



Our fleet aftersales
commitment to you.

SEAT **FOR BUSINESS**

Confidential information for Fleet Operators only.

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Our fleet aftersales commitment to you.

Making fleet aftersales easy.

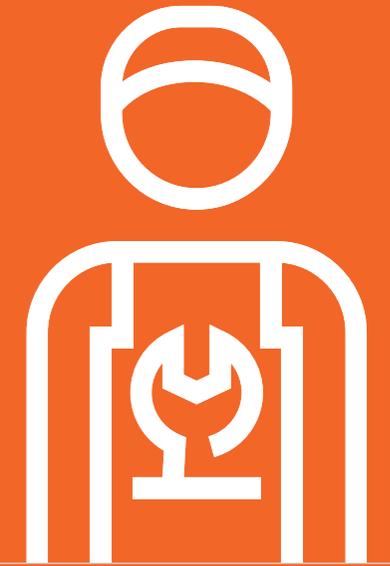
With a simple, transparent pricing structure, regional labour rates, valuable parts discounts, and a response to every 1-Link booking enquiry within 20 minutes, we're committed to providing you with the highest levels of fleet aftersales service from SEAT.

It's a commitment we go out of our way to deliver on, so you know where you are with your maintenance budget.

Just visit seat.co.uk to find your nearest SEAT Retailer, and start enjoying the aftersales care and attention you deserve.



So what are the main benefits?



Tangible aftersales benefits



Cost-effective service regimes



Experienced customer care team



Comprehensive warranty



Extensive Retailer support*



SEAT Roadside Assistance



* Participating SEAT Retailers.

Our fleet aftersales benefits to you.

We're budget conscious.

Always with your maintenance budget in mind, SEAT Retailers go the extra mile to deliver all these service standards and more to help you stay in control and keep your fleet running smoothly.

FREE fitting on jobs less than 12 minutes.

Jobs that take less than 12 minutes, we will not charge for fitting¹.

¹ Parts will be payable.



SEAT approved parts discount 7.5%².



We only fit SEAT approved parts for every job.

² Calculated against the recommended retail price.



Courtesy car.

If we need to keep the vehicle overnight, we'll make a courtesy car available³. We can provide insurance cover and will be pleased to advise you of the terms. Alternatively, we can drop customers off at a local station or place of work if this is more convenient.

³ Subject to availability.



Regional labour rates.

Maximum hourly labour rates:

- ▶ London £68
- ▶ South East £65
- ▶ Midlands & South Wales £62
- ▶ Scotland, Northern, Ireland, South West, North Wales & Northern England £60



