinder to the environment.
- Fuel saving.

Your Retailer has a computer calculation that can illustrate the likely savings you will make on both the maintenance of your vehicle and the fuel bill using the LongLife and Time/Distance regimes.

## Castrol SLX LongLife II Engine Oil.

Castrol SLX LongLife II is a fully synthetic engine oil formulated to satisfy the requirements of the Volkswagen LongLife service regime.

**Not only is Castrol SLX LongLife II capable of meeting the demands of longer service intervals for both petrol and diesel engines, it is also one of the few oils that is approved to the Volkswagen Group standard for the latest generation of the 'Pump Duse' or PD direct injection diesel engines.**

## **Castrol SLX LongLife II top up kits.**

In the event you need to top up the engine oil between services Castrol have a Check it Kit containing: -

- 1 litre of Castrol SLX LongLife II
- Dip stick wipe
- Disposable gloves
- Disposable funnel
- Contained a black vinyl case attachable to the luggage compartment lining.

So now you can easily check your oil level and ensure that the correct oil is used

These kits are available from you Volkswagen retailer.

## **Answers to the most frequently asked questions.**

### **Is the LongLife regime more expensive than the more traditional Time/Distance regime?**

No. The basic service cost hasn't changed, so because you need fewer services, you will save money. However, longlife oil is more expensive than conventional oil. So, if you choose the LongLife regime, there will be a corresponding increase in the cost of the oil replaced during a service. Importantly this increased cost must be seen in context. Over a period the reduced number of services means that the cost of ownership nearly always comes down.

Your Retailer has a computer calculation that can illustrate the likely savings you will make on both the maintenance of your vehicle and the fuel bill.

### **What is LongLife oil?**

LongLife oil is an high grade, fully synthetic oil with increased resistance to ageing high temperatures. They are generally designated SAE OW-30, but must meet Volkswagen standards

Most major manufactures produce oils conforming to standards 50300/50600, but Castrol SLX LongLife II is one of the few oils approved and recommended by Volkswagen to the 50601 standard and must be used in the diesel PD engine that is on the LongLife service regime.

### **Do I have to use longlife oil all the time?**

Yes, if you want to take advantage of the LongLife service regime.

Please note that if the engine is topped up with more than ½ litre of non-longlife oil between services, the service indicator will come on earlier and the time or distance between services will be reduced.

### **Can I really save money on my fuel bill?**

Yes. Extensive tests carried out by Volkswagen have demonstrated that be using Castrol SLX LongLife II and the LongLife service regime can produce a saving of an average of 2.72% against your existing fuel bill where a standard oil is used.

Your Retailer has a computer calculation that can illustrate the likely savings you will make on both the maintenance of your vehicle and the fuel bill.

### **If I am on the LongLife service regime, I might not have my car serviced for up to 2 years; will this affect my warranty?**

No, the warranty covers against defects of manufacture. However, if a component fails due to your car not being serviced to the Volkswagen recommendations, then this is not covered by the warranty.

**I am concerned that my car can be used on the road for 2 years without any safety checks.**

Many components are far longer lasting than they used to be. The front brake pads are electronically monitored, as is the engine oil level. The battery is maintenance free. Tyres are the most vulnerable item and you have an obligation to check these on a regular basis.

**The instruction manual explains that the service indicator can be reset via the trip display button.**

This is correct. However, if this resetting method is used, the service regime will automatically change to Time/Distance.

**I am not sure what service regime is best for me.**

The choice of regime can be dependent on how the car is driven and the conditions of use and it is impossible to state any hard and fast rules. However, if you are not sure Volkswagen recommends that your car be left set to the factory default of the LongLife regime. (After all you have paid for the technology and the longlife oil in the price of the car) Wait until the service indicator tells you that the 1<sup>st</sup> service is due. Then discuss with your Volkswagen Retailer or repairer the best regime to adopt. To help you identify which regime might be best for you, please refer to the following guidance.

**LongLife Regime.**

To obtain the most benefit from the LongLife service regime, the car should be generally driven in a style/condition of use listed below

- Mainly longer distance journeys.
- Limited number of cold starts, engine is kept at operating temperature over a longer period of time.
- Daily mileage above approx. 25 miles.
- Constant speed.
- Vehicle used regularly.

**Time/Distance Regime.**

If your car is driven in a style of use listed below, it may make sense to opt for the Time/Distance regime.

- Extremely uneconomical driving style ie continual maximum acceleration ie "foot to floor"
- Vehicle fully loaded
- Mainly short journeys.
- Frequent cold starts.
- Frequent hill climbs.
- Frequent towing.
- City Centre driving

For further information concerning the servicing regimes, please consult your Volkswagen Retailer or repairer for full details.

Please note that all mileage's are approximate as the service indicator system uses kilometres as the distance measurement.

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