

autoserve●●●™

DRIVER HANDBOOK

**GUARANTEED
MAINTENANCE**





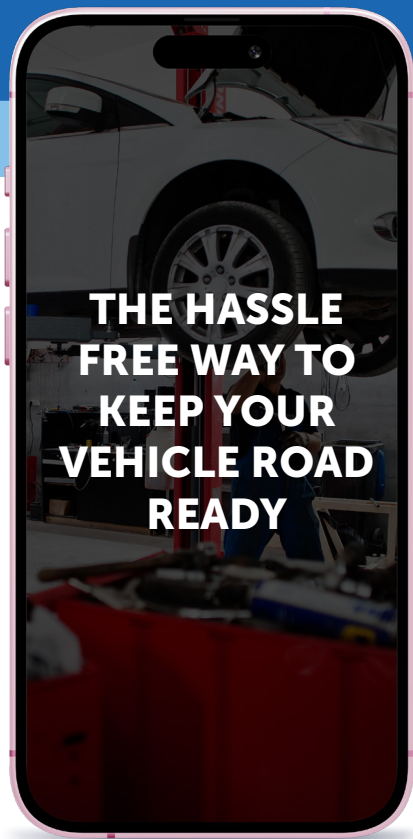
WELCOME

Autoserve Ltd, a proud member of the Aveto Group, with 40 years of expertise in the motor vehicle industry. As an independent entity with no affiliations to the motor trade, we provide impartial, expert advice and ensure our customers receive the highest standard of service from our trusted suppliers.

We offer a dedicated, round-the-clock breakdown only service, available 24 hours a day, 365 days a year, with a team of our own highly trained staff ready to respond immediately to our customers' needs. Our unwavering focus is on meeting the specific requirements of both business and private clients. With a wealth of technical experience and professional qualifications, our team is committed to delivering a consistently high level of personal service.

As pioneers in vehicle management, Autoserve maintains its exemplary service standards and attention to detail through rigorous monitoring of supplier performance and cost efficiency. All Autoserve garages operate under legally binding agreements that include guarantees on all workmanship and spare parts, ensuring top-quality service at pre-approved rates. Central to our operations is a sophisticated software system that utilises data from motor manufacturers and technical trade databases, providing comprehensive information on every make and model of vehicle on UK roads.

At Autoserve Ltd, we embrace the challenges of the future by integrating the latest technologies to complement the exciting innovations emerging from motor manufacturers and insurers. Our goal remains steadfast: to uphold the exceptional level of personal service that our customers value so highly.



**THE HASSLE
FREE WAY TO
KEEP YOUR
VEHICLE ROAD
READY**

GUARANTEED MAINTENANCE

Our Guaranteed Maintenance product is designed to keep your vehicle in top condition throughout your contract. It covers the costs of manufacture scheduled servicing and scheduled repairs, including MOT's, which is due three years after the vehicle's registration. Rest assured, we strictly follow the manufacturer's scheduled servicing for each vehicle. With a wide UK network of pre-approved garages and main dealer hubs.

As a Guaranteed Maintenance customer, you'll also benefit from our 24-hour breakdown assistance and accident management.

PRODUCT INCLUDES

SMR

ACCIDENT MANAGEMENT

**24/7 BREAKDOWN
ASSISTANCE***

TYRES**

WARRANTY CLAIMS

END GUARD

Our Guaranteed Maintenance product offers vehicle owners the reassurance of fully predictable servicing, and scheduled repair costs throughout the entire contract term.

So, when you have a scheduled service, you can drive away with confidence, knowing that your vehicle's upkeep is taken care of, allowing you to focus on the journey ahead and enjoy your vehicle to the fullest.

*Breakdown Assistance is provided by the manufacturer, once expired this is covered by Autoserve's breakdown cover in the event of a mechanical breakdown with the exception of exclusions.

