

Maintenance

Service

Service work and the Digital Maintenance Plan

Log of services performed ("Digital Maintenance Plan")

The SEAT dealership or a specialised workshop records Service receipts in a central system. Thanks to this comprehensive documentation of the service history, it is possible to reproduce the services performed any time. SEAT recommends requesting a Service receipt after every service carried out containing all the services carried out on the system.

Whenever there is a new service the receipt is replaced with a current one.

The Digital Maintenance Plan is not available in some markets. In this case, your SEAT dealer will inform you about the current documentation of the work.

Service works

In the Digital Maintenance Plan, your SEAT authorised service or specialised workshop documents the following information:

- When each one of the services was carried out.
- Whether a specific repair has been suggested, e.g. changing the brake pads in the near future.
- If you have expressed a special request for the maintenance. Your Service Advisor will write the work order.
- The components or fluids that were changed.
- The date of the next service.

The Long Life Mobility Warranty is valid until the next inspection. This information is documented in all checks performed.

The type and the volume of the service may vary from one vehicle to another. A specialised workshop will be able to provide specific information on the jobs for your vehicle.

WARNING

If the services are insufficient or not performed and if the service intervals are not observed, the vehicle may be immobilised in traffic cause an accident and severe injuries.

- Make sure that any repairs are carried out by a SEAT authorised service or specialised workshop.

NOTICE

SEAT cannot be held liable for any damage to the vehicle due to insufficient work or of lack of availability of spare parts.

Note

Regular services on the vehicle not only maintain its value, but also its correct operation and road safety. For this reason, conduct the services in accordance with SEAT guidelines.

Set Service or Flexible Service Intervals

Services are classified as **oil change service** and **inspection**. The service interval display on the instrument panel display serves as a reminder of the next service.

Depending on the features, the engine and the conditions of use of the car, either the **Fixed service** or the **Flexible service** will be applied for an oil change service..

How to know which type of service needs to his vehicle

Check the tables below:

Oil change service^{a)}

PR No.	Type of service	Service interval
Q11	Fixed	Every 5000 km or after 1 year^{b)}
Q12		Every 7500 km or after 1 year^{b)}
Q13		Every 10000 km or after 1 year^{b)}
Q14		Every 15000 km or after 1 year^{b)}
Q16	Flexible	According to the service interval display.

^{a)} The data are based on normal conditions of use.

^{b)} Whatever happens first.

Inspection Service^{a)}

According to the service interval display.

^{a)} The data are based on normal conditions of use.

Particular characteristics of the Flexible Service

Regarding the **Flexible Service** the oil change service only has to be performed when the vehicle needs it. To calculate when you have to carry out this service, take into account the individual conditions of use and personal driving

style. A major component of the flexible service the use of LongLife oil instead of conventional engine oil.

Bear in mind the information about the specifications of the engine oil according to the VW standard ››› page 275.

If you do not want to the flexible service you can select the fixed service. However, a fixed service may affect service costs. The Service Advisor will gladly advise you.

At SEAT, the dates of the services are indicated by the service intervals display:

- on the instrument panel ››› page 29
- in the infotainment system: menu  > **Settings > Service**; OR  > **Vehicle status > Service** ››› page 35.

The service interval display gives information for service dates that involve an engine oil change or an inspection. When the time for the corresponding service comes, additional work required, such as the change of brake fluid and the spark plugs, can be carried out.

Information about the terms of use

The service intervals and groups are usually based on **normal conditions of use**.

If, on the other hand, the vehicle is under **adverse conditions of use**, some of the work must be carried out before the next service period or even between service intervals.

Conditions of use adverse include:

- The use of fuel with a high sulphur content.
- Frequent short trips.
- Letting the engine idle for a long period of time, as in the case of taxis.
- Using the vehicle in areas with thick dust.
- Frequent driving with a trailer (depending on equipment).
- Using the vehicle mostly in situations with a lot of traffic and stops (e.g. in the city).
- Using the vehicle mostly in winter.

