



**WHENEVER YOU NEED US,
WE'RE HERE TO SUPPORT YOU.**

WE UNDERSTAND THE AFTERSALES NEEDS OF YOUR BUSINESS.

Buying a Citroën is the first step in our relationship, and we're committed to partnering with you all for all your aftersales needs. We understand that you want your vehicle to always perform at an optimal level whenever you need it.

Commitment, flexibility and a single point of contact are three key areas that you expect from us. You'll also expect processes that ensure minimal vehicle downtime and competitive rates to keep your service, maintenance and repair costs within budget.

On top of all this, you'll have peace of mind in knowing that your vehicle is maintained strictly in accordance with manufacturer's guidelines using only original equipment parts. Thereby, ensuring your vehicle always performs at its best and maintains its residual value.

We are best placed to provide the best possible support for you, your vehicle and your business. So, to help explain how we deliver this we've created this easy reference document.

Regardless of your fleet size, letting us look after you brings a level of aftersales support that simply cannot be matched by others through the following:

- Customer Experience
- Right First Time
- Downtime Management
- No Turn Down Policy
- Mobility
- Duty of Care
- Citroën Approved Accident Repair Centres
- Service Level Agreement
- Manufacturer Support
- Nationwide Coverage



CUSTOMER EXPERIENCE

WE VALUE YOUR BUSINESS

We don't like to think that our journey together ends when you take possession of your vehicles, rather it's the beginning. We see it as the start of a mutually beneficial relationship during which we'll make certain that we meet the highest standards of support throughout the whole lifespan of your vehicles.

Our journey encompasses pre-delivery, handover, first service and beyond. It structures the entire customer care and aftersales process, ensuring that you get the very best service levels from us when required.

RIGHT FIRST TIME

OUR POLICY IS TO ALWAYS FIX IT RIGHT FIRST TIME

Our policy of fixing it right first time is a unique offering to you. As part of the Citroën authorised repairer network we are the best people to deliver this through.

- Technicians that are manufacturer trained and use specialist tools and diagnostic equipment
- Identifying outstanding quality and software upgrades at point of service and completing them free of charge
- Using only Citroën original equipment parts, which fit first time, every time

- The use of systems that can quickly identify the exact parts fitted when the vehicle was manufactured
- Only we are authorised to carry out warranty work

DOWNTIME MANAGEMENT

WE UNDERSTAND YOUR BUSINESS

There's nothing more annoying than having your vehicles out of action and not earning money. Clearly you'll want them to be worked on and returned as fast as possible - whether for planned or unplanned work.

To help you stay in control of downtime, we'll agree an approximate completion time and keep you informed via phone, text or email of your vehicles' current status as it progresses through our workshop.



NO TURN DOWN POLICY

WE ALWAYS FIT AROUND THE NEEDS OF YOUR BUSINESS

We would like to give you the reassurance that your booking will be accepted. We know how important it is to accept booking requests that fit in with your particular needs. That's why we operate a clear 'No Turn Down Policy'. Call us and we'll work with you to get your vehicles into our workshop, and back to you at an agreed time.

BOOKING TYPE	Minimum Booking Lead Time {Number of working days after the booking request date}
Collection and Delivery	2
Courtesy Car	5
While-you-Wait	2

MOBILITY

WE UNDERSTAND MOBILITY IS KEY TO YOUR BUSINESS

Whilst we're working on your vehicle you may need to keep mobile. To help, we have a range of solutions to do just that:

Courtesy vehicles - We have a range of vehicles available to help you get back on the road.

Collection and Delivery - It may be more convenient for us to come and collect your vehicle and return it to you when finished.

Lift to work or back home - We can also give you a lift to work or home and arrange to pick you up or drop your vehicle back to you later in the day.

While-you-Wait - Take advantage of our comfortable waiting area, with free Wi-Fi and hot and cold drinks where you're welcome to relax or get on with some work.

DUTY OF CARE

WE NEVER UNDERESTIMATE THE IMPORTANCE OF VEHICLE AND DRIVER SAFETY

Our free of charge vehicle health check (VHC) offers real peace of mind when it comes to vehicle, driver safety and your duty of care responsibilities. In all, over 40 checks are performed by our fully trained Citroën technicians that know your vehicle inside out. Items checked include:

- Lighting
- Bodywork and Glass
- Interior
- Steering and Suspension
- Engine Bay
- Wheels and Tyres
- Brakes

If we do identify anything as part of this process we will get in touch with you to discuss your preferred course of action.

For your records, we will also include a copy of the VHC report as part of the documentation handed over at vehicle collection.



CITROËN APPROVED ACCIDENT REPAIR CENTRES

KEEP YOUR CITROËN, 100% CITROËN

If your vehicle is in a major or minor incident, the Citroën Approved Accident Repair Centre (CAARC) network is fully equipped and trained to repair and return your vehicle to its original state.

All CAARCs meet rigorous standards set by Citroën and only ever use original equipment parts and manufacturer repair methods. This means you'll have the confidence that the NCAP rating of your vehicle is maintained and that the parts used are designed and engineered specifically for your vehicle.

Following an accident, simply call
Citroën Accident Assistance on
08000 72 72 72

SERVICE LEVEL AGREEMENT (SLA)

WE LEAVE NOTHING TO CHANCE

As time goes by it's easy to become slightly less clear about certain details. So, as all businesses are different, we will develop an SLA tailored to your particular requirements upon request. Once in place, it will confirm exactly the terms of business that we've agreed between us.

MANUFACTURER SUPPORT

FLEET MENU PRICING

TRANSPARENT PRICING MAKES

BUDGETING EASY

Fleet Menu Pricing (FMP) is a web-based system that can help you budget for Service, Maintenance & Repair (SMR).

FMP quite simply shows the recommended maximum parts and labour price you can expect to pay for service, regular maintenance and repair jobs for both cars and light commercial vehicles. FMP covers around 80% of all jobs including brakes, clutches, air conditioning, electrical, exhausts, suspension, timing belts and scheduled servicing.

What's more, the system is a national programme and free to use.

To register please email your business details to:
fmpregistration@mpsa.com

NATIONWIDE COVERAGE OF THE CITROËN DEALER NETWORK

THERE FOR YOU, WHEREVER YOU ARE

If your business takes you away from home, it's comforting to know that there are Citroën authorised repairers across the country. So, you'll never be far from friendly, professional assistance.

Visit citroen.co.uk/find-a-dealer.



FINAL WORD

This easy reference document helps to highlight why choosing your local Citroën Dealer for all your aftersales needs makes real, business sense. Everything we do is designed for you, and we hope to be of service to you for years to come.

Contact your local Dealer today about your Fleet Aftersales needs.