**Please note that any sidewall or shoulder damage to the tyre is not covered.

OUR PRODUCTS



SERVICING, MAINTENANCE, REPAIR AND MOT

Our SMR product means that your vehicle manufacture scheduled servicing and scheduled repairs, and MOT testing costs will be covered for the duration of the contract.

All servicing is based upon the manufacturers guidelines and servicing schedules. When your vehicle's service light or notification appears or when your first MOT is due, all you are required to do, is book online or contact us at Autoserve to let us know and we'll do the rest. We'll find the closest approved garage to either your work or home address, based on your preference.

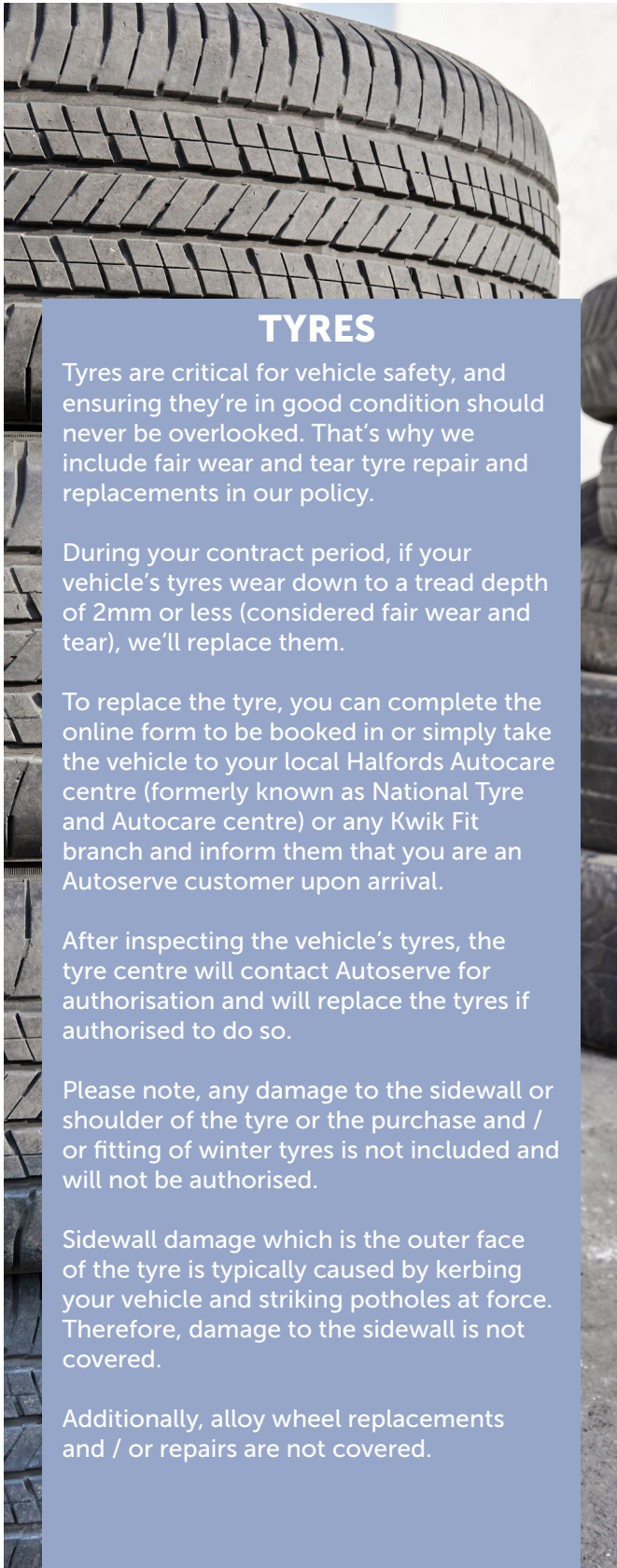
As part of the vehicle's service, the maintenance contract will cover items such as:

