

# Media Information



18<sup>h</sup> January 2021

## Volkswagen Dealerships and Service Centres Remain Operational Nationwide

- Business as usual for showrooms and sales
- Aftersales services remain operational with strict SOPs in place
- Customers are invited to browse eShowroom for exclusive online deals

**KUALA LUMPUR** – Following the Prime Minister's recent announcement on the reimplementing of the Movement Control Order (MCO), Volkswagen Passenger Cars Malaysia confirms that all Volkswagen authorized dealerships and service centres remain operational nationwide.

Customer peace of mind is a priority, and Volkswagen assures that stringent hygiene processes are in place in all its dealerships – this includes the sanitising of premises and vehicles, proper safety screenings, MySejahtera app check-ins and temperature checks.

For added convenience to those who prefer staying at home, the Volkswagen eShowroom is open 24 hours, offering exclusive online savings along with the current Chinese New Year rebates. Home delivery service is complimentary for deliveries within a 20km radius from the preferred dealership.

For owners, Volkswagen service centres nationwide all follow strict guidelines under the 'Safe Hands' initiative, which includes contactless vehicle acceptance, video walkthroughs, sanitisation before and after service, cashless payments with e-invoicing and contactless car pickup. Owners are advised to book their service appointments [online](#).

The Roadside Assistance service remains operational, with the toll-free number 1800-88-2389 available in the event of an emergency. The Volkswagen Customer Care team is also reachable at the toll-free number 1-800-18-8947 or via direct message on official Volkswagen social media channels.

Volkswagen continues to stand with all Malaysians during this challenging period and urge the community to stay home and to do their part in overcoming and preventing the spread of the COVID-19 virus.

For more information, please visit [www.volkswagen.com.my](http://www.volkswagen.com.my)

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Volkswagen Passenger Cars Malaysia (VPCM) is the official distributor of Volkswagen cars in Malaysia. With long-term business aspirations in the region VPCM's primary focus is on sales strategies through future products, strengthening the Volkswagen dealer network and service and parts availability. VPCM is managed by European automotive retail specialist, Porsche Holding Salzburg, is one of the largest and most successful automotive distributors in Europe. The Salzburg-based company was founded in 1947 and operates today in 26 markets in Western- and South-eastern Europe, China, and in Colombia and Chile in South America.

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