



**Volkswagen**

COMMERCIAL & DOMESTIC VW & AUDI SPECIALISTS

*Confidence in Quality*



# Volksmaster

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# ABOUT VOLKSMASTER

In today's competitive market place, customers demand expertise, value for money, convenience and choice when it comes to maintaining their vehicles. Volksmasters open, customer centric approach allows us to fulfil all of your service and repair requirements to the highest standard possible.

Volksmaster was originally opened in Oldham some 30 years ago and has moved on from the early air cooled VW beetle and type 2 to the modern fully electronic computerised vehicle of today. We have come a long way since then. With a customer base exceeding 6000 customers, Volksmaster is now a family run business with 3 branches in greater Manchester located in Oldham & Bury with the new addition Volksmaster SUV & Van centre.

Whether you're a residential customer, a car leasing company or business owner with a commercial fleet, our promise to you is to maintain a Vehicle repairs service where we offer professional and a quality service where the customer satisfaction and convenience is paramount. All of our team are highly experienced and qualified, ranging from our apprentices up to our master technicians.

Volksmaster specialise in the service and repairs of the Vw & Audi range which also covers Seat and Skoda. We also have the skills and equipment to repair and service any other make and model including the commercial sector, covering all the manufactures guides. Using state of the art equipment we are able to carry out a vast range of repairs and meet correct time guidelines. Volksmaster will ensure you have confidence in quality.





# CONFIDENCE IN QUALITY EXPLAINED

**Confidence in Quality** Is Volksmasters Motto. We believe every customer driving away in a vehicle we have repaired should have confidence in the work and service carried out.

## Customer Service

Volksmaster value every customer just as equally. Starting with the initial phone call to arranging your appointment, this is care free and easy. We will book a customer's appointment to suit their convenience where they can arrange a collection service or a courtesy car which takes the added pressure of finding transport to carry out their everyday activities. Once you have an appointment made and you have called into one of our branches, most servicing and repair work can be done while you wait. If this is your preference we have a superb waiting area equipped with free hot and cold drinks and an interesting viewing area where you can watch our trained technicians working on your vehicle.

We believe attention to detail and customer communication are two of our main attributes. All work is quoted and explained to the customer, no work will be carried out until the customer is happy and authorised it. Upon completion and collection of your vehicle we will give a full explanation of the works carried out with the option to show the customer old parts removed from their vehicle as we believe building customer trust is a must.

## Technicians

All of our technicians are fully trained. Every member of staff carry the same Volksmaster enthusiasm and have the same respect for customer's vehicles. Our technicians are



regularly trained to keep up with the demands for new vehicles and work to manufactured specification's using genuine vehicle data and tools. Our workmanship comes with a lifetime warranty.

## Parts Used

All parts used are genuine or OEM approved which come with 12 months – 2 years warranty.

## Quality Control

Every vehicle has to go through a thorough quality control examination where every piece of work is doubled checked by our workshop controller and signed off when complete. Every vehicle is cleaned afterwards.



# COURTESY VEHICLE/ COLLECTION SERVICE

Volksmaster Try to make your experience with us as convenient as possible, so we are delighted to be able to offer you as our customer one of two services.

## Courtesy Vehicles

All Volksmaster Branches have a fleet of Courtesy vehicles make it easy for you to drop your vehicle off with us and takes the pressure off you as our customer to still be able to be mobile and carry out your day to day routine, without any added inconvenience. Volksmasters courtesy cars are completely free of charge all we ask is fuel to be re-filled for what you use.

Requirements:

1. Copy of Fully comprehensive insurance
2. No more than 6 points on your driving license
3. Copy of your driving license.
4. National insurance number



## Collection Service

If you don't want the inconvenience of dropping your car off and sitting in rush hour traffic then we can offer a collection service where we will send a driver to collect your vehicle from your home or workplace, take the vehicle back to your selected Volksmaster branch and carry out the work you have requested. Once the work is carried out we will drop your vehicle back off at the time you request prior to booking your appointment.

