

# Kia Fleet Charter



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## Foreword

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An increasing number of fleet and business users are choosing cars from Kia's stylish and dynamic range. Not surprising when you take into account Kia models benefit from having some of the lowest whole life costs and come with our industry leading 7 year warranty.

The introduction of the Kia Fleet Charter demonstrates Kia's commitment to providing industry leading levels of service and competitive SMR pricing to help you manage your fleet.

To help support service commitments, we have four competitive regional labour rates, a maximum price of £7.95 for a litre of fully synthetic oil, and £35 for an MOT, helping keep maintenance costs under control.

Participating dealerships are committed to a sub 20 minute response to fleet booking requests via 1Link, providing transparent competitive pricing, and a consistently high level of service for fleet customers.

All Kia dealerships have the latest diagnostic equipment, access to the full range of Kia special tools as well as technical information and support. Specialist diagnostic equipment helps make the diagnosis and repair of any issues as swift as possible. The fitment of genuine Kia replacement parts keeps your Kia performing as it should.

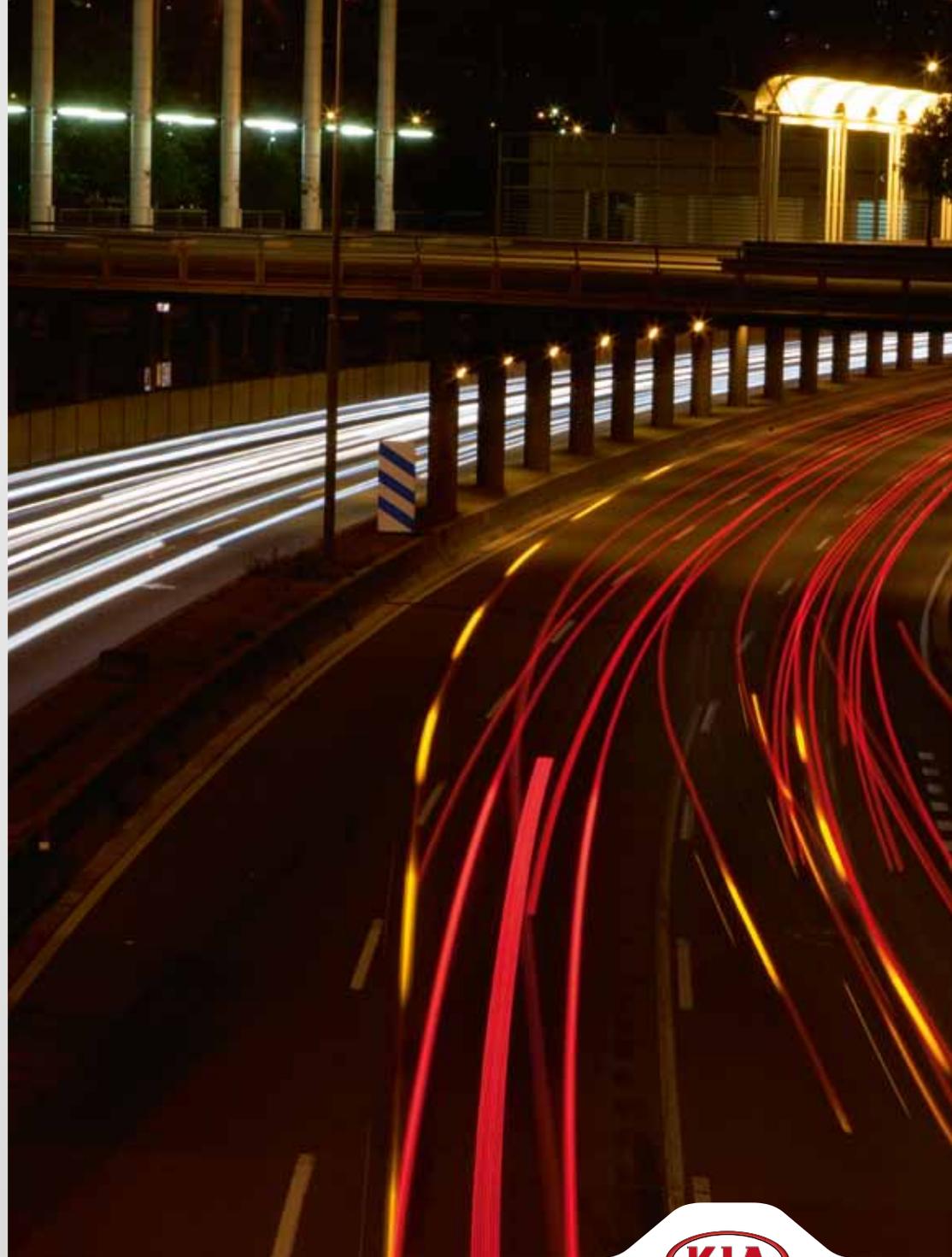
Our fleet support team work hand-in-hand with our dealer network to deliver industry-leading levels of customer care. In doing so, we believe that fleet operators can be confident that using a Kia dealer is the best way to maintain their Kia.



