

# Contract Hire driver's guide

Important information

**Audi** Financial Services

Finance. Insurance. Fleet. Mobility.





## Some general information

In this guide you'll find everything you need to help you understand what we can do for you as a Contract Hire customer. It details what you're entitled to under your Contract Hire agreement, so please take some time to read it.

You can also get information about your Contract Hire agreement and other products by visiting [audifinance.co.uk](https://www.audifinance.co.uk)

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# General information



## What are your responsibilities?

As the hirer, you have a responsibility to ensure your vehicle is serviced at the recommended intervals by an Audi Centre or Audi Authorised Repairer and, where applicable, that the vehicle has a current MOT certificate.

You're responsible for ensuring that the vehicle is in good repair and condition. You're also responsible for any damage caused to, or deterioration of, the vehicle other than through reasonable fair wear and tear.

### To help take care of your Audi you should regularly:

- ▶ Check the engine oil level/coolant levels and refill as necessary in-between services
- ▶ Check tyre pressures, depth of tread and condition
- ▶ Check all lights and indicators
- ▶ Ensure there is sufficient levels of Adblue (if applicable)

### You should follow the manufacturer guidelines on oil refills and the quality of oil to use. If you don't you could significantly impact the performance of your vehicle in several ways:

- ▶ Increased wear or overheating – leading to engine damage which will, in time, devalue the vehicle
- ▶ Exhaust poisoning – over time the wrong oil will block or poison the exhaust catalysts causing the vehicle to fail its emissions and control tests
- ▶ Increased fuel consumption
- ▶ Decreased service intervals

If your vehicle needs to be repaired for accidental damage or similar at any time during the contract, please see the specific requirements mentioned in the terms and conditions of your agreement.



## Who is responsible for fines and charges?

If you acquire any fines or charges relating to your vehicle, such as parking fines, fixed penalty notices, traffic camera offences, congestion charges, etc. It is your responsibility to pay them. If we are required to pay a fine on your behalf, we will recharge you or your company along with an administration fee.

We are legally obliged to provide any details that we have available (such as driver details), on demand from the police, to help identify the driver of any vehicle.

## Fitting of non-standard equipment

If you choose to add any extras to your car, the purchase, fitting and maintenance are at your expense. We recommend that any extras are supplied and fitted by an Audi Trained Technician and that they conform to all legal requirements.

If your car is damaged as a result of the installation of any extras, it must be repaired at your cost. At the end of the contract, any visible holes in the bodywork or trim must be repaired to the standard required by Audi Financial Services and any electrical alterations must be restored to the original standard.

## Fitting a personalised number plate

If you wish to transfer a cherished number plate onto the vehicle, you need to get authorisation from us first. Simply call **0330 100 8914** and select option 1. We will then complete the process for you as we are unable to release the registration documents to a third party. The registration number will be assigned to the vehicle and we will charge a £50 (including VAT) administration fee for each plate change. This is in addition to any costs associated with the assignment or retention of the cherished plate.

To avoid any additional costs, please allow two months for this process.

## Returning the vehicle at the end of contract

Before the end date of the contract we'll get in touch to remind you that the vehicle is due for return.

Our collection company will then make arrangements with you to inspect the vehicle and arrange to collect it.

Please ensure that all documentation is available at the inspection and returned with the vehicle. You'll need to have:

- ▶ Manufacturer's service book (if applicable)
- ▶ Spare key

- ▶ Driver handbook
- ▶ Satellite navigation memory card or disc (where applicable)

We'll also ask you to sign a formal report of the vehicle condition. If it has sustained any damage beyond fair wear and tear including missing items or documentation (e.g. driver handbook, spare keys or original documentation), an appropriate charge will be incurred (for a definition of fair wear and tear, please refer to the BVRLA Fair Wear and Tear guidelines).

For each mile covered by the vehicle over the agreed annual mileage, or the maximum total mileage, you'll need to pay the excess mileage charge shown in your agreement.

## Amending your contract

If you wish to make any amendments to your contract such as address, bank details or mileage allowance please call us on **0330 100 8914** and select option 1.



## Road Fund Licence

Every year, we will automatically renew your Road Fund Licence (RFL) for you, as part of your contract. You'll get an annual confirmation that the RFL has been renewed in the post, however, if you have a specific enquiry, please call **0330 100 8914** and select option 1.

