

BT Fleet

Fixed Price Servicing FAQ's

How do I find out what's included in my service?

A list of the items included is available on our website. If you require a manufacturer's service, please ask for a copy of the schedule when you arrive at the garage or directly from the manufacturer.

Where are the garages located?

BT Fleet has a nationwide network of garages. To find your nearest garage please see the website or call us on 0845 601 2888.

Can I have additional work done or faults rectified at your garage?

Yes, we have experienced and fully-qualified technicians that can work on a wide range of vehicle makes and types. Please let the team know when you make your booking and they will give you a quote for the labour involved.

Will you stamp my service book?

If your vehicle is within its warranty period and you have a manufacturer's service, we will stamp the service book and your warranty will not be void. If your vehicle is out of warranty and you require a menu priced service, providing the schedule does not include any key components that you have asked us not to complete, brake fluid change for example, then we will stamp the service book for your history.

What's the difference between a BT Fleet full service and a manufacturer's service?

Manufacturers have different schedules and elements to complete for each of their suggested services. A BT Fleet full service is a comprehensive safety check of the vehicle, replacement of key filters, removal/clean and inspection of rear brake drums. We have taken elements from several manufacturers to develop a value-for-money service. If you would like a manufacturer's service we can do this and will base it on the recommended retail pricing and time needed to complete it.

What type of parts will be fitted on my vehicle?

We will fit parts that are of manufacturers' own or comparable quality. We do not fit budget parts.

What grade of oil is included in my service?

We will use either mineral, semi-synthetic or fully-synthetic engine oil depending on your vehicle's requirements.

How do I know if my car needs a service?

Most vehicles require a yearly service. We recommend this is combined with an MOT test to minimise the time your vehicle is off the road and unnecessary repeat visits to a garage.

How do I book a service?

Complete the service booking form or call us on 0845 601 2888.