



## Your Driver Guide

# Driver assistance

## 0370 325 0024

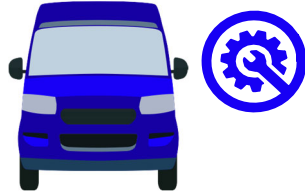
Operational 24 hours a day, Driver Assistance is the only number you'll need in case of an emergency. Availability of all support services is dependent upon the hours of operation by our specialist partners.



**Ford Fleet  
Management**

# Company vehicle driver

## Flexible Leasing



### Servicing, maintenance & MOT

- We will assist booking your vehicle in for routine servicing work; simply give us a call and we'll arrange a suitable time for you.
- Where available we will organise a mobile service van, a collection / delivery service or courtesy vehicle.
- It remains your responsibility to ensure all servicing is carried out on time and by an authorised dealer, so please inform us if you believe a service is due. You must also check that the service book has been completed accordingly. Please note any costs arising as a result of a missed service will be recharged.
- Oil and fluid levels are your responsibility and must be topped-up as necessary; the cost of fluids required in-between services are excluded from your hire agreement.

### Tyres, exhausts & batteries

- The replacement of items such as high quality tyres, batteries and exhausts caused by fair wear and tear are covered within your agreement.
- Replacement items caused by damage or misuse may be rechargeable. Please refer to your agreement for further detail.

### Vehicle breakdown

- Assistance is included should your vehicle break down as a result of a mechanical failure.
- Please refer to the manufacturer's handbook to check if they provide cover and call the emergency number quoted. If your vehicle is not covered by their assistance programme, or you are unsure, please call Driver Assistance.

### Windscreen & glass repair

- It is your responsibility to repair or replace cracks to your windscreen or vehicle windows immediately.
- Whether a replacement glass service is provided by your insurer or you have arranged this yourself, all costs are your responsibility.
- Unless prior arrangements have been made, a credit card payment may be requested before any work is carried out. If you have any issues please call Driver Assistance.

### Vehicle accidents

- Accident management cover is not included as standard within your agreement.
- If you have your own cover please call your provider for assistance.
- It is important that you follow the process as detailed by your accident management provider or insurer.
- If you do not have cover it is your responsibility to arrange the vehicle's collection and repair.

### Daily hire & replacement vehicles

- In the event of mechanical breakdown, please call Driver Assistance.
- Do not arrange a hire vehicle privately as you may be liable for any costs incurred.
- If you require a replacement vehicle after an accident this may be covered by your company's insurance.

### Overseas travel

- If you wish to take your vehicle abroad (including Republic of Ireland) please notify us 28 days prior to your trip and we will send you all the required documentation (valid for 12 months) e.g. Vehicle on Hire certificate and a Letter of Authority.
- AA Fleet Europe assistance is provided as standard within your agreement which covers mechanical breakdown within mainland Europe for a 90 day period per trip.

### Road fund licence (RFL)

- Your vehicle RFL is managed by us online. You can check on its status at any time by visiting [www.gov.uk/check-vehicle-tax](http://www.gov.uk/check-vehicle-tax)
- Please note, if your vehicle is over 3 years old the RFL cannot be renewed if an MOT is overdue. Please contact Driver Assistance.
- In such an event, your insurance will be invalidated and your company will be liable for any subsequent costs incurred.