## Travelling abroad

Before you take the vehicle outside of the UK, you'll need to ask us for a letter of authority – form VE103 – as we are the registered keeper of the vehicle. You'll need to apply at least 14 days before the date of travel by providing the names and addresses of all those driving the vehicle, the registration number and your departure and return date in an email to [travelabroad@vwfs.co.uk](mailto:travelabroad@vwfs.co.uk)

To find out country specific laws and requirements that you will need to know whilst driving abroad, please visit:

[www.gov.uk/driving-abroad](http://www.gov.uk/driving-abroad)

Please note that we will not be liable for any cost arising from use of the vehicle outside of the UK. Whilst abroad the vehicle is not covered for breakdown, repair or vehicle hire. You are strongly advised to check your level of breakdown cover on **0800 699 999** and if required, arrange additional cover for your trip”

## Getting an MOT certificate

An MOT test is not required in the first three years of a vehicle's life. When the time comes for an inspection we recommend it is undertaken by an Audi Centre or Audi Authorised Repairer.

# Service and maintenance



## Non-maintenance contracts

If you choose to maintain your Contract Hire vehicle yourself, please be aware of your responsibilities, based on the terms and conditions of your contract.

## Service and maintenance

Please ensure the vehicle is serviced and maintained at an Audi Centre or Audi Authorised Repairer strictly in line with recommended manufacturer guidelines using only Audi Genuine Parts.

## Tyres

If the tyres are worn or damaged, they must be replaced with a premium brand of the same specification as originally supplied with the vehicle. This is in accordance with the manufacturer's standard specification. The load and speed rating should match the original specification.

**For further information please refer to the driver handbook supplied with the vehicle.**

## Maintained contracts

**There are 3 levels of cover available with Contract Hire. Service only, Service with Maintenance or Service with Maintenance and Tyres.**

If your Contract Hire agreement includes a service and maintenance plan, all costs for parts and labour needed to meet those items in the service requirements will be met.

## What to do when your vehicle needs service and maintenance

**If you have a service and maintenance plan as part of your agreement, using it couldn't be easier. This is how it works:**

- ▶ When your vehicle requires servicing or maintenance, you simply contact your local Audi Centre or Audi Authorised Repairer to book your vehicle in. We advise you to contact your Centre or repairer in advance of your requirement, where possible, as sometimes they will need notice to fit work into their schedule. When you make your booking don't forget to mention you have servicing and maintenance as part of your agreement

**Service or maintenance under this scheme can only be obtained from an Audi Centre or Audi Authorised Repairer.**

- ▶ The authorised Centre or repairer will contact us for authority to carry out the work required and you'll be asked for a signature on completion of the job
- ▶ Have your service book stamped by the servicing Centre or repairer. Alternatively, ensure the digital service record is updated by the servicing retailer

**That's all there is to it, but please note:**

- ▶ If you ask the Centre or repairer to carry out any work that's not included within the recommended service and maintenance plan, you'll have to pay for it when the work has been completed
- ▶ Any services that are not carried out before the contract end or mileage limit cannot be claimed for later
- ▶ Damage caused to the vehicle as a result of neglect of service requirements will be charged to you



## Inclusions

- ▶ All routine servicing as appropriate to your vehicle as determined by Audi Financial Services
- ▶ All oils and fluids required within the service
- ▶ Brake fluid change as per the service requirements

With a service and maintenance plan you're also entitled to the replacement of vehicle parts, subject to fair wear and tear, that need to be repaired or replaced during the contract period. Please see opposite for replacement vehicle parts included in the plan.

All work is carried out in accordance with the manufacturer's recommended change schedule, and it is up to you to ensure the vehicle is serviced at the correct intervals.

The service light will come on and advise you when the service is due (countdown). If you fail to get the vehicle serviced in-line with the manufacturer's service schedule you may invalidate the vehicle's warranty – which could leave you liable for costs on repairs.

## Electrical system including:

- ▶ Alternator
- ▶ Battery
- ▶ Bulbs
- ▶ Central locking
- ▶ ECU
- ▶ Fuses
- ▶ Instruments
- ▶ Standard alarm
- ▶ Standard immobiliser
- ▶ Starter motor
- ▶ Window regulator
- ▶ Wiper motor
- ▶ Wiring

## Engine including:

- ▶ Cambelt and tensioner as stipulated by the manufacturer's specific schedule
- ▶ Drive belts
- ▶ Exhaust
- ▶ Fuel pump
- ▶ Gaskets
- ▶ Injectors
- ▶ Oil pump
- ▶ Seals
- ▶ Turbo

## Transmission including:

- ▶ Clutch
- ▶ CV joints
- ▶ Flywheel
- ▶ Gaiters
- ▶ Gearbox
- ▶ Differential
- ▶ Drive shafts
- ▶ Torque converter
- ▶ Wheel bearings

## Brake repairs including:

- ▶ Callipers
- ▶ Cylinders
- ▶ Discs
- ▶ Pads

## Cooling system including:

- ▶ Coolant
- ▶ Heater components
- ▶ Hoses
- ▶ Radiator
- ▶ Reservoir
- ▶ Sender units
- ▶ Thermostat
- ▶ Water pump