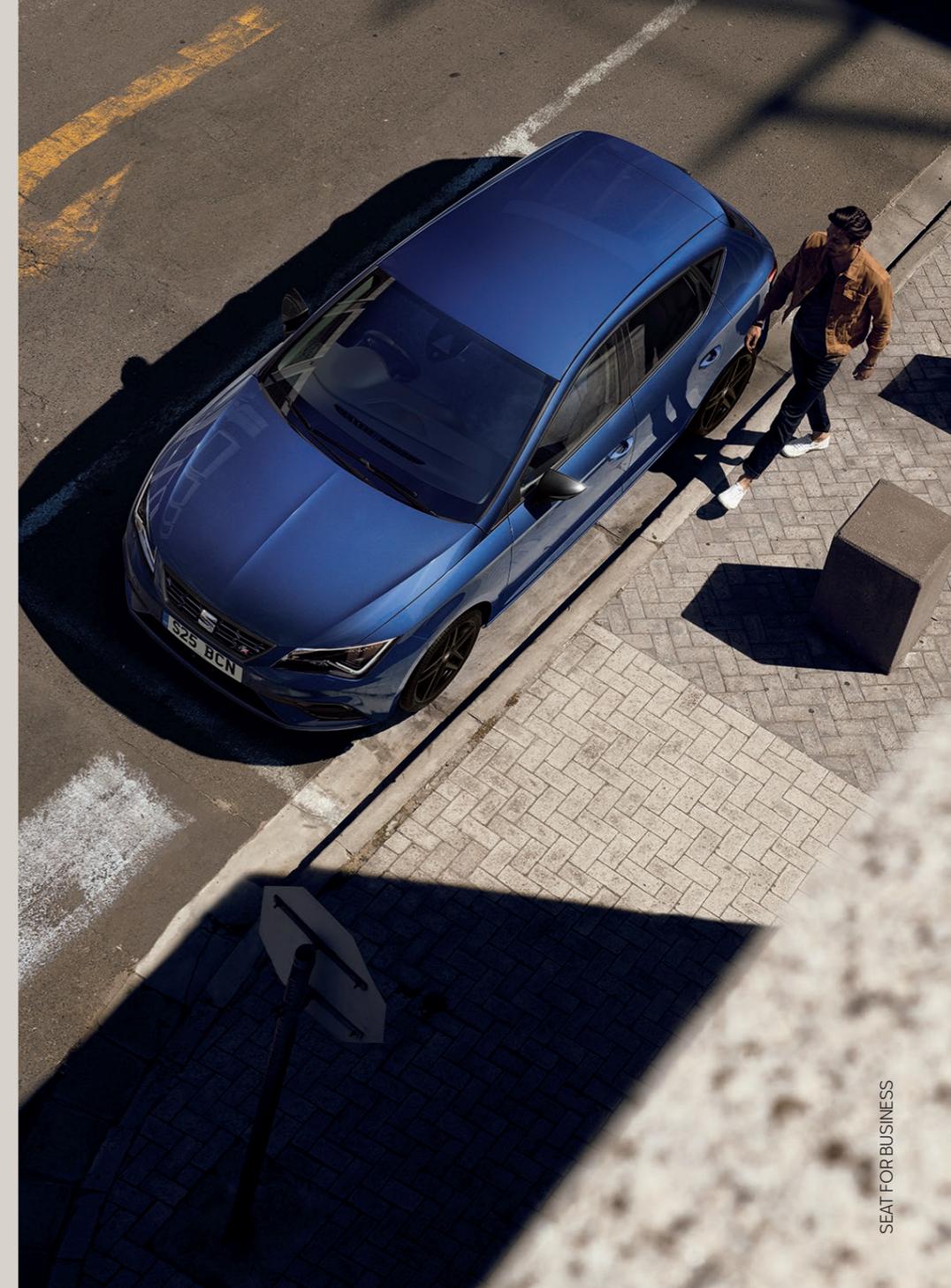
£8.50 per litre of oil.

You won't pay more than £8.50 per litre of oil.



AdBlue £1.50 per litre.

You won't pay more than £1.50 per litre for AdBlue.





FREE Vehicle Health Check.

We'll carry out a free Vehicle Health Check on each vehicle on every visit.



£45 MOT.

You won't pay more than £45 for an MOT test.

Booking lead time no longer than three working days.



We'll book your car in with a lead time of no longer than three working days. Priority booking will be available for all emergency or safety-related work. We'll investigate and report back on breakdowns within 24 hours with a maximum lead time of three working days — or five working days with a courtesy car.



Fast booking via 1-Link.

1-Link booking enquiries will be responded to by participating SEAT Retailers within 20 minutes.

'While you wait' work.

We're happy to assist any customer who chooses to wait for their vehicle while work is being carried out. Free WiFi access is available in Service Receptions⁵

⁵ Subject to availability.



Our fleet aftersales benefits to you.



Collection & delivery.

Customers may have their vehicles collected and delivered — or book a courtesy car. With the collection and delivery service we'll agree a mutually convenient lead time with your driver⁴.

⁴ Certain restrictions apply, subject to availability.

FREE wash & vacuum.

We'll wash and vacuum the vehicle free of charge after every visit.



Comprehensive Retailer support.

We take service care standards seriously.




SEAT trained technicians

Through our flagship National Learning Centre in Milton Keynes and various online learning platforms, our technicians are trained by SEAT to the very highest standards.

Quite simply, no-one knows a SEAT vehicle better than a SEAT trained technician. Familiarity with the range means they can detect, diagnose and repair problems quickly and accurately, ensuring your vehicles are soon back where they belong – on the road.


Technical support

With superbly equipped facilities and the latest state-of-the-art diagnosis systems and software, there's no better place for servicing and maintenance you can trust.