Requirements:

1. Location within a 5 mile radius.
2. Pre-arranged when appointment booked



# OUR SERVICES

Here are just some of the services Volksmaster offer:

- Maintenance/annual Servicing
- Digital Servicing
- Mot Testing (Class 4 ,Class 7)
- Domestic/commercial Vehicle Repairs
- Electrical Diagnostics Testing
- Odis/Geko VW/Audi Online Diagnostic
- Auto Electrical Repairs
- Warranty Compliant
- Manufactures Software Coding/Updates
- Engine Repairs
- Transmission Service/Repairs
- Air Conditioning
- Exhausts
- Diesel Particulate Filter Clean Or Replacement
- Timing Belt/Cam Belts
- Hunter 4 Wheel Alignment
- Tyres
- General Body Work Repair
- Dent Removal
- Alloy Wheel Refurbishment
- Window Screen Replacement
- Vehicle Recovery

All work carried out is to manufactures guidelines.

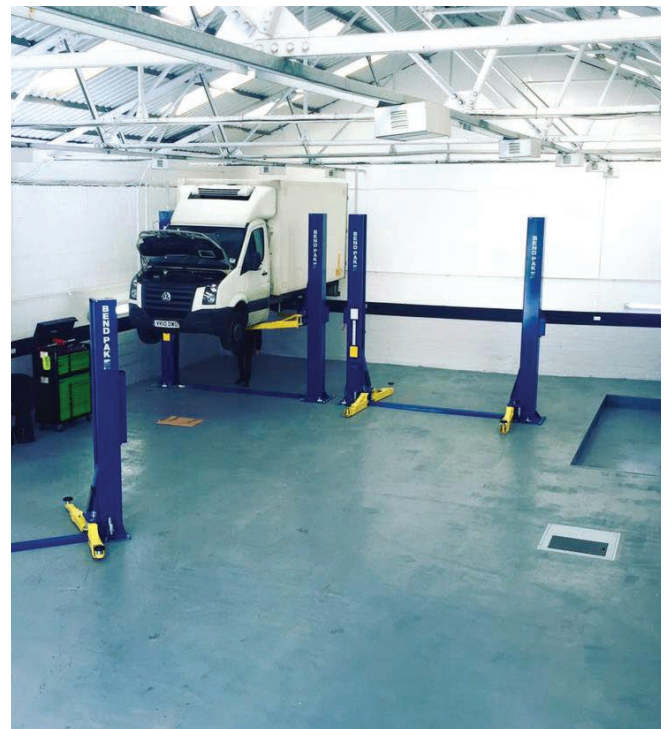
## Wheel Hunter Hawkeye Alignment

Our Hunter Alignment system is state of the art with yearly updates keeps us up to date to be able to align you 4X4 vehicle, this adjust camber , caster and toe which saves you money on fuel and tyre consumption as we know this matters with the bigger vehicles.

## Digital Servicing

The Digital Service Schedule is the new way of recording and protecting your VW/Audi service history. All vehicles built from November 2012 onwards will now have their entire service history stored electronically in a secure online database.

Your Volksmaster Branch will provide you with a print-out of the service record each time you visit.



# FLEET/LEASE SERVICING

## Volkswagen Service Fleet Or Lease/Contract Hire Cars

That's right, even though a lot of manufacturer literature creates the impression that you have to use a main dealer to service fleet or lease/contract hire vehicles this is simply not true, you don't have to pay over the odds using the main dealers for this service.

Current EU Legislation, means that as long as we use genuine or approved manufacturer parts during the service you are not breaking any terms of your contract or invalidating your warranty. Manufacturers are committed legally to make all the necessary information available to the aftermarket. We also continually invest in the latest diagnostic technology to ensure we keep pace with the ongoing new model releases.

You will receive a full vat receipt as proof of service using genuine manufacturer parts and service book stamped accordingly.

Fleet accounts can be offered upon application.

Here's just some of the companies which can use our services:

Agility UK Ltd.

ALD Automotive Ltd

Alphabet (GB) Limited

Arval

Asset Co Vehicles Ltd

Inchcape Fleet Solutions

JCT 600 Contracts Limited

BT Fleet

Business Partner

Motability Operations

Motiva Vehicle Contracts Limited

Days Contract Hire

Fleet Hire Limited

Lex Vehicle Leasing Limited

Lexus Financial Services





# SUV, MPV & 4X4

## SUV, MPV & 4x4 Vehicles

Here at Volksmaster we think driving a 4x4 , SUV or MPV should be as comfortable as possible, and so should your vehicle servicing experience .We have a dedicated branch which caters for SUV, MPV AND 4X4 Vehicles. We have all the correct equipment and ramps to carry out the necessary service and repairs.

