



Guidance Notes 2021

Maintenance Department
02392 002002

PLEASE KEEP WITH THE VEHICLE

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Introduction

Southern Motor Contracts are privileged to have been entrusted with the management of your vehicle.

The following information is intended to assist you in the safe and efficient operation of your vehicle and should be read in conjunction with the manufacturer's handbooks and any relevant documentation supplied by your employer.

Some of the information may not apply. You should refer to your employer to ascertain the extent of the services provided.



In the event of a breakdown please contact the below:

AUDI	0800 699999
ALFA	0800 269844
BMW	0800 777111
CITROEN	0800 197 2046
FIAT	00800 342800 00
FORD	0800 111234
HONDA	0800 521728
HYUNDAI	0800 246833
JAGUAR	0800 246844
KIA	0800 0158762
LANDROVER	0800 521786
LEXUS	0800 246866
MAZDA	0800 777179
MERCEDES	0800 800644
NISSAN	0800 246820
PEUGEOT	0800 2940294
RENAULT	0800 0858005
SEAT	0800 262622
SKODA	0800 526625
TESLA	0162 8450660
TOYOTA	0800246824
VAUXHALL	0800 553388
VOLKSWAGEN	0800 777192
VOLVO	0800 777116

In the event of a breakdown

Please ensure before you make a call to the breakdown services you have the following:

- 1 Your name
- 2 Location of breakdown
- 3 Your employer's name
- 4 Nature of problem
- 5 Vehicle make, model and reg No. (if known), membership No.

Only after expiry of manufacturer roadside assistance, please contact:

SMC Breakdown Services

(AA)

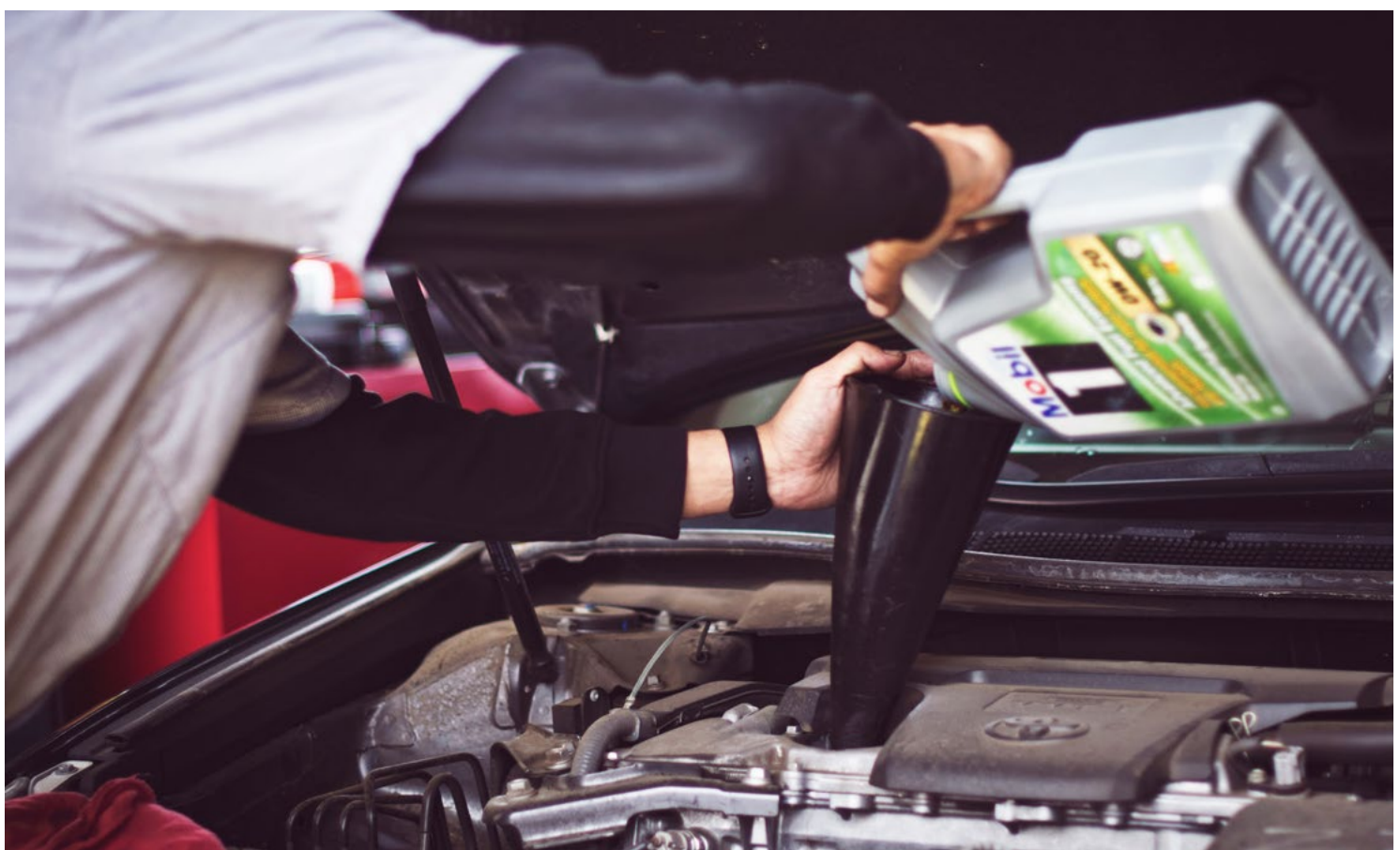
0800 424151

Please quote Acc. No. 72912

Please tell the operator this is a pay on use account with Southern Motor Contracts.