Expert diagnosis

With 96% of the UK having a SEAT Retailer within a 45 minute drive, there's no reason to settle for less.


SEAT approved parts

The original and the best

We only ever fit SEAT approved parts. Designed, manufactured and fully tested for performance and safety, they come complete with a two-year parts and labour warranty. And of course all our Retailers are fully committed to the SMMT Code of Practice.

So if you're committed to getting the best possible service for your vehicles, visit seat.co.uk and book in to your nearest SEAT Retailer.

Service regimes.

We also make service regimes more cost effective.

Although routine service and maintenance are essential to ensure vehicle reliability and to keep costs in check, ongoing technological developments enable us to reduce the maintenance requirements too. Choose SEAT-trained technicians to work on your vehicles — no-one knows them better, and they'll always fit SEAT approved parts, with labour guaranteed too.

We offer two service regimes.



Time/Distance service regime

Some SEAT models follow a traditional fixed time and distance service schedule: every 10,000 miles/12 months, (whichever comes around soonest). PHEV vehicles will be time and distance only.

We'd recommend that cambelts, where fitted, are replaced every five years if the mileage-based service change interval hasn't been reached. If in any doubt, please ask your SEAT Retailer.

Whichever regime best suits your business and budgeting, nothing less than sound economic sense should lead you to SEAT.



Longlife service regime

Available on all engines and model derivatives (except Mii), it may reduce the number of services required over a typical lease period, and thereby could cut the total cost of ownership.

The service regime can be changed to the fixed time and distance regime at PDI. At time of ordering, please discuss which service regime suits you best.



	Time/distance service regime	Longlife service regime
Vehicle usage		
Mileage	Less than 10,000 miles per annum	More than 30 miles per day
Conditions	Mainly city/town centre and short journeys	Motorway and main road driving. Mainly longer distance journeys and journeys at constant speed
Type of journey	Frequent cold starts, high engine loading, eg: frequent hill climbs, vehicle fully loaded, towing Uneconomical, eg: heavy acceleration, heavy braking, constant changes in speed, constant use of high revs, 'sporty' driving	Normal engine loading, eg: little or no towing, few or no hill climbs. Normal vehicle loading Moderate acceleration, moderate braking, engine revs mainly below 3,000 rpm
Service intervals		
Oil change service	Every 10,000 miles or once a year	N/A
Interval service	Every 20,000 miles or every two years	Flexible for a maximum of 20,000 miles
Interval service inspection	Every 40,000 miles or every four years	Every 40,000 miles or four years



Experienced customer care team.

We make our experience count.



Advice
Driver and product related issues



Warranty
Any warranty queries



Parts
Issues with parts



Retailer
Issues with your Retailer



Easy
Easy to do business with

Whatever it takes to make your life as easy as possible, our highly experienced, dedicated customer care team are on hand to ensure everything runs smoothly from day one.

Specialists in their field, they'll provide a link between you and SEAT head office, giving you all the advice, support and practical assistance you need on servicing and maintenance.

We're always ready to listen to any concerns you or a driver may have, using all our experience to provide a reasonable solution.

We're more than happy to help out with any of the following:

- ▶ Driver-related issues
- ▶ SEAT Retailer issues
- ▶ Warranty queries
- ▶ Parts concerns
- ▶ Product-related issues
- ▶ And anything else that will make it easier for you to run your fleet

Call:
0808 5 222 222 [option 4]

Email:
SEATFleetinbox@seatcars.co.uk

We'll ensure you're fully covered.



Three-year/ 60,000 miles warranty

All new SEAT cars registered in the UK come with a three-year/60,000 miles warranty, covering the failure of mechanical and electrical components caused by a manufacturing defect.

This comprises a two-year unlimited mileage manufacturer's warranty and a third-year warranty up to 60,000 miles. The warranty will terminate at the end of the third year, from the date of the original registration or at 60,000 miles (whichever comes first). Should the mileage exceed 60,000 within the first two years, the two-year manufacturer's warranty will still be valid, but the vehicle will not automatically be covered for a third year.