- Checking the engine oil and filter replacement
- Brake pads and discs
- External bulbs and wiper blade replacement
- Replacement of fuel, oil, air and pollen filters
- Spark plugs
- Checking and topping up fluids such as brake fluid, engine coolant, AdBlue and windscreen washer fluid
- General servicing checks including, checking the suspension system and tyre inspection
- Change of front & rear differential oils
- Automatic gearbox service
- Resetting the service light

At Autoserve we work with a wide range of approved main dealer service centres across the UK who may be able to provide you with a courtesy vehicle while your vehicle is in the garage, subject to availability and may be chargeable by the garage. Please note: Any courtesy cars, are provided by the garage directly and not by Autoserve. We can request this service for you but we cannot promise it will be available to you as this is beyond our control.

Alternatively, you can drop the vehicle off at the garage and collect it once the work has been completed. We do not reimburse customers for any form of travel costs including any costs which may be incurred because a courtesy car was unavailable.

OUR PRODUCTS



TYRES

Tyres are critical for vehicle safety, and ensuring they're in good condition should never be overlooked. That's why we include fair wear and tear tyre repair and replacements in our policy.

During your contract period, if your vehicle's tyres wear down to a tread depth of 2mm or less (considered fair wear and tear), we'll replace them.

To replace the tyre, you can complete the online form to be booked in or simply take the vehicle to your local Halfords Autocare centre (formerly known as National Tyre and Autocare centre) or any Kwik Fit branch and inform them that you are an Autoserve customer upon arrival.

After inspecting the vehicle's tyres, the tyre centre will contact Autoserve for authorisation and will replace the tyres if authorised to do so.

Please note, any damage to the sidewall or shoulder of the tyre or the purchase and / or fitting of winter tyres is not included and will not be authorised.

Sidewall damage which is the outer face of the tyre is typically caused by kerbing your vehicle and striking potholes at force. Therefore, damage to the sidewall is not covered.

Additionally, alloy wheel replacements and / or repairs are not covered.



ACCIDENT MANAGEMENT

Our Accident Management service covers both fault and non-fault accidents with a 24/7, 365 days a year incident response line.

After your call, our partner will arrange for your vehicle to be recovered and taken to an approved garage for a review of the damage and for repair. Our partner has access to a nationwide network of BS-10125 approved repairers who will work to agreed labour rates and part discounts. They also have access to ATA/VDA Qualified Engineers who review estimates to ensure true and fair damage costs. By using our partners approved repairers you can be confident of a quality repair with minimal downtime to your vehicle.

While your vehicle is in for repair they will provide you with a courtesy car, subject to availability, free of charge and will contact the relevant insurance companies on your behalf to settle any claims. As an added bonus, should you be involved in an accident that wasn't your fault, our partner is able to arrange a like-for-like replacement vehicle for the duration of repairs, subject to availability.

They'll also provide advice or free legal assistance if you, as the driver, are not at fault.

Please note: This service is not a replacement for motor insurance. You will need to purchase separate motor insurance to cover your vehicle, which is a legal requirement to drive on UK roads. This service provides support to you after an accident and our accident partner can contact your insurance company to help you make a claim.

OUR PRODUCTS

BREAKDOWN ASSISTANCE

Whether it's going to an important business meeting, a social engagement or picking the kids up from school, a breakdown in any vehicle is unpleasant, time consuming and costly.

Breakdown Assistance is available with all Autoserve Guaranteed Maintenance contracts. If your vehicle breaks down anywhere in the UK, you simply need to give Autoserve a call and we'll arrange for a reputable breakdown provider, to attend to the vehicle.

We utilise manufacturers breakdown assistance whilst available for your vehicle and then we will use our breakdown partner for assistance in the event of a mechanical breakdown.

Our selected partners have a fleet of breakdown vans and recovery trucks. The main aim of this will be to fix the vehicle by the roadside, if this is not possible the vehicle will be towed to a local approved garage for repair within a 10 mile radius.

