

ALD AUTOMOTIVE

DRIVER'S GUIDE



DEAR DRIVER

This guide is designed to simplify your day-to-day life as an ALD Automotive driver and help you take better care of your leased vehicle.

Here you will find useful information on your vehicle, including details on servicing, maintenance and tyres.

Should you require further assistance, you can contact our Driver Services Team on (01) 2061118 who will be happy to help you.

Safe Driving,
ALD Automotive



CONTENTS

	RECOMMENDATIONS ON SAFE DRIVING	4
	MAINTENANCE	5
	TYRE CHANGE	5
	ROADSIDE ASSISTANCE	6
	WHAT TO DO IN CASE OF AN ACCIDENT	7
	REPLACEMENT VEHICLES	8
	TRAVELLING ABROAD	9
	VEHICLE RETURN (END OF CONTRACT)	10
	CONTACT INFORMATION	11



RECOMMENDATIONS ON SAFE DRIVING

- ✓ BUCKLE UP
- ✓ BE ATTENTIVE
- ✓ CHECK THE TYRE PRESSURE AND TREAD DEPTH REGULARLY
- ✓ KEEP A SAFE DISTANCE BETWEEN VEHICLES
- ✓ MAKE SURE THE VEHICLE IS SAFELY PARKED
- ✓ CHECK THE LIGHTS AND LEVELS REGULARLY
- ✓ ENSURE THAT A VALID TAX, INSURANCE DISC AND NCT/CVRT DISC (IF APPLICABLE) ARE DISPLAYED IN THE VEHICLE AT ALL TIMES
- ✓ STOP USING THE VEHICLE AS SOON AS YOU BECOME AWARE OF ANY MECHANICAL DEFECT OR FAILURE AND NOTIFY AA ROADSIDE ASSISTANCE ON 1800 66 77 88.



STAY ALERT!



MAINTENANCE

Vehicle maintenance should be carried out regularly in accordance with the vehicle manufacturer's requirements.

TO SCHEDULE VEHICLE MAINTENANCE OR REPAIR:

- The quickest way to arrange your service is via the ALD Driver App.
- Alternatively, send a request to: driverservices.iemf@aldautomotive.com. Please remember to include your contact details.
- You can also contact our Driver Services Team on +353(0)1 206 1118.
- We will contact you and agree the date and time for the service.
- A member of our Driver Services Team will contact a dealer to check availability and organise your visit on your behalf.
- The dealer will inform you when the vehicle has been repaired and is ready for collection.
- When collecting the vehicle, make sure that all services are recorded in the service book.

TO SCHEDULE A TYRE CHANGE:

- You can find your nearest tyre depot by logging on to the ALD Driver App.
- Alternatively, you can email a request to driverservices.iemf@aldautomotive.com
- Please note, tyre depots only operate a walk-in service – they do not take appointments.



ALD AUTOMOTIVE DRIVER SERVICES:

01 206 1118

 **ALD**
Automotive



ROADSIDE ASSISTANCE

Each driver benefits from Roadside Assistance. This is a 24x7 service.

You should quote either the ALD Automotive membership number, (IP01508250) or inform the AA that the vehicle is managed by ALD Automotive. Please notify ALD Automotive the following working day.

In the event of a breakdown during working hours, please contact the ALD Automotive Driver Services team who will arrange assistance.

If your vehicle is within warranty, please call the manufacturer breakdown assistance service. This number can be found in your vehicle manual. If your vehicle is outside of warranty, AA Assistance is available. The contact number is 1800 66 77 88.

TECHNICAL SERVICE SUPPORT INCLUDES:

- Calling for technical assistance
- Consultancy in the event of vehicular failure
- Wheel replacement
- Battery charging
- Towing



Roadside Assistance: Outside Office Hours - 1800 66 77 88



WHAT DO I DO IN THE CASE OF AN ACCIDENT

- Remain at the scene of the accident.
- Switch on the hazard warning lights, turn off engine, apply parking brake and set out the reflective emergency warning triangle (except on a motorway)
- Make sure you are safe as you try to help others.
- Call the Gardaí and Emergency Services if needed on 999 or 112.
- Call ALD Automotive to report the accident. If the accident occurred outside of normal business hours, please call ALD Automotive the next working day.
- Call Roadside Assistance on **1800 66 77 88** and follow their instructions.
- Vehicles must be moved if they are blocking the roadway or posing a danger to other road users. If vehicles are to be moved, the roadway should be marked.
- Whoever is driving the vehicle at the time of the accident/incident must provide their name and address, the address where the vehicle is kept, the name and address of the vehicle owner, the vehicle's registration number and evidence of insurance, such as the name of your insurance company or motor insurance certificate or disc to relevant parties.
- Record the name, vehicle and insurance details (vehicle make, model, registration number, insurance policy provider and insurance policy number) of the other persons involved in the accident.
- If Gardaí did not attend the scene, please report accident to the local Gardaí station as soon as possible.
- Do not start any repairs before vehicle damages are assessed and a representative of ALD Automotive gives permission.