If there's a defect in manufacture or workmanship with your vehicle during the warranty period, any SEAT Retailer will carry out any remedial work under the warranty free of charge. Replaced parts are covered by the standard two-year parts warranty. (Note: if the vehicle has been modified by the addition of accessories or other equipment, we may charge if we need to remove this to carry out a repair). The warranty is not affected by change of ownership of the vehicle.

What's excluded?

- ▶ Routine maintenance and servicing
- ▶ Tyres are subject to the tyre manufacturer's warranty. Claims should be addressed through the tyre manufacturer's authorised agent
- ▶ Normal wear and tear items
- ▶ Incidental or consequential losses such as hotel charges, car hire and loss of personal effects or income

For general terms and conditions, please refer to seat.co.uk

Extended warranty

Aside from the standard SEAT vehicle three-year/ 60,000 miles warranty, if your company purchases a SEAT Extended Warranty before the car is registered, the vehicle will receive the same level of cover for up to five years.

You can choose a SEAT Extended Warranty until the end of the fourth year/ up to 75,000 miles or until the end of the fifth year/up to 90,000 miles, whichever is soonest. Contact your SEAT Retailer for more information.



SEAT Connect: Safety and Service. Always on. Always safe.

SEAT Connect: Safety and Service features functions that will make your journey even safer. It offers you mobile access to important vehicle functions and combines security with transparency for even more comfort. Whether for Breakdown Call, Emergency Call Service or Automatic Accident Notification, you can call up support in every situation and they will provide you with all the key information you need regarding your mobility.

Breakdown Call

In the event of a breakdown, we get to your location quickly. Simply by pressing a button you can call for breakdown assistance from your vehicle which will send your location and vehicle information to SEAT Roadside Assistance. They will then help you to identify the cause of the breakdown or will dispatch a service vehicle to you if the problem cannot be solved immediately.

Features and benefits:

- ▶ Can be activated quickly and easily at the press of a button
- ▶ Communicates exact location and vehicle data to SEAT Roadside Assistance
- ▶ Connects you to SEAT Roadside Assistance and ensures assistance is quickly on the way to you

Emergency Call Service

With the Emergency Call Service you are covered in the event of a serious incident. In emergency situations, your vehicle calls for help automatically or you can press a button to do so. If your SEAT detects an accident, the Service connects to SEAT Roadside Assistance and passes on key information. SEAT Roadside Assistance will deploy the emergency services if required.

Features and benefits:

- ▶ Enables manual or automatic emergency calls in emergency situations
- ▶ Communicates relevant data to SEAT Roadside Assistance in order to ensure prompt medical attention
- ▶ Ensures personal support with a voice connection until help arrives
- ▶ Can be used to call for help if other road users are involved in an accident



SEAT Roadside Assistance.

We'll get a move on when you stop.



Onward Travel



Roadside Cover 24/7



Home Assistance



European Breakdown Cover



Recovery to a SEAT Retailer

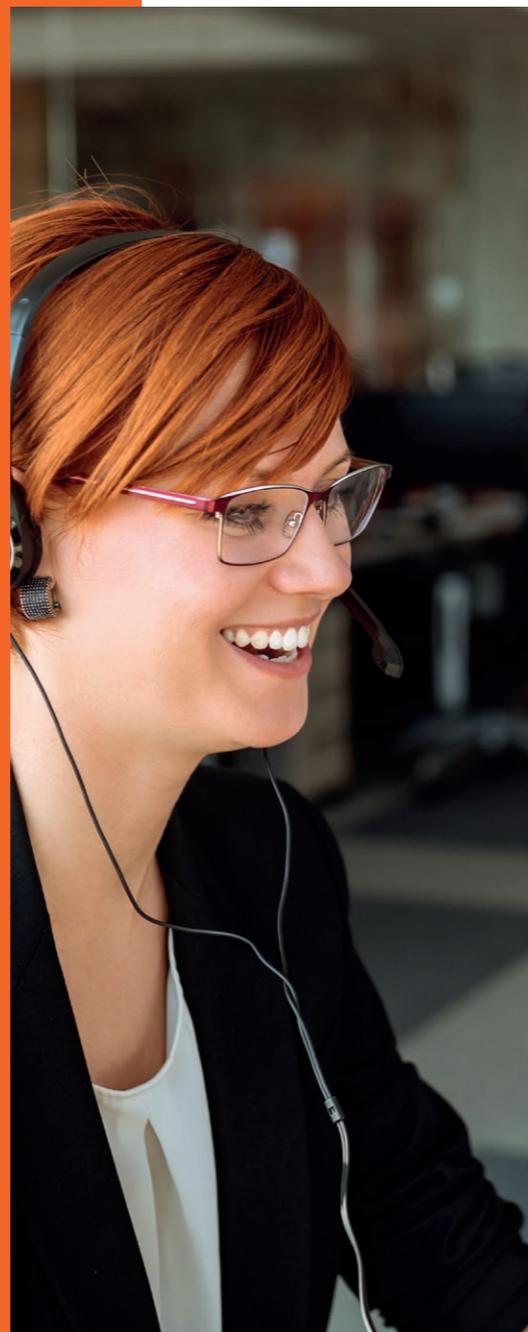
SEAT Roadside Assistance is all the help you need should the unexpected happen.