4x4 and SUV vehicles have more additional equipment on them than the average car, so when it comes to maintenance its hard finding someone with the correct equipment or knowledge to maintain your vehicle. Volksmaster can offer you confidence that your Audi q7 or Volkswagen Touareg is in expert hands.



## Gearbox/Engine Repairs

We have dedicated technicians who specialises in 4x4 repairs to gearboxes and engines.

## Interior Exterior Electrics Diagnostics

These models have more and more equipment which means more and more electrics which occasionally crops up with the niggly issues. We can carry out accurate diagnostic using dealer software which saves on un-necessary costs.



## Specialist 4x4, SUV & MPV Services

### Air Suspension Repairs

New generation 4x4 and SUV vehicles have air suspension. Adaptive air suspension is designed to take the stress of your vehicles suspension and increase driving comfort when driven over different terrains. Volksmaster specialises in air suspension service and repairs.



# COMMERCIAL SECTOR

Our Van Centre work shop can accommodate commercial vehicles. We are able to accommodate either short or long wheel base light commercials i.e. Volkswagen crafter, Mercedes sprinters.etc.

Volksmasters trained Technicians will liaise with your business in planning to accommodate your repair service schedules to meet your business needs, offering repairs tailored to keep your vehicle on the road.

Our aim is to take any pressure the customer in regards to work carried out.

Our Van centre workshop can accommodate light commercial fleet operators, offering business accounts upon application.



We believe supporting your business and keeping your vehicles on the road is important as these vehicles keep your business moving forward

Vans can be collected from the work place or the driver's home address (within 5 mile radius).

Volksmaster Commercial promise:

- Courtesy van supplied where possible
- Clear and correct communication
- Meeting correct time guidelines
- All work carried out to manufacturer specifications
- All work quality control checked
- All parts used are genuine/ genuine equivalent
- Secure storage
- Secure account handling

# TESTIMONIALS

"Volksmaster have been looking after my A6 for over 2 years now. I cover a lot of mileage (600+ a week) and Volksmaster have kept my car running problem free and in top condition. I am so impressed with their service that I even have my son's Golf serviced by them too! All their work is always fully explained, completed professionally and their customer service is the best - Big thank you Volksmaster!!! "

**William, 18-03-2016**

"I took my Audi A5 into Volksmaster in Oldham in order for them to undertake an investigation into an oil leak which had appeared following a service at a well know car dealership. Not only did they identify and fix the issue which the original garage could not, they identified and fixed another fault which until then I knew nothing about. They kept me informed of the issues, plans and expected costs and repaired the car quickly and to my complete satisfaction. Needless to say, they are now my garage of choice for any repair or service. Thanks Volksmaster."

**Geoff, 17-03-2016**

"Just had my car back after getting brake fluid service, new plugs, a rear bump stop replaced and front steering bushes replaced all for a reasonable price by Ryan at the Bury branch. VW wanted far more for the bushes. The car feels like new again. Well impressed and will continue to use Volksmaster for myself and my wifes car."

**John Hamlin, 18-02-2016**

"Firstly I'd like to thank all of the staff at Volksmaster for the work you've done for me and the friendly and professional way everything is carried out. I've had my Audi A5 serviced at Volksmaster from 2013 and since then have never thought of taking it anywhere else. The service is second to none and they really know their stuff. I've had all kinds of work done from engine remapping to make the car more efficient (and a bit quicker!) through to aircon repairs, window motor repairs and general servicing and MOTs. Their equipment and expertise allows them to diagnose problems quickly which has saved me time and money over the past couple of years. My A5 has gone now but I will have no hesitation in taking my new VW Golf for its servicing when the time comes."

**Stephen Rawson, 24-09-2015**

"Took my car to Volksmaster Oldham for the first time just before Christmas with a serious issue's after using mates/family Garages for many years of which quality of work had depreciated. I was a little unsure what to expect, however I was met with a friendly atmosphere and professionalism. Work diagnosed and carried out was and has been fantastic to the point of my Old Golf feeling like a brand new Car. Diagnosis's of the faults were also shown and e-mailed to me showing recorded video footage. A Brilliant Service and gutted not brought my car sooner."

**Gareth, 13-01-2016**

For more testimonials visit [www.volksmasterltd.co.uk](http://www.volksmasterltd.co.uk)



# CONTACT VOLKSMaster



## Volksmaster Oldham

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## Volksmaster Van Centre

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## Volksmaster Bury

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