**Hamish McCowan**  
**After Sales Director**

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## Introduction to Kia Motors

Founded in 1944 Kia is the oldest Korean car manufacturer. Since the year 2000 Kia has been part of the Hyundai-Kia Automotive Group, currently one of the 5 largest vehicle manufacturers in the world.

Kia designs and develops vehicles to meet the varying requirements of customers around the world, with offices in 172 countries, and design and R&D facilities in Korea, Europe and the USA.

In addition, vehicle manufacturing takes place at facilities in Korea, the USA and Europe with production facilities in China, catering for the growing domestic market.

The Zilina plant in Slovakia has a capacity of 300,000 units per annum and produces Sportage, Venga, and the cee'd range for the European market.

In the UK, Kia continues to grow, with more than 77,000 vehicle registrations in 2014, placing Kia as the ninth largest volume vehicle manufacturer as measured by vehicle sales.

With a network of over 180 dealerships in the UK you're always within easy reach of our expertise.



Kia's plant at Zilina, Slovakia



Kia Motors (UK) Ltd's new offices at Walton Green

## The Charter

The Kia Fleet Charter has been developed to produce consistently high service standards for our fleet customers. The Kia pricing structure, supported by the epyx 1link platform, provides a consistency of pricing to help you manage maintenance budgets.

Four fixed regional labour rates help keep costs under control. Synthetic oil is also set at a maximum of £7.95 a litre with an MOT at £35.

London South East	Midlands South Wales South West	North Wales Northern England	Scotland Northern Ireland
£65	£60	£56	£53

Our network of participating dealerships provides routine servicing and maintenance operations on fleet vehicles at competitive prices. A common set of charter standards ensure your drivers receive a consistently high level of customer service which we call "Family-like Care".



## Fleet Support

Dedicated fleet contacts within our Customer Contact Centre can assist with general enquiries and issues such as warranty queries, parts availability and vehicle or dealership related issues.

They will work with you and our dealer network to provide an efficient service for fleet customers, helping resolve any queries in a timely and efficient manner.

To get in touch call us on **0330 1003513** or email us at [fleet@kiacustomer care.co.uk](mailto:fleet@kiacustomer care.co.uk)

8:30am to 9pm Monday to Friday  
9am to 1pm Saturday

If you operate a major fleet which includes Kia models, our After Sales Fleet Manager is also available to provide aftersales support and assistance.

## Vehicle Health Check

As a fleet operator you will know how important it is to ensure that your vehicles are kept in good condition. Every time your vehicle visits a Kia dealership they will carry out a free Vehicle Health Check, giving the driver important feedback on the condition of the vehicle.

In addition a 'Condition Report' will be produced highlighting issues noted during the Health Check. Key items will be assessed using a red/amber/green 'traffic light' system, identifying any that need urgent attention or replacement at a later date.



## Fleet Charter Standards

Kia dealerships are committed to providing industry leading levels of service. They offer a range of service and maintenance options to minimise fleet driver inconvenience whilst keeping them mobile.

At Kia we know that fleet operators want a consistent, high level of service, wherever their vehicles are operating throughout the UK. To meet this expectation, and together with our network, we have developed the Kia Fleet Charter which sets out the 11 service standards. All of which must be met by participating dealerships, to make managing your fleet that much easier.

The Kia Fleet Charter pricing is incorporated into the epyx 1Link platform to provide consistent and accurate pricing. Further benefits include no additional labour charges for fitting wiper blades or exterior bulbs during a service\*.

