



Volkswagen Commercial Vehicles

Regular Maintenance Guideline & Service

Volkswagen 商旅車

定期保養指引及服務

Together · Stronger



SCANIA



Commercial
Vehicles



REGULAR MAINTENANCE

Nobody understands your Volkswagen Commercial Vehicles better than we do. Our technicians have years of automotive repairing experience. Qualified by Volkswagen certified practical training, they provide professional and accurate vehicle diagnosis and repairing services. Moreover, along with the specialized appliances and diagnostic instruments from Volkswagen manufactory, we guarantee our service quality and ensure your vehicle stay at best condition.

REGULAR MAINTENANCE INTERVAL

The regular service intervals stated in Owner's Manual are suggested for vehicles operated under normal conditions. If the vehicle is always operated under intense conditions, such as short trips, being stayed as engine idling, riding in dust area or urban area with heavy traffic, some regular maintenance service intervals may need to be shortened. Scania Hong Kong recommends the following maintenance guidelines to keep your vehicle's performance under local driving environment.

Service Type	Interval (whichever comes first)
Run-in Check* (Optional)	First 5,000 km / 3 months
Regular Maintenance Service**	Every 15,000 km / 12 months or Every 25,000 km [#] / 12 months
Replace Transmission Oil	According to Manufacturer's Recommendation
Replace Brake Fluid	According to Manufacturer's Recommendation

* Free labour charge – only the cost of engine oil and other consumed materials (if any) would be charged.

** For vehicle entitled with Extended Warranty, Regular Maintenance Service should be performed in accordance with the interval mentioned above since the new vehicle delivery date, in order to maintain validity of the warranty.

[#] Only applicable on manufacturing year 2021 or onwards 'Volkswagen Commercial Vehicles', but not applicable on manufacturing year 2021 Crafter Chassis.



定期保養

我們相信，沒有人比我們更懂得你的Volkswagen商旅車。我們的技術人員不但擁有豐富的維修經驗，而且均已接受由Volkswagen廠方制定的在職培訓，為客人提供最專業、最準確的車輛診斷及維修服務。另外，配合原廠的維修工具及診斷儀器，令維修質素更有保證，務求確保您的座駕保持最佳狀態。

定期保養間距

在車主手冊內提及的定期檢查間距，是按照車輛在一般操作情況下作出的參考建議。如車輛經常在嚴苛操作下行駛，例如短途行駛、引擎長期處於怠速、行駛於沙塵環境或交通擠塞的市區等，便有需要縮短部份定期檢查項目的間距。因應本地駕駛環境，Scania Hong Kong 建議下列的定期保養間距，以保持閣下座駕處於最佳狀態。

保養項目	間距 (以先到達者為準)
新車磨合檢查*	首5,000公里 / 3個月
定期保養服務**	每15,000公里 / 12個月 或 每25,000公里# / 12個月
更換變速箱油	根據廠方建議更換
更換制動系統油液	根據廠方建議更換

* 免人工 — 客人只須要繳付機油及物料費用 (如有)。

** 附帶延續保用的商旅車，必須於新車交付日期起根據上述間距進行定期保養服務，否則該保用將會失效。

只適用於2021年或之後製造的Volkswagen商旅車，但不適用於2021年製造的Crafter Chassis。

REGULAR MAINTENANCE SERVICE ITEMS

ENGINE

- Change engine oil and oil filter
- Inspect and replenish engine coolant
- Engine management system diagnosis using VAS diagnostic tester
- Inspect engine compartment for leaks and damage (visual check)
- Inspect condition and tension of driving belts
- Inspect air filter
- Inspect spark plugs* (if applicable)
- Inspect components in engine compartment: Visual check for leaks (e.g. fuel, coolant, oil) and damage
- Inspect radiator fan operation
- Inspect cooling / heater system hose and connections
- Inspect vacuum lines and connections
- Inspect oil cooler hoses
- Inspect fuel tank cap, lines and connections
- Check AdBlue level

