



ŠKODA Australia

Coronavirus (COVID-19) FAQs

General

How is ŠKODA Australia (and ŠKODA Globally) keeping their employees, dealers and customers safe?

At ŠKODA Australia, our priority is to ensure the health and safety of our people – in our offices, showrooms, and beyond. Some of the measures we are taking to do our part include instituting a work from home policy for our office staff, recommending heightened sanitization protocols across our showrooms, and working with dealerships across Australia to find ways to continue to serve the ŠKODA community as safely as possible. ŠKODA is closely monitoring the evolving situation and will continue to follow guidelines set out by our government and health agencies.

Emergencies

If I have an emergency (breakdown or issue with part of my vehicle), will ŠKODA still be providing roadside assistance?

ŠKODA roadside assistance remains open 24/7 for your any emergency service requirements. They can be reached at 1800 607 954.

Service and repairs

Are ŠKODA Dealers open for Service, Repairs and Warranty?

Most ŠKODA Australia dealerships are open. However, due to the current situation, some service departments may be closed temporarily or have restricted opening hours. We recommend calling your local Dealer to understand their hours of operation.

What steps are being taken to ensure that I am kept safe when I drop my vehicle off or pick it up?

The health of customers and staff is our priority. In the matter of vehicle preparation and handovers ŠKODA Australia has recommended exemplary cleaning procedures to its Dealers. This involves the use of alcohol-based disinfectants and emphasises cleaning the most commonly touched surfaces:



- Door handles (interior and exterior) and interior door pulls
- Window switches / handles
- Steering wheel
- Gear shift knobs and levers
- In-car controls and knobs (entertainment units and similar)
- Seat belts and buckles
- Centre consoles
- Boot handles / releases
- Fuel releases / flaps
- Staff wear disposable nitrile gloves and facemasks during this process

I have an appointment scheduled, should I bring my car in?

Yes. The current situation has not removed the need for scheduled servicing and similar. We recommend calling your local dealer to understand their hours of operation.

What will happen if my ŠKODA is in for maintenance and my local dealer closes?

There are more than 35 ŠKODA dealers around Australia. We will endeavor to meet your needs at the one most convenient to you.

I have a warning light come on to my car - what should I do?

As a first step, we recommend you check the owner's manual for information.

If you require additional assistance, please contact your local ŠKODA Dealer or contact the ŠKODA Experience Contact Centre on 1800 607 540.

If you require breakdown assistance, please contact ŠKODA Roadside Assist on 1800 607 954.

If Dealerships do close due to COVID-19 and I am unable to service according to my service schedule - what will happen?

ŠKODA Dealers will endeavor to contact you to arrange a new appointment time.

If you have made an online appointment, you can rebook an alternative time without needing to contact the Dealer. Simply click the 'Manage my booking' button in the appointment confirmation email and follow the steps to choose a new appointment time.

Are Dealerships receiving any delay in part deliveries?

ŠKODA Australia's parts distribution centers are continuing normal operation, ensuring that all parts are being shipped to ŠKODA Dealers across Australia.

Payments and finance



ŠKODA

What happens if I can't make a payment?

If you are unable to meet your car loan repayments, please complete the [Financial Hardship Application Form →](#) so we can assess your individual circumstances and eligibility. Once completed please follow the instructions on the form how to submit your application.

If you have any questions and would like to get in touch with our Hardship Assistance Team, please email [assist@vwfs.com.au →](mailto:assist@vwfs.com.au).

Alternatively, you may call us on [1300 734 567 →](tel:1300734567), between 9am – 5pm (AEST), Monday – Friday.

My GFV contract is due to mature in the next month, what do I do?

If you have an existing Guaranteed Future Value (GFV) contract that is due to mature in the next month, and have been impacted by COVID-19, please contact [remarketing@vwfs.com.au →](mailto:remarketing@vwfs.com.au) if you are unable to trade-in or return your vehicle at your dealership.

If you would like to retain your vehicle, please contact [retention@vwfs.com.au →](mailto:retention@vwfs.com.au)

If you would like to discuss your refinance options for your balloon, please email our Retention team on [retention@vwfs.com.au →](mailto:retention@vwfs.com.au)

Does a hardship period affect my credit rating?