Initial diagnosis following a breakdown will be treated as a priority booking. Should there be a need for a courtesy car, there will always be one available.

Whether booking service or maintenance work, our dealerships offer a range of options to meet your fleet's requirements.

\*Fitting times of less than 0.2 of an hour

## Charter Service Standards

### Clarity of pricing

To ensure transparent and consistent pricing, Kia repair times and parts/fluids prices for servicing and routine maintenance are incorporated into the epyx 1Link platform.

Four fixed regional labour rates:

London South East	Midlands South Wales South West	North Wales Northern England	Scotland Northern Ireland
£65	£60	£56	£53

A maximum of £7.95 a litre for synthetic oil, £6.95 for Semi-synthetic oil, and £5.95 for mineral oil has been set, with £35 for an MOT.

### Response Times

Enquiries via the 1Link system will receive a response within 20 minutes.

### Lead Times

We offer a maximum lead time of 3 working days, or 5 working days where a courtesy car is required. Safety related and emergency work will be given priority. Breakdowns will be treated as a priority booking with investigation and initial diagnosis completed within 24 hours.

### While-U-Wait

Customers can arrange for work to be carried out whilst they wait. Free Wi-Fi and coffee are available in most dealerships.

### Collection and Delivery

Customers may prefer to have their vehicles collected and delivered from their home or place of work. Kia dealerships offer a collection and delivery service within a 20 minute / 10 mile radius.

### Courtesy Cars

All Kia dealerships are able to offer the use of a courtesy car, with a minimum of 5 working days' notice\*.

### Genuine Kia Parts

Only genuine Kia parts will be used for service or repairs. Fleets will also receive a discount of 10%\*\* from the Recommended Retail Price of all routine service and maintenance parts. Genuine Kia parts are covered by a 2 year parts and labour warranty.

### Service Wash

All vehicles will be washed and vacuumed following a service.

### Free Fit

Wiper blades and external bulbs with a fitting time of less than 0.2hr will be fitted free of charge during a service.

### Vehicle Health Check

We will carry out a free Vehicle Health Check on every vehicle.

### Software Updates

Where applicable, software updates (excluding maps) will be installed free of charge as part of a routine service.

\*Insurance charges may apply

\*\*Excluding Care-3



GT4 Stinger Concept Car



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## Kia Genuine Parts

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Kia Fleet Charter dealers will only use genuine Kia parts that are manufactured and tested to the same quality and safety standards as your Kia vehicle. This ensures that the safety and performance of your Kia is maintained.

Kia dealers hold a core stock of fast moving parts. In addition our UK parts distribution centre delivers a first time pick of 96% for next day delivery to help minimise vehicle downtime.

Many dealers can order daily for through-the-night delivery before 8am next day.\*

- 3pm cut off for stock orders
- 6pm cut off for VOR orders

## Fleet Charter Dealerships

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Our dealerships have fully trained teams that know and understand your Kia. Kia trained Master Technicians can diagnose and repair problems quickly to keep your drivers mobile.

Our dealerships have trained staff, the latest diagnostic equipment and Kia genuine parts, making them the best choice to service and maintain your vehicles.

\*Subject to dealer location and local delivery restrictions where service level will be next day by noon.



## Kia People

People are the heart of every business. Kia take pride in developing staff to reach their full potential helping to provide 'Family-like Care' to all customers.

Each member of our dealership Sales and Service teams has a clear pathway for progress and development.

The Kia Academy Training Centre in Nottingham provides instructor based training as well as e-learning solutions. Kia also operates an apprenticeship programme to develop the next generation of vehicle technicians.

All Kia Technicians will have received Kia training so you can be sure your Kia is in good hands.

## Technical Support

Sometimes even an experienced master technician may need support to resolve a complex technical issue, something that only Kia are able to provide.

In addition to accessing a global database of technical information, technicians can liaise with a team of experienced and dedicated Kia Technical Specialists online or via telephone. This support allows the most complex or one-off repairs to be completed as quickly as possible.