TRANSMISSION SYSTEM

- Inspect transmission fluid
- Inspect swivel joints and boots for leaks and damage
- Inspect transmission system, differential and drive shaft bellows for leaks and damage
- Inspect clutch pedal operation
- Inspect gear selection

BRAKE SYSTEM

- Check brake fluid
- ABS/ESP, electronic parking brake system: Diagnosis using VAS tester (if applicable)
- Brake system: Perform visual check for leaks and damage
- Front and rear brake pads/linings: Check thickness
- Check brake discs/drums
- Check, clean and adjust brakes, including parking brake (if applicable)
- Check master & wheel cylinder and dust covers

STEERING SYSTEM

- Check steering system for leaks and damage (if applicable)
- Track rod ends: Check play, security and boots
- Check steering knuckle ball joint protection boots for leaks and damage

SUSPENSION SYSTEM

- Inspect / tighten wheel bearing, knuckle and hubs
- Inspect F/R absorber
- Inspect F/R spring & linkage

ELECTRICAL SYSTEM

- Windscreen wash/wipe system and headlight washer system:
Inspect function, adjustment and for damage
- Reset service interval display
- Inspect battery condition using VAS battery tester
- Inspect windscreen wiper blades for damage
- Windscreen wash/wiper system: Check fluid level and replenish if necessary
- Inspect electrical system such as exterior lighting system, interior compartment electrics (Interior lighting, horn, cigarette lighter, window operator, etc.)
- Air conditioning system: Diagnosis using VAS tester
- Inspect immobilization system
- Inspect all indicators and gauges on instrument panel
- Inspect alternator charging condition
- Inspect parking sensor operation

CHASSIS & BODY

- Tyre pressure of all 4 wheels and spare wheel: Check and adjust
- Check tyre tread depth
- Check tyre wear and condition
- Tyre rotation, if necessary

TYRES

- Tyre pressure of all 4 wheels and spare wheel: Check and adjust
- Inspect tyre tread depth
- Inspect tyre wear and condition
- Tyre rotation, if necessary
- Inspect wheel securing bolt and tighten to specified torque

MISCELLANEOUS

- Check door arrester, sunroof, hinges (door, hood, truck), grease if necessary
- Check exhaust system: Visual check for leaks, security and damage
- Underbody: Visual check for damage to underbody sealant, underbody panels, routing of lines, plugs
- Road test

* For gasoline engine only

Parts and materials included in Volkswagen Commercial Vehicles Regular Maintenance Service: shell helix ultra Synthetic engine oil, oil filter, brake cleaner and glass fluid

定期保養服務之項目

引擎

- 更換機油及機油過濾器
- 檢查及補充冷卻液
- 原廠電腦VAS診斷儀作引擎管理系統檢查
- 檢查引擎部件漏油及損壞 (目視檢查)
- 檢查各皮帶狀況及張力
- 檢查引擎風隔
- 檢查火花塞* (如適用)
- 檢查引擎機倉部件泄漏 (氣油、冷卻液及油) 及損壞(目視檢查)
- 檢查水箱風扇
- 檢查冷卻及發熱系統喉管與接駁
- 檢查真空喉管裝置及接駁
- 檢查潤滑油冷卻喉管
- 檢查燃油箱蓋，喉管及接駁
- 檢查尿素水平

傳動系統

- 檢查變速箱油狀況
- 檢查傳動軸接頭與膠口漏油及損壞
- 檢查變速箱、差速器及萬向節塵口漏油及損壞
- 檢查離合器腳踏操作
- 檢查轉檔操作

制動系統

- 檢查制動液狀況
- VAS電腦診斷ABS/ESP安全系統及電子手制系統 (如適用)
- 檢查制動系統漏油及損壞 (目視檢查)
- 檢查制動皮剩餘厚度
- 檢查制動碟/鼓狀況
- 檢查、清潔及調校制動系統包括手制(如適用)
- 檢查制動總泵 / 分泵及塵蓋

