

LeasePlan

What's next?

LeasePlan DriverLine

Frequently asked questions

From 1st July 2017 drivers must call the LeasePlan DriverLine for all servicing, maintenance, repairs and tyre replacement.

Q. Why do I need to book my service through the DriverLine?

A. We can ensure that a nearby service and repair centre is ready to carry out the work, allowing us to make the booking on your drivers behalf and manage the entire process through to authorisation.

If new tyres are needed, a call to the DriverLine enables our team to locate an outlet, confirm the right brand and size of tyre is in stock and make the booking.

Q. What are the benefits of using DriverLine?

A. Booking via the DriverLine ensures work will be completed within a service network that has subscribed to the LeasePlan service standards. We will also have full sight of servicing, maintenance and repair needs and work proactively with garages to get vehicles back on the road.

Q. How do I arrange a vehicle service, repair or MOT?

A. You can book either by calling the LeasePlan DriverLine, or through the leaseplan.co.uk website.

Q. What time is the DriverLine open?

A. The DriverLine is open 24 hours a day with service bookings being taken between 8am and 8pm, tyre support is available 24 hours a day.

Q. What times will the service take place?

A. Routine services are available between 8.30am and 5.30pm Monday to Friday. Weekend servicing can be arranged on request.

Q. Can I wait for my vehicle to be serviced?

A. We can offer a while you wait service on request – this is available from 8.30am Monday to Friday.

Q. What collection and delivery services are available?

A. The majority of servicing agents operate a collection and delivery service – collecting between 8.30am- 11am and returning between 3pm and 6pm Monday to Friday. Specific times available on request.

Q. Are courtesy vehicles provided?

A. Some servicing agents offer a courtesy vehicle service – please speak to the DriverLine about any special conditions surrounding the service.

Q. How will I know my service has been arranged?

A. An email will be sent to you with date and time. An SMS text message will be sent as a follow up reminder.

Q. Where will my vehicle be serviced?

A. The DriverLine team will find the nearest LeasePlan approved supplier to carry out the work and manage the entire process.

Q. What will happen on the day?

A. We will carry out checks as the work progresses. Should there be any problems we will send you details via SMS, email or phone.

If there are any delays in the return of your vehicle, we will manage the entire repair process to ensure your vehicle is back on the road as quickly as possible.

Q. What happens next?

A. Feedback is important to us. After any service drivers will receive a brief survey asking them to share their experience of the process. This helps us ensure we continually review and improve the service provided to drivers.

Q. What happens if I book my service direct with a dealer?

A. We understand there will be a transition to the new process; if drivers contact a garage directly they will be referred back to the DriverLine to make the booking.

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