## Kia Fleet Charter Features and Benefits

Feature	Charter Standard	Benefits
1Link Booking Response Time	20 minutes	Efficient, timely response
Lead Times	Maximum of 3 working days, or 5 working days where a courtesy car is required	Quick access to workshop when needed
Transparency	Fixed labour rates, parts and oil pricing incorporated into The 1Link platform	Clarity of pricing
Collections and Delivery	Free collection and delivery within a 20 minute / 10 mile radius	Minimises driver inconvenience
Courtesy Car	Courtesy car provided, with 5 working days notice	Minimises disruption to driver's schedule
While-U-Wait	Appointments offered with use of Wi-Fi and free hot drinks	Allows drivers to continue working
Genuine Parts	Only genuine Kia parts fitted	The right parts, supplied quickly
Car wash	Cars washed and vacuumed after service work	Saves you the job!
Free fit bulbs and blades	Free fitting of wiper blades and exterior bulbs, up to 0.2hr	Reduced maintenance costs
MOT	£35	Reduced maintenance costs
VHC	Free Visual Health Check	Condition report
Software Updates	Applicable software updates will be installed free of charge during a routine service	Keeps your Kia operating as it should



## KIAssist

KIAssist is run in partnership with the RAC and provides customers with **12 months** (from first date of registration) **UK & European Roadside Assistance** free of charge. This service is available 24 hours a day, 365 days a year.

**KIAssist can be contacted on:**  
0800 015 8762 in the UK,  
0033 472 435255 in Europe

If the RAC are unable to fix the car at the roadside, they will recover the car to a Kia dealer and depending on their findings, may provide the customer with a courtesy car for up to 48 hours.

The dealer is required to accept the car into their workshop, carry out an inspection and provide an initial diagnosis as a priority.

## Kia 7 Year Warranty

At Kia, we don't just sell cars that look great. We want our customers to enjoy them for years to come. We use the latest engineering and technical know-how to design and build Kia cars – and we think you'll appreciate this every time you get behind the wheel. In fact, we're so proud of how we put our cars together that we offer one of the most comprehensive warranties around.

The 7 year warranty applies to all Kia cars purchased from an authorised Kia dealer that are registered and normally used in the UK.

### Limited liability

Under this warranty Kia are only liable for the repair or replacement of original parts by an authorised Kia dealer that are defective in materials or workmanship. Kia are not liable for any costs incurred in getting to a dealer, supplying a replacement car, or being without the car during warranty repairs.

### The warranty period

The new car warranty begins on the date of registration, except for service parts or accessories that are installed at a later date. The vehicle warranty transfers to each new owner as long as it hasn't expired.

### What's covered by the basic warranty?

Kia covers the components of a new Kia car for unlimited mileage up to 36 months, and for 100,000 miles between 37 and 84 months, from date of registration.

### Exceptions are:

- **Battery** – 24 months
- **Air conditioning refrigerant charge** – 24 months
- **Wheel balance and steering alignment** the first 1,000 miles or one month
- **Cracks in exterior glass** – the first 1,000 miles or 3 months

### Audio and navigation units

The original audio and navigation units are covered for 36 months or 60,000 miles from date of registration.

### Paint

Paint is covered for 60 months or 100,000 miles from date of first registration. Specific exclusions are listed at [www.kia.co.uk](http://www.kia.co.uk)

### Taxi/private hire vehicles

84 months or 100,000 miles, whichever comes first. The vehicle must be registered as a taxi in line with Kia UK procedures, or cover is limited to 60,000 miles.

Exclusions also include factors beyond the manufacturer's control, lack of maintenance or the use of inferior quality parts or incorrect fuel or lubricants.

For full details please refer to the Warranty section at [www.kia.co.uk](http://www.kia.co.uk)



## Network Development

Kia are committed to providing “Family-like Care” and an excellent customer experience, every time, through our dealer network. We work closely with our network to ensure every customer receives the highest levels of service.

Dealerships are appointed and regularly audited against a comprehensive set of operating standards which include processes and facilities.

Kia are also proud to be members of the SMMT, with all Kia Dealerships subscribed to the Motor Codes Code of Practice.

