

A group of five diverse people, including three women and two men, are standing outdoors in front of a black wrought-iron fence and a large, light-colored building with arched windows. They are all smiling and holding a large white rectangular sign. The sign has the text "COUNT ON CITROËN FOR YOUR SERVICING & MAINTENANCE NEEDS" written in a bold, blue, sans-serif font. The people are dressed in winter clothing, such as jackets, scarves, and boots. The background shows bare trees, suggesting a cold season.

**COUNT ON CITROËN
FOR YOUR SERVICING &
MAINTENANCE NEEDS**

Citroën Service
Recommended by you



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NO - COMPROMISE CARE

Like every Citroën, yours was built to bring you a mix of smooth performance, exceptional comfort, safety and efficiency. To keep providing this special balance, it needs the very best care, maintenance and attention.

No one is better equipped to look after you and your vehicle than your Citroën Authorised Repairer and its team of highly skilled Citroën trained technicians. So you don't need to compromise.

Discover your Citroën Servicing and Maintenance options at citroen.co.uk/owner-services 

REST ASSURED.

YOU'RE IN THE BEST HANDS

- All work is carried out by expert technicians using the latest technology and equipment
- We only fit Citroën Original Equipment or Approved Citroën Parts designed and made to bring you optimum performance – mile after mile
- We'll add the latest technology updates for free
- No surprises. We'll always talk to you and provide a cost estimate if we find that extra work needs doing – and never start it without your say so
- Before starting work, we'll always provide a quote that clearly explains what we're going to do and how much it will cost
- After a service or repair, we'll give your Citroën a wash



COMPLETE CONVENIENCE

We're dedicated to keeping you moving – whether your Citroën is in for a minor repair or a major service. That's why we offer a range of options designed to minimise disruption to your day.

Book your appointment today at citroen.co.uk/bookonline 

THE FOLLOWING OPTIONS ARE AVAILABLE:

- A drop off and pick up service to get you home or to work*
- Servicing while you wait in the comfort of your Citroën Dealership, with Wi-Fi and refreshments
- A courtesy vehicle if that fits your schedule better**

SERVICING AND MAINTENANCE

We know that unexpected repairs can be a worry, so we've fixed our maintenance, servicing and MOT prices. And that includes VAT, parts and labour.

Even better, your Citroën is being looked after by our highly skilled trained technicians, using only Citroën Original Equipment or Citroën Approved Parts.



*Within a 10 mile radius of your Dealer

**A charge would apply to this service. Just ask your Dealer for details

SERVICING MADE SPECIAL

Every service is completed with the care and attention that comes as standard at your Citroën Authorised Repairer. Its team of technicians has unrivalled knowledge of every model and the latest, best technology at their fingertips. And if anything needs replacing on your vehicle, you can relax. They only fit Citroën Original Equipment or Approved Citroën Parts, so it will run perfectly.

As you'd expect, your Citroën Service History will be kept right up to date – for your records and to preserve the resale value of your vehicle too.

Choose your Citroën Authorised Repairer at citroen.co.uk/bookonline 

SERVICE	YEAR 1	YEAR 2	YEAR 3, 5, 7 etc. MINOR	YEAR 4, 6, 8 etc. MAJOR
Oil change	•	•	•	•
Oil filter change	•	•	•	•
Fuel filter change (diesel-where required)		•		•
Vehicle inspection and report	•	•	•	•
Check and top-up screenwash and antifreeze	•	•	•	•
Check for vehicle safety, software and product enhancements	•	•		•
Vehicle memory faults check and report	•	•	•	•
Air filter replacement				•
Pollen filter replacement (where required)		•	•	•
Check suspension				•
Check and adjust tension of drive belts (where required)				•
Remove all wheels for inspection of brakes	•	•	•	•
Replace spark plugs (petrol engines)				•
Check heating & A/C operations				•
Reset service interval display	•	•	•	•
Road test	•	•	•	•
Dealer stamp in service book	•	•	•	•
Courtesy wash and vacuum	•	•	•	•

FIXED PRICE MAINTENANCE, SERVICING & MOT

All prices include VAT, Parts & Labour.