This applies especially for the following parts (depending on equipment):

- Dust and pollen filter
- Air Care allergen filter
- Air filter
- Toothed chain
- Particulate filter
- Engine oil

The Service Advisor of your specialised workshop will gladly inform you about the need of performing service work between normal service intervals, always considering the conditions of use of your vehicle.

⚠ WARNING

If the services are insufficient or not performed and if the service intervals are not observed, the vehicle may be immobilised in traffic and cause accidents and severe injuries.

- Have the services conducted at authorised SEAT services or specialised workshops.

🕒 NOTICE

SEAT cannot be held liable for any damage to the vehicle due to insufficient work or of lack of availability of spare parts.

Service sets

Sets of services include all the **maintenance works** needed to ensure the safety and the smooth running of the vehicle (**depending on the conditions of use and the features of the vehicle**, such as the engine, gearbox, or operating fluids).

Maintenance services are divided into *inspection and review* services. Consult the details of the jobs required for your vehicle at:

- Your SEAT authorised service
- Your specialised workshop

Due to technical reasons (continuous development of components) the sets of services may vary. Your SEAT authorised service or specialised workshop is always receiving updates in time.

Additional service offers**Approved spare parts**

Original SEAT Spare Parts have been conceived for their vehicles and approved by SEAT, with a special emphasis on safety. These parts correspond exactly to the manufacturer's requirements in terms of design, accuracy of the measurements and materials. The original SEAT Spare Parts have been conceived exclusively for your vehicle. For this reason, we always recommend the use of Original SEAT Spare Parts. SEAT cannot be held liable for the safety and suitability of parts from other manufacturers.

Approved spare parts

Approved spare parts, following the manufacturer's requirements, are an additional service to you, offering the possibility of replacing complete sets, such as: light engine, gearboxes, heads, control units, electrical components, etc.

These parts are, **approved parts**, and are the same as the factory parts, which are also approved spare parts.

Original accessories

We recommend you only use SEAT Original Accessories and SEAT approved accessories for your vehicle. The reliability, safety and suitability of these accessories have been inspected specifically for this type of vehicle. SEAT cannot be held liable for the safety and suitability of parts from other manufacturers.

Service Mobility

As of the moment you purchase your SEAT vehicle you will be able to enjoy the benefits and coverage of Service Mobility.

For the first two years after the purchase, your new SEAT vehicle is automatically covered by Service Mobility at no additional cost.

If you wish to enjoy this service after this period, you can extend SEAT Service Mobility as long as you carry out the recommended Inspection and Maintenance Services at a SEAT Authorised Service.

If your SEAT vehicle is immobilised due to a fault or an accident, our assistance services will help you keep moving.

Take into account that the SEAT Mobility Service differs depending on the country in which the vehicle was purchased. For further information ask your SEAT dealership or the SEAT website in your country.

Vehicle upkeep and cleaning

Basic observations

Regular and careful care helps to maintain the value of your vehicle. In addition, it may become a prerequisite to demand the warranty in the event of corrosion damage and deficiencies in the paint coat of the bodywork.

Specialised workshops have the necessary care products. Please follow the instructions for application on the packaging.

WARNING

- Cleaning products and other materials used for car care can be damaging to your health if misused.
- Always keep care products in a safe place, out of the reach of children. Danger of poisoning!

For the sake of the environment

- When purchasing car care products, choose products that are compatible with the environment.
- The waste from car-care products should not be disposed of with ordinary household waste.

Washing the vehicle

The longer you take to clean the tanks, e.g. remains of insects, bird excrements, tree resin or anti frost salt adhered to your vehicle, the more damage it can cause to the surface. High temperatures, for instance strong sunlight, further intensify the damage.

Before washing the car, soften the dirt using plenty of water.