## Expert Diagnosis

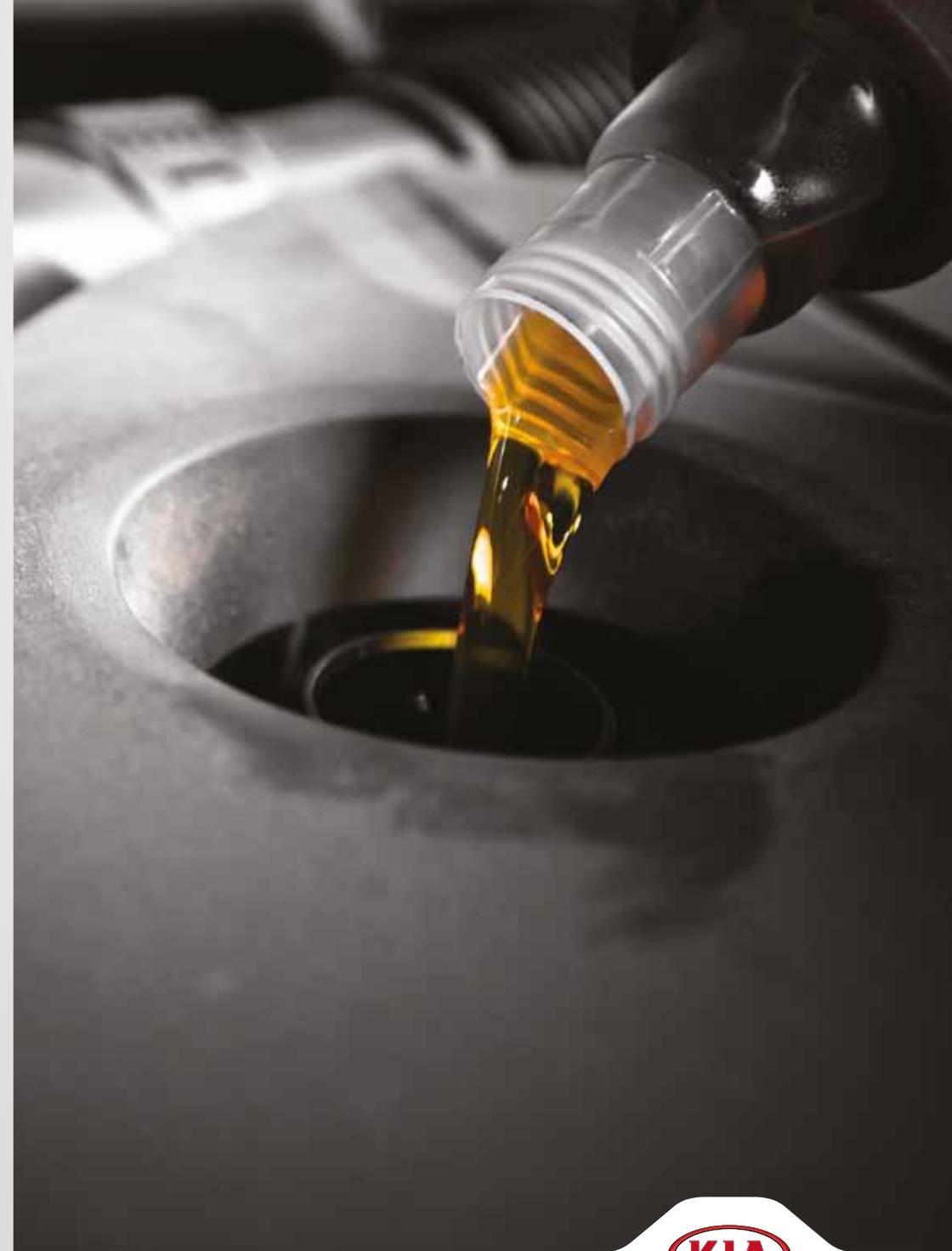
Kia technicians use state-of-the-art diagnosis systems to help maximise first time fix, minimising downtime and inconvenience. As well as making the diagnosis and repair of any problems as swift as possible, specialist diagnostic equipment allows vehicle software to be updated, keeping your Kia performing as it should.



## Kia Care-3 Service Plans

Kia offer an exclusive service package across the majority of the Kia model range. Enjoy a competitive fixed priced package on your first 3 services - with Kia Care-3, or first 5 services - with Kia Care-3 Plus, reducing the cost of ownership.

**For further details please visit [www.kia.co.uk](http://www.kia.co.uk) or contact your local Kia dealership.**



### Fleet Customer Services

Telephone 0330 1003513  
Email [fleet@kiacustomer care.co.uk](mailto:fleet@kiacustomer care.co.uk)

### Opening times

8:30am to 9pm  
9am to 1pm  
Monday to Friday  
Saturday



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