



Our fleet  
aftersales  
commitment  
to you

**SEAT for Business**

Confidential information for Fleet Operators only.

# Contents

## **Our fleet aftersales commitment to you.**

- 04 Making fleet aftersales easy.
- 05 So what are the main benefits?

## **Our fleet aftersales benefits to you.**

- 06 We're budget conscious.

## **Courtesy Vehicle.**

- 10 Terms & Conditions

## **Comprehensive Retailer support.**

- 11 We take service care standards seriously.

## **Service regimes.**

- 12 We also make service regimes more cost effective.

## **Experienced customer care team.**

- 15 We make our experience count.

## **SEAT Warranty.**

- 17 We'll ensure you're fully covered.

## **SEAT Connect: Safety and Service.**

- 18 SEAT Connect: Always on. Always safe.

## **SEAT Roadside Assistance.**

- 20 We'll get a move on when you stop.

## **Frequently asked questions.**

- 21 We're ready for your questions.

## **Further Information.**

- 22 Discover more.





# Making fleet aftersales easy.

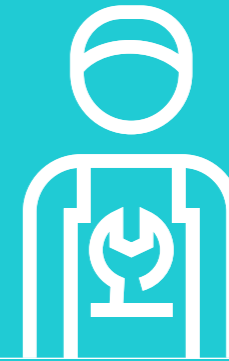
**With a simple, transparent pricing structure, regional labour rates, valuable parts discounts, and an aim to respond to every 1-Link booking enquiry within 20 minutes, we're committed to providing you with the highest levels of fleet aftersales service from SEAT.**

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](http://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**



**Network of 123 Retailers\***



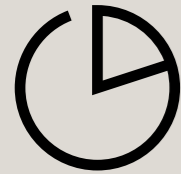
**SEAT Roadside Assistance**



# 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 fitting<sup>1</sup>.

<sup>1</sup> Parts will be payable.

## Courtesy car.

If we need to keep the vehicle overnight, we'll make a courtesy car available<sup>3</sup>. 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.



<sup>3</sup> Courtesy Car vehicles have a daily mileage allowance of 50 miles per day. Full Terms and Conditions apply, please refer to your local retailer for more details.\*

**SEAT approved parts discount 7.5%<sup>2</sup>.**



We only fit SEAT approved parts for every job.

<sup>2</sup> Calculated against the recommended retail price.

**Regional labour rates\*.**



- London **£75**
- South East **£72**
- Midlands & South Wales **£68**
- Scotland, Northern, Ireland, South West, North Wales & Northern England **£66**

\*Maximum hourly labour rate.

