

HOW TO LOG A BREAKDOWN

WE'VE STREAMLINED OUR BREAKDOWN REPORTING PROCESS

CONTACT CUSTOMER SERVICE BY PHONE



0203 567 7260

EMAIL



customerservice.vwtuk@veolia.com

If photos or videos are available, please email them to us

INFORMATION TO HAVE READY



Before contacting us, please prepare:

- Contract number
- Asset serial number
- Onsite phone number (ideally mobile number)
- Breakdown details

EMAILING US? Please include all required information above.

Our team may request:

- Photographs
- Videos or video call via Help Lightning
- Additional descriptions

This helps us resolve your issue quickly!

THANK YOU!

