



Lexus Network Honoured With Second ExpertEye Award for After Sales Service

25 February 2019

Lexus has won a second consecutive ExpertEye Award for providing the best after sales service to fleet customers from its network of UK centres.

The honour was determined by the responses given within Touchpoint - ExpertEye's driver satisfaction survey, following a range of after sales services such as routine maintenance, vehicle delivery, repairs, parts replacement, breakdown support, daily hire, accident management and use of pool vehicles.

The survey received feedback from more than 100,000 drivers of leased vehicles, reinforcing the value of the data gathered to motor manufacturers, dealerships and contract hire and fleet management providers.

Rick Yarrow, ExpertEye's Chairman and Founder, said: "Lexus driver feedback has been consistently high throughout the year and its dealer network has demonstrated remarkable levels of after sales support to fleet drivers. All results are based on independent feedback we receive from company car drivers, making Lexus deserved winners."

Ewan Shepherd, Director of Lexus in the UK, said: "It's our aim always to provide the highest levels of service to all our customers – both fleet/business and retail – true to our core principle of *omotenashi* hospitality. Our success in winning the ExpertEye award for a second year running demonstrates how company car drivers value the lengths we go to, to look after them and their vehicles. Our centres are committed to professionalism and understanding their customers' individual needs and preferences."

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