Breakdown Assistance does not include onward travel for yourself or any other passengers.

If the breakdown is due to a battery issue (including EV vehicles) and you use the Autoserve Breakdown Assistance please be aware we will recharge the cost back to you.

24 HR EMERGENCY HELPLINE

Our 24/7 emergency helpline is here to provide drivers with peace of mind, if you experience a breakdown, you can call us at any hour of the day or night.

Whether you're stranded on the side of the road, in a car park, or at home, we offer reliable roadside assistance to get you back on your way as soon as possible.

With our 24/7 emergency helpline, you can rest assured knowing that whether you're stuck on a busy motorway or at home, professional help is just a phone call away, ready to resolve any breakdown issues and help you get back on the road quickly and safely.

**NEED ASSISTANCE?
CALL: 0121 521 3500**

OUR PRODUCTS



END GUARD

End Guard is included with all Guaranteed Maintenance packages. Our End Guard product is there to support you when your vehicle is coming to the end of its lease. If you return a vehicle to the lease company with damage, which falls outside of the BVRLA fair wear and tear guidelines, you'll usually pay more to fix the damage compared to if you repaired the damage before returning the vehicle.

This is where End Guard is useful, if you have any damage to your vehicle you can submit videos or photos and one of our technicians will assess these and provide advice on if the damage falls within or outside of the BVRLA guideline before you return your vehicle to the lease company.

If we believe the damage does fall outside the guidelines, we can refer your vehicle to one of our selected repair partners for a quote for you to approve, up on approval we will book your vehicle in to be repaired.

Please note: Our End Guard assessment is our opinion of the damage based on the evidence you provide us with in the submission form and our comparison to BVRLA's fair wear and tear guidelines. We cannot be held responsible if your leasing broker has a different opinion on any damage.



WARRANTY CLAIMS

For the duration of your Guaranteed Maintenance contract if your new vehicle develops any faults, which falls within the vehicles warranty, we'll happily book your vehicle into the garage for the issue to be investigated on your behalf. You simply need to give Autoserve a call and we'll do the rest.

Every new car on sale in the UK is supplied with a warranty. Although every car manufacturer is different, most parts such as drive and axle shafts, engine parts, seals and gaskets, audio and entertainment systems as well as the paint work is usually covered by a manufacturers warranty up to a specific amount of miles / years. Usually this is

3 years or up to 60,000 miles, which ever comes first. However, each manufacturer is different and can vary from model to model.

If you're not sure if a vehicle part is covered by the warranty, Autoserve can look into this for you. We will arrange for the vehicle to be booked in and taken to an approved garage, for the warranty work to be carried out, once approved by your vehicle manufacturer.