## Suspension including:

- ▶ Anti-roll bar
- ▶ Bushes
- ▶ Shock absorbers
- ▶ Springs
- ▶ Wishbones

## Miscellaneous items such as:

- ▶ Handbrake adjustments
- ▶ Air conditioning service (max. one per contract if necessary)
- ▶ Key batteries
- ▶ MOT
- ▶ Audi Roadside Assistance for the term of your agreement provided that your vehicle is serviced and repaired by an Audi Centre or Audi Authorised Repairer in accordance with the manufacturer's instructions
- ▶ Wiper blades

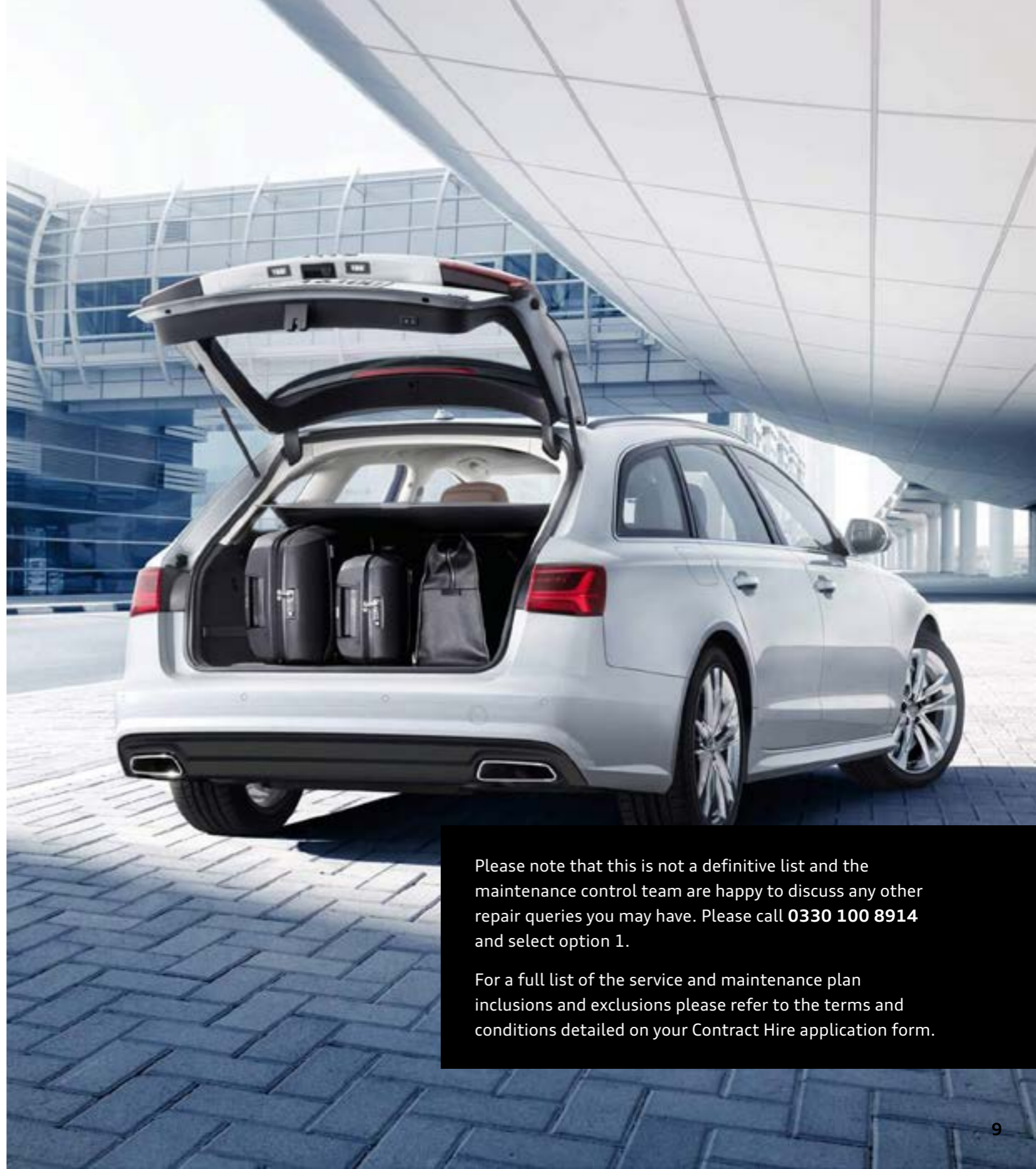




## Exclusions:

### The following is excluded from our service and maintenance plan:

- ▶ All non-standard service work
- ▶ Glass, including windscreens and all light units resulting from damage/outside influences
- ▶ Tyre replacement or puncture repair
- ▶ Wheel alignment and geometry check
- ▶ Oil, air and fluid top-ups between services
- ▶ Maintenance and repair of non-factory or non-standard fitted items/accessories
- ▶ Damaged or broken aerials
- ▶ Fuel and mis-fuelling
- ▶ Warranty work
- ▶ Adblue top ups
- ▶ Any repairs we do not believe are fair wear and tear (as defined in the terms and conditions)
- ▶ Anti-theft devices
- ▶ Any associated maintenance or repairs to diesel particulate filters, catalytic reduction systems and AdBlue®
- ▶ Body repairs
- ▶ **Damage caused by:**
  - Negligence, abuse or misuse and accidents
  - Food, drink and cigarettes
  - Any form of corrosion including pollution, water, chemicals, salt and weather
  - Using the incorrect oil or over filling
- ▶ **Damage to:**
  - In-vehicle entertainment (including audio, communications and navigation systems)
  - Internal and external trim and bodywork



Please note that this is not a definitive list and the maintenance control team are happy to discuss any other repair queries you may have. Please call **0330 100 8914** and select option 1.

For a full list of the service and maintenance plan inclusions and exclusions please refer to the terms and conditions detailed on your Contract Hire application form.



## Tyres

Tyres are some of the most likely vehicle components to suffer wear and tear. Drivers should make regular checks in order to keep within safety and legal requirements.

If your agreement includes 'tyres' this means replacement tyres are provided when necessary due to fair wear and tear. We will specify the make of any replacement tyres and they can only be repaired or replaced by a tyre specialist authorised by Audi Financial Services.

The coverage applies to the standard tyre fitment for your vehicle. Only premium brand tyres will be used and optional upgrades to the standard specification (factory or aftermarket) are the responsibility of the driver.

If you have any queries regarding tyres, please call us using the Audi Driverline number, **0330 100 8909**.

### Our tyre plan also includes:

- ▶ Repairable punctures (to be confirmed by our dedicated tyre repair specialists)