Service, Maintenance & Mechanical Repairs

All work must be authorised prior to it being carried out. We are linked with all main dealers and many of the small independent garages using the 1Link System.



To book a service, maintenance work or mechanical repairs please go to the website.

[www.smc4cars.com/driver-services/
book-a-service/](http://www.smc4cars.com/driver-services/book-a-service/)

Alternatively, phone the garage directly and let them know it is an SMC vehicle.



www.smc4cars.com/driver-services/book-a-service

Tyres

We have national accounts with major recognised suppliers of tyres, exhausts and batteries. Please call the general numbers below for your local branch.

ATS & ATS Mobile

Telephone: 0800 505 505

Acc. Number: A00945033

Halfords Autocentre

Telephone: 0330 135 9778

Acc. Number: 2827

Kwik Fit

Telephone: 0800 425 262

Acc. Number: N6487M

Kwik Fit Mobile

Telephone: 0330 123 1534

Acc. Number: As above

National

Telephone: 0800 708 070

Acc. Number: 860345



Current legislation states
it is a **legal requirement**
to have a minimum tread
depth of 1.6 mm.

This is applicable to the
central 75% of the tread
width in a continuous
band around the tyre.

General Information

Please remember that you are responsible for ensuring the vehicle is always legal and in roadworthy condition for your safety and that of any passengers. You are advised to check your oil, brake fluid levels and tyre pressures regularly and ensure the vehicle is serviced according to manufacturer's recommendations.

- **DPF Regeneration**

Most diesel vehicles are now fitted with Diesel Particulate Filters (DPF's) that require regeneration. Please consult the vehicle manual to find out more about this process. If a DPF becomes blocked due to it missing the regeneration process, you are liable to be recharged.

- **AD-Blue**

Ad-Blue is a fuel additive that has been introduced to Euro 6 vehicles and is required to reduce the output of NOx emissions. Please ensure you top up the Ad-Blue when instructed by the vehicle's indicator. If this is not adhered to the vehicle may breakdown and not re-start. Ad-Blue can be purchased from local garages, motor factors and stores such as Halfords.

- **Temporary Replacement Vehicle**

In some circumstances you may be entitled to a replacement vehicle whilst your vehicle is unavailable. If you do not have access to your own vehicle then please telephone us and we will advise you of any procedures that have been agreed.

- **Glass**

In the first instance, please contact your company to confirm whether you have windscreen insurance.

If there is no cover in place and you would like us to arrange replacement glass, please call:

National Mobile Windscreens

0800 373171 - Acc No. 175594

All glass replacement and repairs will be recharged.

- **Road Fund Licence**

Your vehicle has road fund licence included for the duration of the contract.

- **Insurance**

Your vehicle must be comprehensively insured at all times. If you have any doubts about your policy or extent of your cover, please refer to your employer before driving the vehicle.

- **Traffic and Parking Offences**

We are not responsible for the payment of any fines that may arise from the use of the vehicle including fixed penalty notices. If for any reason we have to process any documentation on your behalf, we will charge your employer the costs incurred plus an administration fee.

- **MOT Inspection**

We will remind you or your employer that the vehicle is due for an MOT test if and when it becomes due. Please ensure the test is completed prior to its expiry, to keep you road legal.

- **Accidents and Thefts**

Please refer to any guidance notes issued by your employer. All accidents or thefts must be reported to us as soon as possible and we will provide assistance in accordance with the arrangements made between us and your employer.

You must inform the police if any persons have been injured, 3rd party property has been damaged and in all cases of theft of or from the vehicle. Do not admit liability to anyone and only make comment if necessary to the police.

- **Overseas Travel**

You should notify us of your intention to take the car outside of the UK at least three weeks before departure. We will need to know the dates of departure and return.

You are strongly recommended to use the services provided by the motoring organisations since any costs etc incurred abroad will not be accepted by us.

Following the UK's departure from the EU some driving regulations have changed.

Please familiarise yourself with the regulations applicable in any countries you wish to drive including the need for a GREEN CARD from your insurance company.



Useful Web Links:

[Taking vehicles out of the UK - UK GOV](#)

[Driving in Europe - RAC](#)

[Driving in Europe after Brexit - RAC](#)

- **Vehicle Termination**

You will be advised of the due termination date of your vehicle in advance. We will arrange collection of the vehicle at the same time.

The vehicle should:

- Be legal and roadworthy
- Be free from damage, in line with the BVRLA guide
- Have a current MOT
- Include all of the equipment that was originally supplied with it (spare tyre, tow-bar, any tools, etc.)
- Be accompanied by keys, including spare keys
- Have been serviced in line with the manufacturer's requirements
- Have its fully stamped service book and any user manuals present
- Be clean and emptied of any personal effects



Contact

If you have any queries, or need advice, please contact us:

Phone: 02392 002002

Email: info@smc4cars.com

Southern Motor Contracts Ltd

Unit B2, Endeavour Business Park
Penner Road
Havant
Hampshire
PO9 1QN

Complaints

We always aim to meet or exceed your expectations, but sometimes things go wrong.

If you do wish to make a complaint about any service that you have received from us, please in the first place contact the Managing Director by e-mail, telephone or in writing at above contact points.

Guidance Notes 2021

END