



BENTLEY

FINANCIAL SERVICES

SERVICE PLAN – DRIVER'S GUIDE

Welcome to your Bentley Service Plan driver's guide. It's designed to explain your new plan as well as what to do when your Bentley needs servicing. It also aims to help you understand what you are entitled to before you need to visit a Bentley retailer, so please read over the following and retain this guide for future reference.

What your plan offers

Your Service Plan is a convenient way to ensure your Bentley stays in optimum condition with the care of Bentley trained technicians using Bentley genuine parts.

You will get a fully documented Bentley service history, making your vehicle more desirable if you ever choose to part exchange or sell your vehicle.

Looking after your Bentley

To get the best out of your plan, and your Bentley, there are a few things you can keep an eye on in-between services.

These are:

- Check tyre pressure, tread depth and condition
- Check all lights and indicators

It is also your responsibility to:

- Ensure your vehicle is serviced at the recommended service intervals at an authorised Bentley retailer
- Ensure that your vehicle is in good repair and condition at all times
- Ensure your vehicle is roadworthy and its safety is satisfactory at all times
- Pay any costs arising from any damage caused to, or deterioration of, your vehicle other than through fair wear and tear

We may terminate the agreement if you fail to perform or observe any of the terms or conditions contained in the agreement.

When your Bentley needs a service

Step 1:

When your vehicle requires a service, please contact your local Bentley retailer to book your vehicle in. We recommend you book in advance where possible to ensure your appointment isn't delayed during busier periods. Please note that most retailers have a great range of courtesy vehicles for you to use, if you book ahead.

When you're making your booking, remember to mention that you have a Service Plan, and that a service under this scheme can only be obtained from an authorised Bentley retailer.

A service will be due depending on the service regime set at the time of handover. Please refer to your owner's manual for the dates.

To find your nearest Bentley retailer, visit 'Locate Dealer' on BentleyMotors.com

Step 2:

The Service Advisor at your Bentley retailer will contact us (Bentley Financial Services) for authority to carry out the work required. You will be asked to sign only when the job is complete.

Step 3:

Make sure you have your service book stamped, or digital servicing records updated by the Bentley retailer carrying out your service before you drive away.

Please note:

- If you ask the Bentley retailer to carry out any work not included within your plan, you will have to pay for it when the work has been completed
- Any services not carried out before the contract end or mileage limit cannot be claimed for afterwards
- Damage caused to the vehicle as a result of neglect of service requirements will be charged to you



You plan in detail

Your next two or three scheduled services are covered within this agreement. The number of services you are covered for will be confirmed in your Service Plan welcome letter.

Below is an overview of what is included and excluded.

Service includes	Year 1	Year 2	Year 3
• Oil and filter change • Replace pollen filters • Replace air filters • 2 x Wiper blades • Key fob batteries • Change brake fluid & tyre sealant • Replace spark plugs • Fuel additive	• • • • • •	• • • • • • •	• • • • • •
Vehicle Inspection and report includes	Year 1	Year 2	Year 3
• All lights • Instruments • Bodywork • Glass • Locks • Battery • Coolant level • Drive belts • Braking system • Steering • Hoses • Drive shaft • Suspension • Exhaust system • Wash & vacuum • Check brakes • Check/adjust tension on all drive belts • Check gear box oil level • Check final drive oil level • Full vehicle road test • Diagnostic check including report • Re-set service internal display • Bentley stamp in service book	• • • • • • • • • • • • • • • • •	• •	• • • • • • • • • • • • • • • • • •

Service includes	Interim Service	Major Service
• Oil and filter change	•	•
• Check pollen filters (replace as required)		•
• Check air filters (replace as required)		•
• 2 x Wiper blades	•	•
• Key fob batteries	•	•
• Check brake fluid (change as required)		•

Vehicle Inspection and report includes	Interim Service	Major Service
• All lights	•	•
• Check pollen filter condition	•	
• Check spark plugs		•
• Instruments	•	•
• Bodywork	•	•
• Glass	•	•
• Locks	•	•
• Battery	•	•
• Coolant level	•	•
• Drive belts	•	•
• Braking system	•	•
• Steering	•	•
• Hoses	•	•
• Drive shaft	•	•
• Suspension		•
• Exhaust system	•	•
• Wash & vacuum	•	•
• Check brakes		•
• Check/adjust tension on all drive belts		•
• Check gear box oil level		•
• Check final drive oil level		•
• Full vehicle road test	•	•
• Diagnostic check including report	•	•
• Re-set service internal display	•	•
• Bentley stamp in service book	•	•



As part of this Service Plan, each service provides a full vehicle inspection and report, as well as a complimentary wash and vacuum. For a comprehensive list of all the items checked and replaced, please talk to an Advisor at your local Bentley retailer.

Please note: If you ask the retailer to carry out any work not included within the recommend Service Plan, you will need to pay for it when the work is complete. No additional work will be carried out on your vehicle without your authorisation.

Excluded

- Any wear and tear
- Glass/Body repairs or any other damage
- MOT
- Camshaft belts/chains, drive belts/chains
- Any repairs or maintenance associated with diesel particulate filter and exhaust systems
- Spark plugs, air filter or fuel filter

Transferring your Service Plan

This plan is fully transferable to a subsequent owner if you decide to sell your vehicle before the plan comes to an end. You can also pass on any unused services to the new owner if you sell the car. For further information, please contact our Customer Services Centre on the number below.

For full details, refer to the terms and conditions provided with your agreement at the point of sale.

Our team of highly trained staff will be happy to assist you with any questions you may have. You can contact the Customer Services Centre on 0370 900 3100; Monday – Friday 8am – 8pm, Saturday 9am – 5pm. Closed Sundays and Bank Holidays.

If you have any other questions you can also contact your local Bentley Retailer.