- ▶ Replacement tyres of the same size and specification (but not necessarily the same make) as originally specified for standard fitment
- ▶ Valves
- ▶ Wheel alignment and geometry check where necessary due to fair wear and tear
- ▶ Wheel balance
- ▶ Tyres changed at one of over 900 approved outlets across the UK

### Our tyre plan excludes:

- ▶ Accidental damage
- ▶ Irreparable punctures (to be confirmed by our dedicated tyre repair specialists)
- ▶ Misuse or vandalism
- ▶ Replacement of non-standard tyres
- ▶ Tyre sealant and repair equipment
- ▶ Tyres that have been repaired using tyre sealants or additives
- ▶ Wheel alignment as a result of kerb damage or any other negligence
- ▶ Winter and all season tyres.



## Audi Driverline

You are also eligible to get instant access to a range of services from Audi Driverline, a dedicated contact number for all your motoring needs.

### **Audi Driverline can help you with any of the following:**

- ▶ Breakdown and recovery services
- ▶ Reporting accidents and damage
- ▶ Service booking or maintenance enquiries
- ▶ Tyres
- ▶ Glass repair
- ▶ General enquiries

### **Your Audi Driverline card is coming soon.**

To activate your Audi Driverline services, or for more information, please contact us on **0330 100 8909**.

In addition to the Audi Driverline service, you are also eligible for Ensurance\* – Audi free accident and repair cover. In the event of an accident, Audi Ensurance guarantees that your vehicle will be repaired in an Audi approved repairer using only genuine Audi parts. It works alongside your existing comprehensive motor insurance policy, no matter who you are insured with, to help get your vehicle back on the road as smoothly as possible.

To activate your Audi Ensurance cover, please visit

[www.insurewithaudi.co.uk](http://www.insurewithaudi.co.uk)

\*For more details on what's covered please refer to the Ensurance Cover Booklet that will be sent to you upon activation. Please note you will need to pay any policy excesses that you are responsible for in accordance with the terms and conditions of your motor insurance policy. Ensurance® from Audi Financial Services is sold and administered by Lawshield UK Limited, registered in England number: 3360532. Registered office: 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, Cheshire, WA1 1RL and underwritten by UK General Insurance Limited on behalf of Great Lakes Reinsurance (UK) SE, registered in England No. SE000083. Registered Office: Plantation Place 30 Fenchurch Street, London, EC3M 3AJ. All of these organisations are authorised and regulated by the Financial Conduct Authority (FCA). Authorisation details can be checked on the FCA's register at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.



## Audi Financial Services

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