If you have been approved for hardship assistance by ŠKODA Financial Services Hardship Assistance Team, your credit rating will not be affected during this period.

To apply for hardship, please complete the [Financial Hardship Application Form →](#) so we can assess your individual circumstances and eligibility. Once completed please follow the instructions on the form on how to submit your application.

How many times can I apply for hardship?

ŠKODA Financial Services will assess each hardship application on a case by case basis, determining a solution best suited to your needs.

To apply for hardship, please complete the [Financial Hardship Application Form →](#) so we can assess your individual circumstances and eligibility. Once completed please follow the instructions on the form on how to submit your application.

Can a third party apply for hardship on my behalf?

Yes, a third party can apply for financial assistance on your behalf as long as the application is supported by our Third-Party Authority Form. Please complete the [Third Party Authority](#)



[Form→](#). Once completed please follow the instructions on the form on how to submit your application.

Is my car loan still charged interest during the period of hardship?

Depending on your loan product, interest may still be applied to your loan. We will be in contact with you to advise what applies to your circumstance once you have submitted your [Financial Hardship Application Form→](#). If we agree to a loan term extension as part of the hardship, the period which your loan is extended by, will also accrue interest.

Can I still make loan repayments during the period of hardship?

Yes, even where we agree to a payment pause, you can make repayments into your loan by utilising BPAY (although standard BPAY fees may apply). To understand more about this, get in touch with our Hardship Assistance Team, by emailing [assist@vwfs.com.au→](mailto:assist@vwfs.com.au).

Can I apply for an extension to my hardship period?

If your circumstances have not changed by ŠKODA Financial Services can assess an additional hardship period in line with our regulatory commitments. Get in touch with our Hardship Assistance Team for more details, by emailing [assist@vwfs.com.au→](mailto:assist@vwfs.com.au).

Show All

Sales and deliveries

Are dealerships open for business?

Yes, at this time most ŠKODA Australia dealerships are still open. However, due to the current situation, certain service dealerships may be closed temporarily or have restricted opening hours. We recommend calling your local dealer to understand their hours of operation.

What measures are being taken to ensure that customers and staff are being kept safe?

The health of customers and staff is our priority. In the matter of vehicle test drives and preparation and handovers ŠKODA Australia has recommended exemplary cleaning procedures to its dealers. This involves the use of alcohol-based disinfectants and emphasises cleaning the most commonly touched surfaces:

- Door handles (interior and exterior) and interior door pulls
- Window switches / handles
- Steering wheel
- Gear shift knobs and levers
- In-car controls and knobs (entertainment units and similar)



- Seat belts and buckles
- Centre consoles
- Boot handles / releases
- Fuel releases / flaps
- Staff wear disposable nitrile gloves and facemasks during this process

Are ŠKODA still test-driving cars?

The health of customers and staff is our priority. Yes, we are still offering the opportunity to test drive vehicles. ŠKODA has recommended exemplary cleaning procedures to its dealers. This involves the use of alcohol-based disinfectants and emphasises cleaning the most commonly touched surfaces:

- Door handles (interior and exterior) and interior door pulls
- Window switches / handles
- Steering wheel
- Gear shift knobs and levers
- In-car controls and knobs (entertainment units and similar)
- Seat belts and buckles
- Centre consoles
- Boot handles / releases
- Fuel releases / flaps
- Staff wear disposable nitrile gloves and facemasks during this process

Will there be any delays in vehicles?

Due to the availability of a large inventory of models across Australian dealerships, we do not currently anticipate a lack of availability of ŠKODA products. In very specific cases there may be delays, your ŠKODA dealership is best placed to support you with understanding exact stock situation.

Will my existing car order be impacted/delayed?

Every vehicle, every dealership and every customer situation is different. We are unable to provide a one size fits all answer to this question, your dealership will be able to provide you with more detail with regards to your situation.

Can I still order a new ŠKODA?

Yes, many of our retailers are still taking orders and would love to hear from you by email or phone. And of course, you can still browse our full model range and configure your new vehicle here on our website.