In the event of a breakdown or road accident in both the UK and Europe, for a maximum of two years from the date of first registration, SEAT Roadside Assistance aims to get your drivers back on the road as soon as possible.

If it takes longer than two hours to repair, we'll offer a replacement car for up to a maximum of three calendar days (depending on the repair time needed). The replacement vehicle includes fully comprehensive insurance* and no mileage limitations*.

For details, please contact your SEAT Retailer. For terms and conditions visit seat.co.uk

*Certain restrictions apply.



Frequently asked questions.

We're ready for your questions.

What should a driver do if a radio code is required? For security purposes drivers can only obtain radio codes through a SEAT Retailer. Most SEAT vehicles now have additional security recognition features that match the vehicle with the radio so even if a battery were to become discharged, once the battery was recharged, the radio code would be recognised. All security features require the connection of specialist diagnostic machines to link with our factory databases, assuring excellent security levels. In certain situations, positive proof of identification and ownership of the vehicle may be required or authorisation obtained from the registered keeper of the vehicle.

How can the driver secure a hire vehicle in the event of a breakdown if the vehicle is under 12 months old? The driver should call SEAT Roadside Assistance on 0800 262 622 (UK). They will arrange recovery to the nominated SEAT Retailer, if a roadside fix can't be carried out. SEAT Roadside Assistance will then arrange the delivery of a courtesy car for a period of three days. For terms and conditions visit seat.co.uk

What is your complaints procedure? Our dedicated customer care team is here to take care of any concern that you wish to raise. However, if you feel that an issue should be reviewed further, the team will be happy to arrange for a manager to contact you. Alternatively, SEAT UK and its network are subscribers to the SMMT Motor Codes Ltd Code of Practice and if you remain dissatisfied after consultation with SEAT UK, you can write to Motor Codes at: New Car Code Conciliation Service, PO Box 44755, London SW1X 7WU.

What should I do if I have a vehicle off the road awaiting parts supply? Please contact our Customer Care team on 0808 5 222 222 (option 8). A member of the team will be happy to investigate any parts delay issues you experience and provide you with regular updates. If you have the part details, then please provide these to us. Alternatively, we are happy to speak to the Retailer to obtain this information on your behalf.

Further Information.

Discover more.

For Further information on all our Fleet offerings or to search for your local SEAT Retailer, click on the links below



More information on SEAT Fleet

For a wealth of information to support Fleet customers >



Our Retailer network.

To locate a Retailer and to find opening times. >





SEAT FOR BUSINESS

SEAT is committed to a policy of continuous product and programme development and reserves the right to make changes to the programme, information, specifications, colours and prices without notice. While SEAT makes every effort to ensure that specifications are accurate at the time of publication (January 2021), you should always check with your authorised SEAT Retailer for the latest information. Due to limitations of the printing process the colours reproduced in this brochure may vary slightly from the actual paint colour and material. This vehicle and all its parts, as well as the original spares, were designed according to the Legal Regulations governing the prevention and minimisation of Environmental Impact, through the use of recycled/recyclable materials, with measures taken to achieve suitable recycling for the conservation and improvement of environmental quality. January 2021.