NB: In the event of a car theft, immediately call the Gardaí on 999/112

Accidents Team: **(01) 206 1118** / accidents.iemf@aldautomotive.com

Mon-Fri from 8:00 to 18:00

Roadside Assistance outside of normal business hours: 1800 66 77 88

Roadside Assistance:

1800 66 77 88





REPLACEMENT VEHICLES

If required, ALD Automotive can arrange a replacement vehicle while your vehicle is in for service, maintenance or repair.

The Driver Services agent will organise the rental on your behalf with the rental company, if required. It is important to note that replacement vehicles are not always like for like.

Please remember to always do a 'vehicle walk-around' to inspect any replacement vehicle for damage. Any damage should be photographed and reported before taking possession of the vehicle. You should also repeat this inspection when returning the vehicle.

To avoid excess charges when returning the vehicle, it should be returned with the same fuel level as when you took delivery.

TO GET A REPLACEMENT VEHICLE FOR NON-REPAIR REASONS

- Inform the fleet contact within your company about the requirement for a replacement car and specify the term
- Your company fleet contact will agree with ALD Automotive a time and place for a replacement vehicle delivery
- Once the rental vehicle is no longer required, please inform ALD Automotive to off-hire the rental vehicle and it will be collected from the desired address





TRAVELLING ABROAD

If you plan to take your vehicle abroad, you must obtain written permission from ALD Automotive.

When travelling abroad, you are required to bring the original Vehicle Licensing Certificate (VLC) with you.

You can obtain both the permission to travel and the VLC by logging on to the ALD Driver App. To access the ALD Driver App, please click [here](#).

Remember that you need to request this permission at least 14 days prior to departure.

AA 5 Star Breakdown Cover should be purchased by you to cover the vehicle's return to Ireland in the event that it cannot be driven back for any reason.

A quote for this cover can be obtained by calling (01) 6179104 (option 2). Further details can be found on www.theaa.ie/aa/insurance/European-breakdown-cover

NB: ALD Automotive must be informed about any breakdown or accident that occurs outside the island of Ireland. Please contact Driver Services on + 353 1 206 1118.



**REQUEST PERMISSION 14 DAYS
PRIOR TO TRAVELLING**



RETURNING THE VEHICLE AT THE END OF THE CONTRACT

PROCEDURE WHEN RETURNING THE VEHICLE:

Six months before the contract end date, ALD Automotive will inform the fleet contact in your company that the contract is coming to an end and ask if they would like to renew the vehicle contract.

ALD Automotive will agree the time, date and location of the vehicle's return ahead of arrangements being formalised and communicate these with you.

The following items must be returned:

- Both sets of keys
- Service book
- Spare tyre, mount & jack

Quotes, Orders & New Vehicle Delivery

Contacts:

For Vehicle Renewals & New Vehicle Ordering:

Email: quotesandorders.iemf@aldautomotive.com

Tel: +353(0)1 213 9713

For New Vehicle Registration & Deliveries:

Email: deliveries.ie.mf@aldautomotive.com

Tel: +353(0)1 213 9713



**TIME TO START THINKING
ABOUT YOUR NEXT VEHICLE**



CONTACT INFORMATION

ALD Automotive Driver Services

Tel: +353(0)1 206 1118

Email: driverservices.iemf@aldautomotive.com

Mon-Fri from 8:00 to 18:00

AA Roadside Assistance

1800 66 77 88

Important Contacts:

For Tax, Fines or Fuel card queries:

Email: clientoperations.iemf@aldautomotive.com

For NCT/CVRT, Service, Maintenance and Tyres

Email: driverservices.iemf@aldautomotive.com

For Billing & Payment Queries:

Email: accounts.iemf@aldautomotive.com

ALD Driver App:

To download the app from Apple Store or Google Play Store:

Apple Store: <https://itunes.apple.com/us/app/merrion-fleet/id1122057028?mt=8>

Google Play Store:
<https://play.google.com/store/apps/details?id=ie.merrionfleet.driverapp>



SAFE DRIVING!



**Ready
to move
you**



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Automotive