FIXED PRICE MAINTENANCE	Citroën Approved Parts**	Citroën Original Equipment*
Front Wiper Blades	£29	£39
Front or Rear Brake Pads	£99	£149
Front Brake Pads & Discs	£199	£279
Rear Brake Pads & Discs	£229	£279
Timing Belt	£399	£499
Water Pump [when fitted with timing belt]	£120	£120
Battery [Petrol/Diesel]	£109	£139
Battery [Stop/Start]	£169	£199
Diagnostic [first ½ hour]	£60	£60
Air Conditioning Refresh	£29	£29
Air Conditioning Service (All Gas Types)	£199	£199

FIXED PRICE SERVICING AND MOT	Costs
Year 1* [12 months/10k miles]	£199
Year 2* [24 months/20k miles]	£249
Minor Service** [Every 12 months/10k miles]	£179
Major Service** [Every 24 months/20k miles]	£299
MOT/Pre-MOT Check [N.I.]	£54
Brake Fluid	£59

Book your Fixed Price Service today at citroen.co.uk/bookonline 

Prices correct at the time of publication – September 2019. We reserve the right to change, amend or withdraw the offer at any time.

* Using Citroën Original Equipment and comes with a 12 months parts and labour warranty.

**Using Eurorepar parts which is a range of Citroën's own competitively priced range of parts, that meets our quality standard for your vehicle and comes with a 2 years parts and labour warranty.

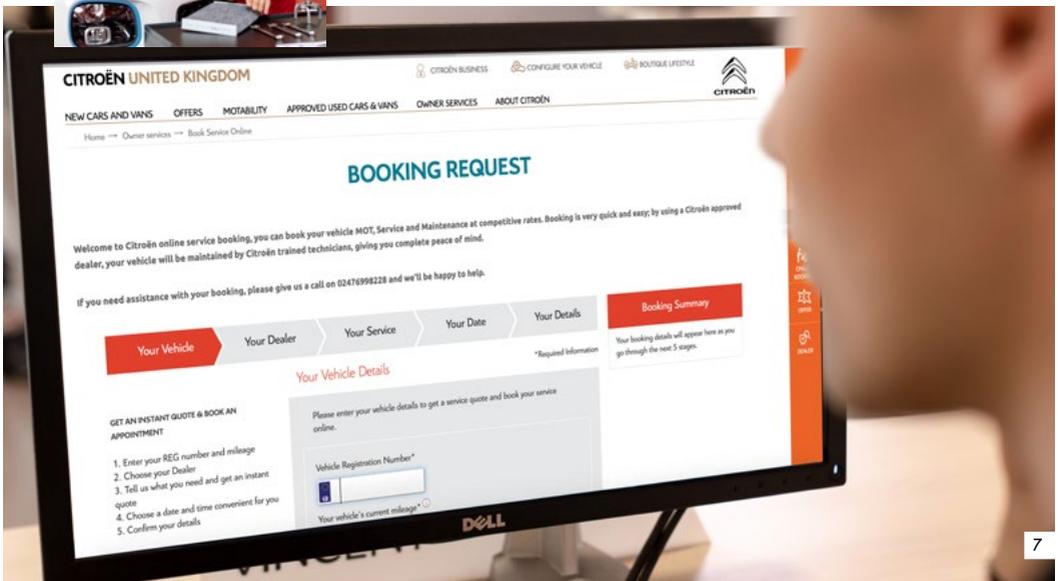
BOOKING MADE SIMPLE

We've made it quick and easy to book your Citroën in for a service, maintenance or replacement tyres, especially if you do it online. Simply enter your registration number and mileage, choose a Citroën Authorised Repairer and select what you need.

We'll send you an instant quote, and once you've decided on the day and time that suits you best, just confirm your details and relax. That's it. Your chosen Citroën Authorised Repairer will be in touch to confirm the booking.