To remove encrusted dirt such as insects, bird droppings or tree resin, use a lot of water and a microfibre cloth.

Have the underside of the vehicle washed after the end of the anti frost salts in winter.

High pressure cleaning equipment

When washing the vehicle with a high-pressure cleaner, always follow the operating instructions for the equipment. This applies particularly to the operating pressure and the distance between the spraying water.

Do not point the jet directly towards the side windows, doors or covers; the same applies for the tyres, rubber hoses, damping material, sensors or camera lenses. Keep a distance of at least 40 cm.

Do not remove snow and ice with a high-pressure cleaner.

Do not use a nozzle that sprays the water out in a direct stream or one that has a rotating jet for forcing off dirt.

The water temperature must not exceed 60°C.

Automatic car washes

Spray the vehicle before starting the car wash.

Make sure that the windows are closed and the windscreen wipers are deactivated. Bear in mind the instructions of the car wash tunnel operator, especially if your vehicle has detachable parts.

Use of car washes without brushes if possible.

Washing by hand

Clean your vehicle from top to bottom with a soft sponge or with a brush. Only use cleaning products that do not contain solvents.

Polishing

Polishing is only necessary when the vehicle's paintwork has lost its gloss and cannot be restored with care products.

Do not polish matt painted surfaces! If the paintwork is polished, the surface will be irreparably damaged.

Washing vehicles with a matte paint by hand

To prevent damage to the vehicle when washing it, first remove the thicker dust and dirt. To remove traces of insects, grease and fingerprints, it is best to use a special cleaner for matte paint.

Apply the product with a microfibre cloth. To avoid damaging the surface of the paint, do not apply too much pressure.

Rinse with plenty of water. Then clean it with a neutral cleaning product and a soft microfibre cloth.

Rinse the vehicle again with plenty of water and then leave it to dry. Remove traces of water with a leather cloth.

WARNING

- Only wash the vehicle with the ignition switched off or according to the specifications of the car wash tunnel operator. Accident hazard!
- When cleaning the underbody or the inside of the wheel arches, protect yourself from sharp or pointy metal parts. Risk of cut!
- After cleaning the brakes could act more slowly due to moisture or, in winter, the ice on the brake discs and pads. Accident hazard! In this case the brakes should be dried by pressing the brake pedal several times.

WARNING

Incorrect use of high-pressure cleaning equipment can cause damage. This can lead to accidents and serious injuries.

- Never direct the jet of the high-pressure cleaning equipment directly at the orange high-voltage cables, the high-voltage system components or the 12-volt on-board network.

NOTICE

- Before washing the vehicle in an automatic car wash, please make sure to retract the exterior mirrors to prevent them from being damaged. The electric folding exterior mirrors should only be folded/unfolded electrically!
- Do not wash the vehicle in direct sunlight. Risk of damaging the paint job!
- Do not use sponges, abrasive household sponges or similar to clean insect remains. Risk of damaging the surface!
- Vehicle parts with matte paint:
 - Do not use polish or hard wax. Risk of damaging the surface!
 - Never select washing programmes that include the use of wax. This could damage the appearance of matte paint.
 - Do not put stickers or magnets on parts with matte paint, as removing them may damage the paint.

For the sake of the environment

The car should only be washed in special wash bays. These places are prepared to prevent oily water from getting into the public drains.

Cleaning the exterior

Below can be found some recommendations on the cleaning and upkeep of individual vehicle components.

Go to your specialised workshop if you have special questions or parts that are not listed.

Take the general considerations into account
>>> page 307, *Take special care with....*

Windscreen wipers

- *Dirt:* Soft cloth with windscreen cleaner.

Headlights / Tail lights

- *Dirt:* Soft sponge with neutral soap solution¹⁾.

¹⁾ Neutral soap solution: maximum of two tablespoons in 1 l of water.