轉向系統

- 檢查轉向系統漏油及損壞 (如適用)
- 檢查軟呎接頭虛位及塵口
- 檢查轉向臂接頭塵口漏油及損壞

懸掛系統

- 檢查/上緊輪軸啤吟，轉向節及軸套
- 檢查前/後避震機
- 檢查前/後彈簧及連桿

電器系統

- 檢查及調校車窗水撥/清洗裝置和大燈清洗裝置
- 重設下次回廠檢查日期提示
- 以VAS電池分析儀測試電池
- 檢查水撥片狀況
- 檢查及補充玻璃清潔液
- 檢查全車電器設施，例如：車外照明系統，車內電器 (房燈、響鉸、點煙機、門窗開關等)
- 以VAS診斷儀檢查空調系統
- 檢查防盜系統
- 檢查錶板上各項顯示燈功能
- 檢查發電機充電能力
- 檢查泊車感應器操作

車架及車身

- 檢查各門、窗、鏡、座椅、頭尾蓋操作及各密封膠邊
- 檢查安全帶情況
- 檢查偶躉膠及支架
- 檢查車底防銹
- 上緊車身與底盤螺絲

輪胎

- 檢查及校正四個主輪胎及後備輪胎的氣壓
- 檢查胎紋深度
- 檢查輪胎狀態及損蝕
- 如有需要，對調輪胎
- 檢查及按規定扭矩力度(Nm) 緊緊車輪螺絲

其他

- 檢查廢氣系統 (目視檢查：泄漏、穩固及損壞)
- 檢查所有四門、頭尾口較位，如有需要加添潤滑油
- 檢查車底狀況 (目視檢查：底部保護層和底板飾板是否有損壞)
- 路試

* 只適用於電油引擎

Volkswagen商旅車定期保養服務包括之物料及零件：
shell helix ultra全合成機油、機油隔、制動系統清潔劑及玻璃清潔液

REGULAR MAINTENANCE SERVICE PRICE LIST
定期保養服務價目表

Model 型號	Price (HK\$) 價錢
Caddy	\$2,380
Transporter / T6.1	\$2,680
Amarok	\$2,980
Crafter	\$3,280
T6 Kombi (8-Seater)	\$3,580
Multivan	\$3,980

Remarks 備註：
The price listed does not include environmental charge. Please contact our service advisor for details.
以上價錢不包括環保回收處理費。有關詳情請向維修顧問查詢。





SERVICE PRICE

The above services, plus consumed parts and materials are not covered by warranty. For detailed charging fees, please contact our Service Advisors.

PICK-UP AND DELIVERY SERVICE

To ensure you are at most convenient and flexible way, we are pleased to offer Pick-up and Delivery Service at your preferred location. This service is available from Monday to Saturday at reasonable price (appointment should be made at least 1 working day in advance with limited quota). For more information, please contact Scania Hong Kong service workshops.

服務收費

以上定期保養服務及其使用的損耗性零件和物料，均不屬於保用項目。客人如欲了解收費詳情，歡迎聯絡我們的維修顧問。

取送車服務

為您帶來更方便更大彈性的方案，我們樂於提供取送車服務，往返您所指定的地點。此服務適用於週一至週六，需收取服務費用（須於至少一個工作天前預約，且名額有限）。詳情請聯絡 Scania Hong Kong 維修廠。



SCANIA HONG KONG SERVICE NETWORK SCANIA HONG KONG 維修網絡

上水維修廠

地址：上水彩暉街6號珍寶廣場地下A1-A11
電話 / WhatsApp：(852) 7075 1143
傳真：(852) 2470 3777

營業時間

星期一至星期五 8:00am - 8:00pm
星期六 8:00am - 6:00pm
星期日及公眾假期 休息

位置資訊



葵涌維修廠

地址：葵涌貨櫃碼頭昂船洲貨物裝卸區(近A8迴旋處)
電話 / WhatsApp：(852) 7075 1148
傳真：(852) 2470 3777

營業時間

星期一至星期五 8:00am - 8:00pm
星期六 8:00am - 6:00pm
星期日及公眾假期 休息

位置資訊



預約及一般查詢
(852) 2671 7001



客戶服務熱線
(852) 2652 8152



24小時救車熱線
(852) 9423 6028



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