While you're online, why not take a look through our amazing range of Genuine Citroën Accessories by looking on the accessories tab. They're all carefully designed to fit perfectly and match the quality of your vehicle. You can arrange fitment of anything you fancy at the same time as booking your service.

Book a service in minutes at citroen.co.uk/bookonline 



PERSONALISED SERVICE PLANS

A perfect-fit Citroën Service Plan is easy to buy online, and flexible too. You can buy one at any time and all our Service Plans are contract free, so you can change them whenever you need to. Just go to the 'Service Plan' section of our website, explore your options, and when you're happy, simply buy with a click.

Keeping your Citroën in the best condition couldn't be easier with our Citroën Service Plans. They are:

- **Affordable**

A fixed monthly fee or the option to pay with one up-front payment;

- **Inflation Proof**

Service Plans guaranteed at today's prices;

- **Flexible**

The ability to tailor the plan to your needs;

- **Expertise**

All work carried out by Citroën trained technicians, using only Citroën Original Equipment or Approved Citroën Parts;

- **Add Value**

A full Citroën Service history will help maximise your vehicle's re-sale value.

Explore and choose a personalised Service Plan at citroen.co.uk/service-plans 



PERFECT FIT ACCESSORIES

Our wide range of accessories helps you make your Citroën even more right for you. From extra storage and protection, to comfort, technology and sheer style, there's everything you need to create a vehicle that fits your life and reflects your tastes perfectly.

Citroën Genuine Accessories are designed to be part of your vehicle, tested by our engineers and built to the highest quality and safety levels, so all you have to do is choose and enjoy.

Explore our diverse and inspiring Genuine Accessories range at citroen.co.uk/owner-services/accessories



CITROËN ACCIDENT ASSISTANCE

If you're involved in an accident, Citroën Accident Assistance is just one call away. We'll get your vehicle to a Citroën Accident Repair Centre where all work will be carried out by Citroën trained technicians using Citroën Original Equipment or Approved Citroën Parts. Your vehicle will come back repaired and your warranty will be intact too. During repairs, we'll also keep you moving and provide you with a replacement vehicle completely free of charge. Simply call us with your insurance details (and those of anyone else involved) and we'll sort everything.



Call Citroën Accident Assistance on
0800 197 2046 📞

CITROËN TELESERVICES

Thanks to Citroën Teleservices, we can tell if your vehicle needs attention: even when you're out and about. Provided you have the Citroën Connect Box Emergency Assistance System fitted. This innovation remotely monitors all kinds of important functions and tells us if there's anything to do: and it's completely free. It covers your engine, safety technology, driver assistance and braking systems, fluid levels such as oil, and even lets us know when your car is ready for a service.

When we receive information from Citroën Teleservices about your Citroën, we'll simply get in touch to discuss the best course of action.

Sign into your account to check you're eligible, add your VIN, which you'll find in your Warranty and Maintenance booklet, and subscribe to Citroën Teleservices.



Find out more about Citroën Teleservices at
[citroen.co.uk/owner-services/
citroen-parts-repair/citroen-teleservices](https://citroen.co.uk/owner-services/citroen-parts-repair/citroen-teleservices) 🖱️

CUSTOMER SATISFACTION

We work hard to create and provide friendly and efficient services. Because being a Citroën owner should be uniquely inspiring and enjoyable at every turn. So knowing how you feel about your experience as a customer is essential – it means we can continue getting better at what we do.

In the next couple of weeks we'll send you a short online survey from *customersatisfaction.uk@citroen-ipsos.com* that will ask you to rate your recent Citroën Aftersales experience.

It uses a numbered rating system to keep things quick and simple, like this:

9 – 10: SATISFIED

I would recommend my Dealer

7 – 8: NOT FULLY SATISFIED

I wouldn't recommend my Dealer

1 – 6: UNSATISFIED

I would discourage people from using my Dealer



Find out more about our customer satisfaction surveys by contacting:

customersatisfaction.uk@citroen-ipsos.com 