Sensors / Camera lenses

- **Dirt:**
 - *Sensors:* soft cloth with a solvent-free cleaning product.
 - *Camera lenses:* soft cloth with an alcohol-free cleaning product.
- **Snow/ice:** Hand brush/Solvent-free antifreeze spray

Wheels

- **Antifreeze salt:** Water.
- **Brake abrasion dust:** Special acid-free cleaning product.

End exhausts

- **Antifreeze salt:** Water, if a fine steel cleaning product is required, or a non-abrasive and non-corrosive cleaning product.

Covers / Trims

- **Dirt:** Neutral soap solution¹⁾, if a fine steel cleaning product is required.

Paint

- **Paint flaws:** Check the paint's colour code at an authorised service and restore with a touch-up pencil.
- **Spilled fuel:** Immediately rinse with water.

- **Tank with environmental rust:** Apply rust remover and then apply hard wax. Go you your specialised workshop if you have any queries.
- **Corrosion:** Have your specialised workshop take care of this.
- **Water does not form droplets on the clean paint:** Maintain with hard wax (at least twice a year).
- **No shine despite maintenance/unattractive paint:** Treat with suitable wax and apply paint preservative afterwards if the wax used does not contain preservative ingredients.
- **Tanks, e.g. insect remains, bird droppings, tree sap, road salt:** Immediately soak with water and remove with a microfibre cloth.
- **Grease-based dirt, e.g. cosmetic products or sunscreen:** Remove immediately with a neutral soap solution¹⁾ and a soft cloth.

Carbon fibre parts

- **Dirt:** Clean in the same way as painted parts
»» page 304.

Decoration slides

- **Dirt:** Soft sponge with neutral soap solution¹⁾.

Interior cleaning

Below can be found some recommendations on the cleaning and upkeep of individual vehicle components.

Go to your specialised workshop if you have special questions or parts that are not listed.

Take the general considerations into account
»» page 307, *Take special care with....*

Windows

- **Dirt:** Apply windscreen cleaner and then dry with a cloth.

Covers / Trims

- **Dirt:** Neutral soap solution¹⁾.

Plastic parts

- **Dirt:** Damp cloth.
- **Encrusted dirt:** Neutral soap solution¹⁾, if possible a solvent-free plastic cleaning product.

Displays/instrument panel

- **Dirt:** Soft cloth with a liquid crystal display cleaner.

Control panels

- **Dirt:** Soft brush, then a soft cloth with a neutral soap solution¹⁾.

¹⁾ Neutral soap solution: maximum of two tablespoons in 1 l of water.

Seat belts

- *Dirt*: Neutral soap solution¹⁾, allowed to dry before retracting.

Fabrics, artificial, Alcantara leather

- *Particles of dirt stuck to surfaces*: Vacuum cleaner.
- *Water-based dirt, e.g. coffee, tea, blood etc.*: Absorbent cloth and neutral soap solution¹⁾.
- *Grease-based dirt, e.g. oil, make-up, etc.*: Apply a neutral soap solution¹⁾. Absorb the dissolved grease and paint particles drying with an absorbent cloth, in case you must treat it with water afterwards.
- *Special dirt, e.g. pens, nail polish, dispersion paint, shoe polish, etc.*: Special stain remove: dry with an absorbent cloth, if applicable, apply neutral soap solution afterwards¹⁾.

Natural leather

- *Recent dirt*: Cotton cloth with neutral soap solution¹⁾.
- *Water-based dirt, e.g. coffee, tea, blood etc.*:
 - *Recent stains*: absorbent cloth.
 - *Dry stains*: stain remover suitable for leather.

- *Grease-based dirt, e.g. oil, make-up, etc.*:
 - *Recent stains*: absorbent cloth and suitable stain remover for leather.
 - *Dry stains*: grease solvent spray.
- *Special dirt, e.g. pens, nail polish, dispersion paint, shoe cream etc.*: Stain remover suitable for leather.
- *Care*: Apply preservative cream regularly to protect from sunlight. Use a coloured preservative if required.

