



Maintenance & Servicing Overview

Fleet Services
November 2009

LET'S DRIVE TOGETHER



Within the full maintenance budget all manufacturers scheduled servicing, repairs, tyres (including punctures), exhausts and batteries is included, subject to fair wear and tear. There is no limit on the number of services, component parts, tyres, etc. The following services are standard as part of the full maintenance contract and included in our maintenance budget:

Service Booking

- Freephone central reservation for servicing throughout the UK
- Dedicated ALD service booking team
- Priority service levels from extensive network of nominated dealers
- Reduced driver hassle
- Courtesy vehicles where required; reduced need for daily hire cars
- Total convenience for drivers for collection and return
- Wash & vacuum on major service

24 Hour Support

- Telephone calls answered 24 hours a day, 365 days a year
- ALD Vehicle Assistance (AA) 24 hours a day, 365 days a year
- ALD Duty Maintenance Controllers “on call” in the event of any query out of hours
- ALD policy to assist driver in every way; no compromise on driver safety

AA Fleet Europe / Travel Abroad

- AA Fleet Europe provided at no additional cost to company or driver with maintained contracts
- Annual renewal reducing administration and cost to driver
- VE103B (Vehicle on Hire Certificate)
- Peace of mind wherever the drivers are and whenever they need it
- Roadside assistance, spare parts delivery, accommodation, repatriation
- Access to English speaking operators and extensive breakdown network

Kwik Fit (Tyres/Batteries/Exhausts)

- Mobile fitting arrangements throughout the UK
- Over 650 centres of excellence nationwide
- MoT and servicing facility
- Fleet safety checks

Miscellaneous Administration

- Parking fine / fixed penalty notice administration to reduce further driver expense
- Road tax, MoT and missed service reminders to reduce potential penalties
- Manufacturer recalls administered

Not included in the lease cost are:

Costs outside normal fair wear and tear, as detailed in the 'fair wear and tear' guide located in each driver pack supplied with the vehicle. Top up oil between services, windscreen and other insurance damage.

Should you require windscreen replacement or glass repair, ALD has a discount arrangement with both Auto Windscreens and Autoglass, arranged via a freephone number. The account will be charged direct at our discounted rate.