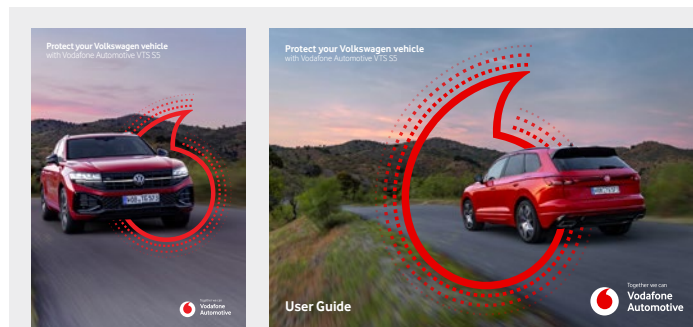


Vodafone Automotive VTS S5

For Volkswagen

DEALER FACTSHEET

Sales conversations starter kit



Sales conversation support

To help you in your customer conversations when selling Vodafone Automotive VTS S5, please find our Customer Brochure (pre-sale) and User Guide (post-sale) opposite.

You'll also find details on the My Connected Vehicle App in here.

To access these, please click on the links below:

[Volkswagen Group PiP](#)

[Drive Incentive Resource Area - click here for more on this](#)

Earn more

Demonstrator Programme: A great offer for Retailers

Protect your demonstrators and service loan cars, which includes 6 months' free subscription (not transferable to new vehicle owner).

Customers discount applies if subscription is purchased within 30 days of vehicle sale.

Important – Vodafone Driver Tags must be attached to the car keys for all demonstrators - charges may apply for false alerts.

Demonstrator Unit Part Number: ZGB 000 054 213

Be rewarded with Drive incentive

Each retail subscription activation **is worth 2500 of Drive Incentive claims points**, which you can spend or save up – on a wide range of rewards in our catalogue. Choose from a wide range of rewards including Amazon vouchers, experiences and electrical goods.

Start today! Register an account, check your balance and incentive Terms & Conditions, and find more information any time, by clicking [here](#).

Ordering, installing & activating

1. Submit your order through your Volkswagen Retailer Parts department
2. Vodafone Automotive VTS S5 unit is despatched to your Volkswagen Retailer
3. Go to the Vodafone Business Partner Hub
Enter basic customer information and vehicle data, choose contract type and assign an installer (only if more than one installer is linked to the Dealer Account)

- [Click here to register](#)

- [Click here to access](#)

- [Retail Simple Steps Guide](#)

- [Demo Simple Steps Guide](#)

- [Retail User Guide](#)

- [Demo User Guide](#)

- Support: contact nigel.grove@vodafone.com

4. Customer completes their Account registration in our Customer Portal

Once you've completed step 1, your customer will then receive an email to invite them to login to the Customer Portal – where they are able to:

- Add extra information to their Account e.g. choose security questions
- Add a contact to their contract
- Digitally accept the terms and conditions

After vehicle registration

5. Installers use Installer Application to finish the job

Installers then use Mobile Installer application desktop application to:

- Link or bind the device to the vehicle (making sure not to power up device before binding)
- Add Driver Cards
- Test and Activate the device
- Upload current mileage and device installation position

Download the Mobile Installer app at



Vodafone Automotive VTS S5

For Volkswagen

DEALER FACTSHEET

Product & service support

Warranty Coverage, Process, Returns & Audits

- Vodafone Automotive VTS S5 devices, on new vehicles, are covered by a 3-year unlimited warranty for material and manufacturing defects – warranty applies on used vehicle accessories for the remainder of the vehicle warranty.
- Devices fitted to vehicles over 12 months old will benefit from a 2 year warranty, effective from the date of installation.
- Volkswagen retailers experiencing a suspected fault with a Vodafone Automotive UK product must contact Vodafone Automotive for assistance after spending no longer than 15 minutes investigating the suspected fault.
- Testing is carried out between Vodafone Automotive Technical or Customer Services teams, and the Volkswagen retailer.
- If a part is suspected faulty, approval for device replacement is given along with an authorisation number.
- Volkswagen retailer to order replacement kit to repair vehicle.
- Once the repair has been completed, the Volkswagen retailer must return all used and suspected fault parts to Volkswagen UK stores including a copy of the Warranty Return Form.
- Volkswagen retailer to submit claim for parts and labour via the Volkswagen Group platform.
- Volkswagen retailer will be credited for all successful claims.
- Unsuccessful claims will be returned to the Volkswagen retailer via Volkswagen Group and can be appealed on a case-by-case basis.
- Only approved parts are to be replaced.
- Approval number to be recorded for use on the Warranty Return Form.
- All replacement parts / kits to be ordered from Volkswagen Group stores.
- Warranty Return Form must clearly identify the suspected faulty parts and reference the Return Authorisation Number.
- All reimbursements for Warranty Claims are made via the Volkswagen Group warranty process.
- All appeals to made within 2 weeks of the notification of a claim being unsuccessful.



Device

Technical information

- Part Number > ZGB 000 054 212
- Fitting time > 100TU
(please refer to your Volkswagen Retailer Service Department)

Pricing & product package

For pricing and, full product and subscription package details, check [Volkswagen Group PiP](#)

Includes hardware, installation, subscription and My Connected Vehicle mobile application – plus the chance to offer subscription upgrades.

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Together we can

**Vodafone
Automotive**

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