OUR PRODUCTS

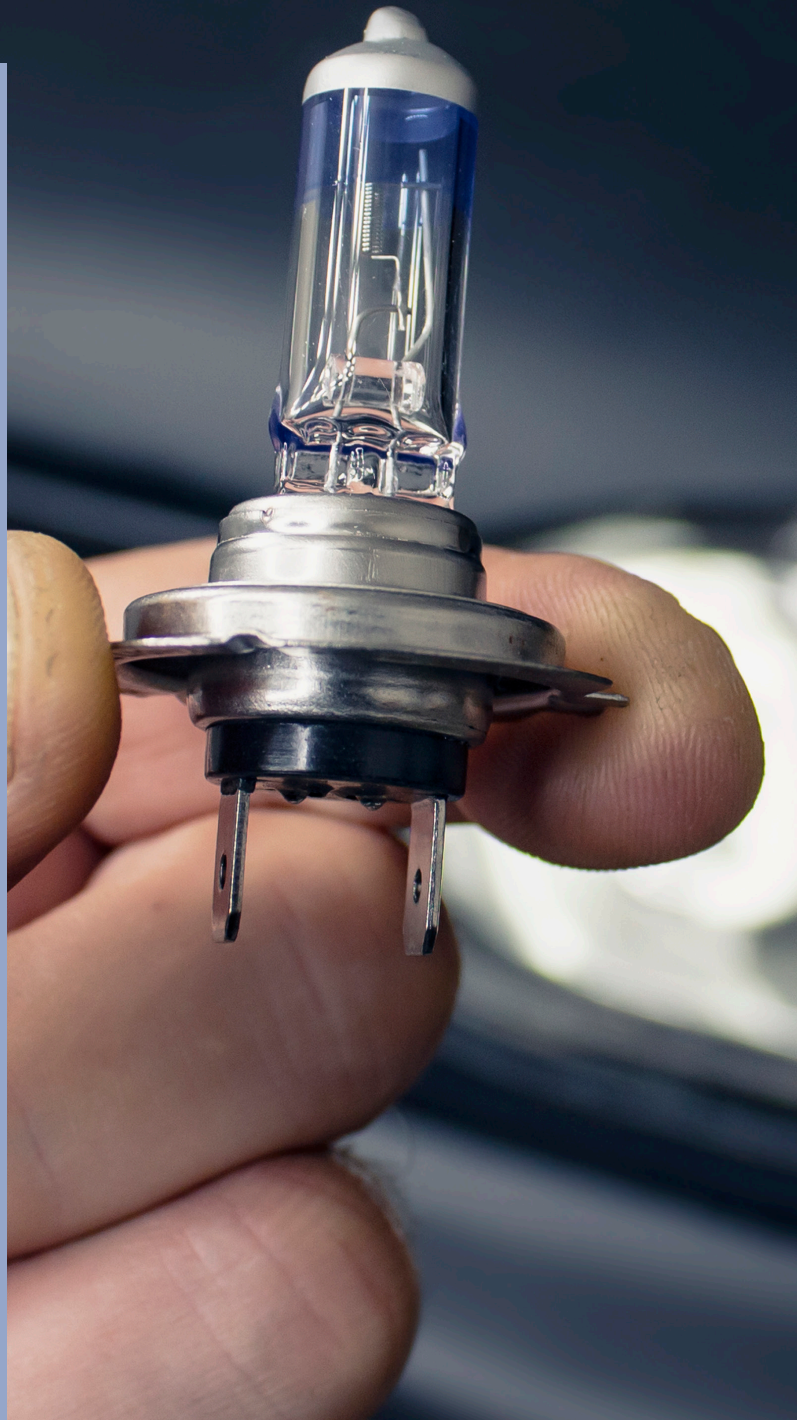
BULBS AND WIPER BLADES

Replacement external bulbs and wiper blades are included as part of your Guaranteed Maintenance package. We'll happily replace worn/blown bulbs and wiper blades for the duration of your contract.

To have these items replaced, simply take your vehicle to your local Halfords Autocare centre (formerly known as National Tyre and Autocare centre) or a Kwik Fit branch and inform them that you are an Autoserve customer upon arrival. The branch will then seek authorisation from us to replace these for you. Alternatively, these will be replaced during the vehicle's service.

Please note: Only worn items will be replaced, if your bulbs or wipers aren't working or are faulty due to damage they will not be replaced by Autoserve and you will be liable for the charge imposed by the garage yourself.

Your Guaranteed Maintenance contract does not cover any damaged items.



OPTIONAL EXTRA

WINDSCREEN

Unfortunately, any form of windscreen repair or replacement is not covered by your contract, as this is classed as damage to the vehicle. It is your responsibility to arrange to get your vehicle's windscreen repaired or replaced. This includes all chips and cracks to all windows of your vehicle.

Our recommended windscreen repairer is Auto Windscreens. You can call Auto Windscreens directly on **01246 216455**, who will happily assist you.

An alternative option would be for you to contact your insurance company to see if your repair or replacement is covered by your insurance. Although, it is worth noting that on occasions it may be cheaper to go directly to a windscreen repairer, such as Auto Windscreens, compared to paying the excess amount on your insurance policy. We suggest you consider both options to see which would suit you best.