Carbon fibre parts

- *Dirt*: Clean as with plastic parts.

Take special care with...

Headlights/tail lights

- Do not clean the headlights/tail lights with a dry cloth or sponge.
- Do not use cleaning products that contain alcohol. Risk of cracks!

Wheels

- Do not use for paint wax or other abrasive products.
- If the protective coating on the paint of the rim has been damaged due to stone impacts, scratches, etc., the damage should be repaired immediately.

Camera lenses

- Do not use hot or warm water to remove ice or snow from the camera lenses. Risk of cracking the lens!
- To clean the camera lens, never use abrasive cleaning products or products with alcohol. Risk of scratches and cracks!

Windows

- Remove snow and ice from windows and exterior mirrors with a plastic scraper only. To avoid scratches, the scraper should only be pushed in one direction and not moved to and fro.
- Never remove snow or ice from windows and rearview mirrors with warm or hot water. Risk of cracks on the windows!
- To prevent damage to the heating of the rear window, do not put stickers over the heating elements.

Covers/trims

- Do not use cleaning products or chrome based cleaning agents.

Paint

- The vehicle must be free from dirt and dust before applying wax or care products. Risk of scratches!

¹⁾ Neutral soap solution: maximum of two tablespoons in 1 l of water.

- Do not apply wax or care products if the vehicle is exposed to direct sunlight. Risk of damaging the paint job!
- The ambient rust deposits must not be removed through friction. Risk of damaging the paint job!
- Remove cosmetic products and sunlight immediately. Risk of damaging the paint job!

Displays/instrument panel

- The displays, the instrument panel and the trim around it must not be cleaned dry. Risk of scratches!
- Make sure that the instrument panel is switched off and cooled down before cleaning.
- Make sure that no liquid leaks between the instrument panel and the trim. Risk of damage!

Control panels

- Make sure that no liquid leaks into the control panels. Risk of damage!

Seat belts

- Do not remove the seat belts to clean them.
- Seat belts and their components must never be cleaned with chemical products, nor should they be allowed to come into contact with corrosive liquids, solvents or sharp objects. Risk of damaging the fabric!

- If you find any damage to the belt webbing, belt fittings, the belt retractor or the buckle, ask your specialised workshop to replace the belt in question.

Fabrics/artificial leather/microfibre

- Do not treat artificial leather/microfibre with leather cleaning products, solvents, wax polish, shoe cream, stain removers or similar products.
- If the stain is very hard to remove, take the vehicle to a specialised workshop to have it removed there. This will prevent damage.
- Do not use steam cleaners, brushes, hard sponges, etc. to clean.
- Do not turn on seat heating to dry the seats.
- Sharp objects on clothing, such as zips, rivets or belts can damage the surface.
- Open Velcro, e.g. on clothes can damage the seat upholstery. Make sure that Velcro fasteners are closed.

Natural leather

- Never use solvents, wax polish, shoe cream, spot removers or similar products on leather.
- Sharp objects on clothing, such as zips, rivets or belts can damage the surface.
- Do not use steam cleaners, brushes, hard sponges, etc. to clean.
- Do not turn on seat heating to dry the seats.

- Avoid exposing leather to direct sunlight for long periods, otherwise it may tend to lose some of its colour. If the car is left for a prolonged period in the bright sun, it is best to cover the leather.

WARNING

Do not use water-repellent coatings on the windscreen. In bad visibility conditions such as humid weather, darkness or when the sun is in its lowest point, visibility may be impacted. Accident hazard! Such coatings can also cause the windscreen wiper blades to make noise.

Note

- Remains of insects can be removed much more easily with previously treated paint.
- Regular car care treatments can prevent deposits of ambient rust.

Remove the vehicle from traffic

If you want to leave your vehicle stationary for a long period of time, contact a qualified workshop. They will gladly inform you about the necessary measures, such as anti-corrosion protection, Service and storage.

