



# Hyundai Fleet Aftersales

## Aftersales Charter Summary





## Putting Fleet customers at the heart of our business.

We know that every car on your fleet is a critical business tool, so we have invested to ensure your fleet vehicle downtime is kept to a minimum.

Through our Fleet Aftersales Charter, we ensure transparency for our customers when it comes to Service, Maintenance and Repair (SMR) and in-life costs.

### There for you:



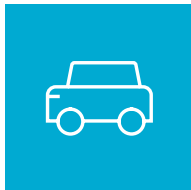
**168**

Authorised  
Repairers



**5**

Dedicated Fleet  
Customer Care  
Team



**Assistance**

Access to VOR  
Hyundai Assistance  
Fleet



**Contact**

Tel: 0344 346 0121  
Email: [fleetsupport@hyundai.co.uk](mailto:fleetsupport@hyundai.co.uk)



**Our dedicated Fleet Customer Care Team** – are here to help you understand and access our aftersales support and are available on the phone or by email, because we know that from time-to-time things can deviate from plan.

You can call them on **0344 346 0121** or email [\*\*fleetsupport@hyundai.co.uk\*\*](mailto:fleetsupport@hyundai.co.uk)

# Aftersales Charter – dedicated service standards.

Our Aftersales Charter<sup>1</sup> offers a range of services to ensure your Hyundai stays on the road, providing some of the best aftersales support in the industry. And with complimentary 12 months Roadside Assistance with every service<sup>2</sup> and Hyundai Assistance Fleet providing a like-for-like loan vehicle should you require it; we keep your fleet and business moving.



## Cost of Ownership

- National Capped Labour Rate.
- National Engine Oil price cap.<sup>3</sup>
- National MOT rates.
- No charge for consumables and sundries.
- Discounted Parts and Accessories.
- Hyundai Genuine Parts with Hyundai Parts Warranty fitted by Hyundai Trained Technicians.
- Free fitting of tyres, bulbs and wiper blades when purchased from and fitted by the same retailer.
- Complimentary software updates during servicing.<sup>4</sup>
- Complimentary 12 months Hyundai Roadside Assistance with every manufacturer service.<sup>2</sup>



## The Hyundai Experience

- Complimentary Wi-Fi, refreshments, and hot-desk facilities for Fleet customers.
- A free Visual Health Check at every visit.
- Participating retailers to offer onward travel, including:
  - courtesy vehicle (subject to licence, insurance, and fuel charges).
  - Collection and delivery (within retailer-defined limits).
- A Hyundai Service Wash & Vacuum after service or repair unless declined.
- Dedicated Fleet Customer Service contact with phone and email.
- Hyundai UK Fleet Aftersales Manager and Customer Care team.
- Participating retailers to provide designated parking with EV charging at preferential rates.



## Ease of Use

- Participating retailers will confirm a booking date within 2 hours of the request being received on the 1-Link platform.
- Epyx 1-Link integration with Hyundai UK menu pricing.
- Hyundai will provide all Fleet Management companies with access to its real time Service, Maintenance and Repair portal (where required).
- National labour rate for Fleet Management companies.



## Transparency

- A copy of a completed Vehicle Health Checks can be provided, upon request, to both the driver and Fleet maintenance team.
- All VHCs will be held on file and a deferred work report provided, upon request.
- Hyundai is a manufacturer partner with Epyx 1-Link, as part of the menu pricing programme.
- Hyundai will provide, upon request, quarterly updates to major Fleet, Contract Hire & Leasing Customers.

1. At Participating Retailers only. 2. When your car is serviced at an Authorised Hyundai Repairer in line with the service schedule.

3. Excludes high performance N Range engine oils which will be charged at RRP plus VAT. 4. If required.



## Fleet expertise on hand

If you're considering a new fleet partner, Hyundai Business should be top of your shortlist. We want to make things as easy as possible to help you find the right cars for your business.

Whether you're looking for a practical Plug-in Hybrid SUV or a striking electric saloon, with our range of innovative, high-quality cars, you and your company car drivers will enjoy low running costs, efficiency, the latest technology and stylish design.

At Hyundai Business, we have experts on hand to help no matter the size of your fleet - whether it's finding the right mix of vehicles for your operational needs, access to competitive funding options or navigating the journey of transitioning your fleet to EV.

**Schedule a call with one of our dedicated Fleet Account Managers today.**



[Request a call back](#)

---