We highly recommend fixing any windscreen chips before they turn into cracks as this can be more costly for you in the long term.



WHAT IS NOT COVERED

Any item not listed on the SMR report is NOT covered by your Autoserve Guaranteed Maintenance contract. A copy of your vehicle's SMR report can be requested by emailing info@autoserve.co.uk

The driver of the vehicle is responsible for covering the costs and making the arrangements of anything not listed on the SMR report. It is the drivers responsibility to ensure the vehicle is road legal at all times, this includes insurance and vehicle road tax.

This is a summary for reference only and applies to the large majority of our Guaranteed Maintenance contracts, for full details on a particular contract, please refer to the contracts specific T&Cs and the vehicle's SMR report. If you no longer have a copy of the T&Cs or would like to request the SMR report, please send a request via email to info@autoserve.co.uk, along with the vehicle registration and Autoserve will send a copy via email.

1

Any form of sidewall damage to the tyre/s of the vehicle. Any punctures or damage to the shoulder of the tyre.

2

Tracking and Wheel Alignment is not covered. This is classed as damage.

3

Purchase, storage and/or fitting of winter or summer tyres. Autoserve fit, repair and replace all-season tyres only.

4

Replacement of tyres, brake pads, discs, windscreen wipers, and puncture repairs are only carried out at our approved suppliers, not at main dealer.

5

Any cracks or damage to the vehicles windscreen or glass.

6

You are responsible for the insurance and liable for any damage to hire or courtesy vehicles. If the garage can't provide a courtesy car, Autoserve cannot arrange one.

7

Any form of damage caused by driving error or accident, regardless of fault. We do have an accident management partner who we can put you in touch with.

8

We do not cover mis-fuelling, along with any damage, repairs or costs involved. Your contract does not cover the cost of fuelling the vehicle or the charging of EVs.

9

Topping up of vehicle fluids such as oils and AdBlue are only included at the point of service, if your vehicle indicates it needs topping up sooner this is your responsibility.

10

If your vehicle has a recall or needs warranty work, it's your responsibility to take it to the dealership. We can make the appointment on request but won't notify you of recalls.

11


Any issues in relation to oil dilution and diesel particulate filters (DPFs).

12

Autoserve will not be liable for any telephone call charges that the customers phone carrier may charge to call Autoserve or any of our partners.

13

Air conditioning service, re-gas, deodoriser, or anti-bacterial treatment. Plus, any AC system faults.



**A CAR DOESN'T
NEED TO BE EXPENSIVE
TO RUN WELL, BUT
IT DOES NEED
REGULAR CARE.**

USEFUL TIPS

Thank you for choosing Autoserve for your Guaranteed Maintenance contract. If you have any further queries, questions or experience any issues with your Guaranteed Maintenance service or need to use the 24/7 emergency helpline, please contact our team on **0121 521 3500** or email info@autoserve.co.uk.

To arrange a vehicle service you can call, email or complete our online booking form which can be found on our website: www.autoserve.co.uk or scan the QR code below.

Remember to keep the driver handbook and your Autoserve key fob in a safe place so you know where to find it if you need us. Below are a few useful web pages you can use throughout your contract with us.

SCAN ME



FAQS

We have some frequently asked questions on our website which will hopefully answer your questions, scan to read.

SCAN ME



DRIVER SUPPORT

Our driver support section has loads of helpful tips and videos, the QR code is on your keyfob or you can scan above to access.

SCAN ME



BOOKING SERVICE & MOT

Booking a service or MOT is easy, either scan the QR code and book online or give us a call on **0121 521 3500**.

autoserve ●●●™

Autoserve Ltd
2 St Kenelm Court
Steelpark Road
Halesowen
B62 8HD

0121 521 3500
www.autoserve.co.uk
info@autoserve.co.uk