Also take into account the indications relating to the vehicle's battery >>> page 279, >>> page 279, Introduction.

Accessories, spare parts and repair work

Introduction

Always ask your dealer or specialist retailer for advice before purchasing accessories and replacement parts.

Your vehicle is designed to offer a high standard of active and passive safety. For this reason, we recommend that you ask a SEAT Official Service for advice before fitting accessories or replacement parts. Your SEAT Official Service has the latest information from the manufacturer and can recommend accessories and replacement parts which are suitable for your requirements. They can also answer any questions you might have regarding official regulations.

We recommend only using **SEAT accessories** and **genuine SEAT parts®**. SEAT has tested these parts and accessories for suitability, reliability and safety. SEAT Official Services have the necessary experience and facilities to ensure that the parts are installed correctly and professionally.

Although SEAT continuously monitors the market, it cannot judge whether products **not authorised by SEAT** meet the vehicle's reliability, safety and suitability requirements. SEAT therefore accepts no liability for these products, even if, in certain cases, they are authorised by an officially recognised technical inspection institute or official body.

Any **retro-fitted equipment** which has a direct effect on the vehicle and/or the way it is driven, such as a cruise control system or **electronically-controlled suspension**, must be approved for use in your vehicle and bear the **e** mark [the European Union's authorisation symbol].

If **any additional electrical devices** are fitted which do not serve to control the vehicle itself (for instance a refrigerator box, laptop or ventilator fan, etc.), they must bear the **CE** marking (manufacturer conformity declaration in the European Union).

WARNING

Accessories, for example telephone holders or cup holders, should never be fitted on the covers, or within the working range of the airbags. Otherwise, there is a danger of injury if the airbag is triggered in an accident.

Technical modifications

Unauthorised modifications to the electronic components, software, wiring or data transfer in the vehicle may cause malfunctioning.

You will appreciate that your SEAT dealership cannot be held liable for any damage caused by modifications and/or work performed incorrectly.

For this reason we recommend asking official SEAT service centres to do any necessary work using **genuine SEAT parts®**.

WARNING

Incorrectly performed modifications or other work on your vehicle can lead to malfunctions and cause accidents.

Radio telephones and office equipment

Radio transmitters (fixed installation)

Any retrofit installations of radio transmitters in the vehicle require prior approval. SEAT generally authorises in-vehicle installations of approved types of radio transmitters provided that:

- The antenna is installed correctly.
- The aerial is installed on the exterior of the vehicle (and shielded cables are used together with non-reflective aerial trimming).
- The effective transmitting power does not exceed 10 Watts at the aerial base.

A SEAT Official Service and specialised workshop will be able to inform you about options for installing and operating radio transmitters with a higher transmitting power.

Mobile radio transmitters

Commercial mobile telephones or radio equipment might interfere with the electronics of your vehicle and cause malfunctions. This may be due to:

- No external aerial.
- External aerial incorrectly installed.
- Transmitting power more than 10 W.

You must, therefore, do not operate portable mobile telephones or radio equipment *inside the vehicle* without a properly installed external aerial » » ⚠.

Please note also that the maximum range of the equipment can only be achieved with an *external* aerial.

Business equipment

Retrofit installation of business or private equipment in the vehicle is permitted, provided the equipment cannot interfere with the driver's immediate control of the vehicle and that any such equipment carries the **CE** mark. Any retrofit equipment that could influence the driver's control of the vehicle must have a type approval for your vehicle and must carry the **e** mark.



Note

- The posterior fitting of electric and electronic equipment in this vehicle affects its licence and could lead to the withdrawal of the vehicle registration document under certain circumstances.
- Please use the mobile telephone/radio operating instructions.

⚠ WARNING

Mobile telephones or radio equipment which is operated inside the vehicle without a properly installed external aerial can create excessive magnetic fields that could cause a health hazard.