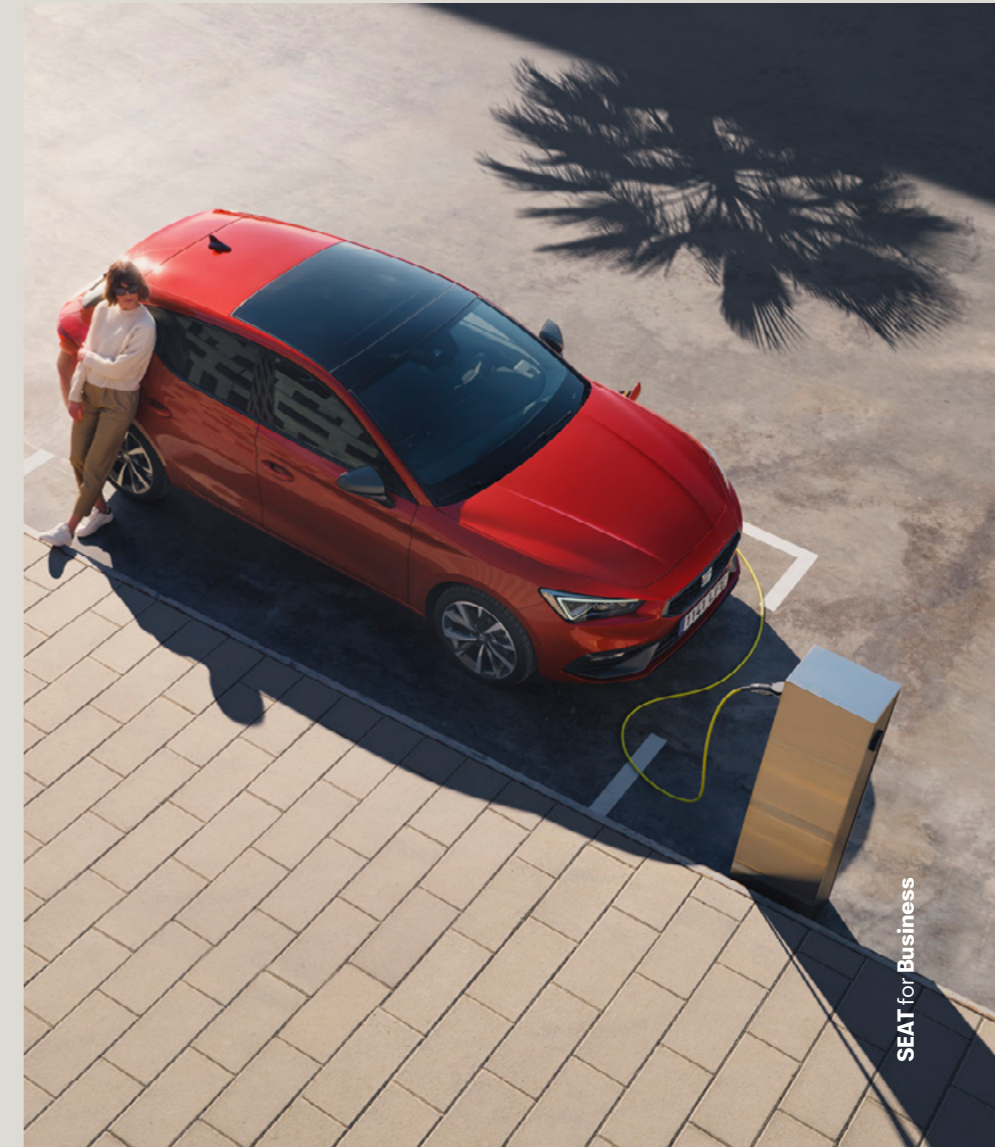
**£10.60 per litre of oil.**

You won't pay more than £10.60 per litre of oil.



**AdBlue £1.80 per litre.**

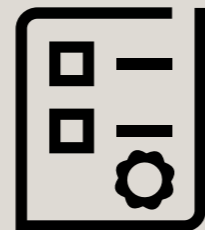
You won't pay more than £1.80 per litre for AdBlue.





## FREE Vehicle Health Check.

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



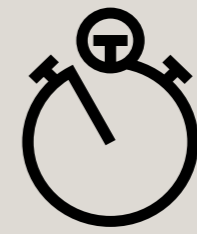
## £49 MOT.

You won't pay more than £49 for an MOT test.



## Booking lead time less than seven working days.

We'll book your car in with a lead time of less than seven 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 aimed to 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 Receptions<sup>5</sup>.

<sup>5</sup> 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**



**Technical support**



**Expert diagnosis**



**SEAT approved parts**

**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.

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.

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

### **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](http://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.



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.

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.

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.

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.

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



Vehicle usage	Time/distance service regime.	Longlife service regime.
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.
<b>Service intervals</b>		
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.

**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](https://www.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.



Three-year/  
60,000 miles warranty



# SEAT Connect: Always on. Always safe.



**SEAT Connect allows you to connect your phone to your SEAT. It offers you mobile access to important vehicle functions and combines security with transparency for even more comfort. Whether you need to find where you parked, find your nearest petrol station, or access emergency functions such as Breakdown Call or Emergency Call, SEAT Connect can support you in every situation and provide you with the information you need regarding your mobility.**

#### **Find your SEAT**

Forgotten where you parked? SEAT Connect can give you your car's exact location via the app, so you can easily get back to your journey.

#### **More Control**

SEAT Connect allows you to adjust the interior temperature of your vehicle before you start your journey. Allowing you to have a comfortable journey right from the start.

#### **Breakdown Call**

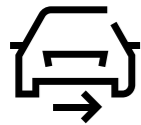
In the event of a breakdown, we get to your location quickly. Simply by pressing a button you can call for breakdown assistance from your vehicle which will send your location and vehicle information to SEAT Roadside Assistance. They will then help you to identify the cause of the breakdown or will dispatch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

#### **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.

# 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](https://seat.co.uk)**

# 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](https://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.

\* Certain restrictions apply.

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.



SEAT for Business



# Thank you.

We hope that this guide allows you to get the best out of your SEAT and your aftersales benefits.



## 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 (March 2024), 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.

March 2024.