

Information for the vehicle user

Service book



Contact details



**Always well
informed,
even on
the road!**

Our free My ALD App is available
on **Apple App Store** > and
Google Play Store >:



Download on the
App Store



GET IT ON
Google Play



Your first choice for fast assistance!

Accidental damage hotline:

+49 40 47104-9904

Claim notification:

online via My ALD app and customer
portal www.myald.de, by e-mail to
schadenanzeige@aldautomotive.com

Breakdown hotline:

+49 40 47104-4250

Glass damage hotline:

+49 800 5263769

Fuel and charging card loss hotline:

+49 40 47104-9930

Mobility services hotline:

+49 40 47104-9922
mobility.services@aldautomotive.com

24-hour service hotline:

+49 40 47104-9930
emergency messages, travel callback
service, gas station recommendation,
hotel reservations

ALD AutoLeasing D GmbH

Nedderfeld 95, 22529 Hamburg, Germany
www.aldautomotive.de

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General information

We congratulate you on your new vehicle and wish you safe travels.

The following information is intended to help you to use the services contractually agreed with your company without any problems. Please read our advice and settlement suggestions, as well as the vehicle manufacturer's user handbook, so that we can guarantee you a seamless service.

In order to access all the information conveniently while on the road and to be able to use our services easily, download the free My ALD app now. The app not only contains all the important information about your vehicle, but also all partner garages, gas stations and car rental offices nearby. The app is available on [Apple App Store](#) > and on [Google Play Store](#) >.

All the important information is also available in our online portal at [www.myald.de](#) > as well as on our website at [www.aldautomotive.de/en/online-services/service-center/drivers](#) >.

Please note that this vehicle is owned by ALD AutoLeasing D GmbH. Your company or you are the vehicle holder, so the obligation to keep the vehicle in a roadworthy condition, in accordance with the regulations, lies solely with your company or yourself.



Vehicle handover



As part of the vehicle handover you will receive the following documents:

- Registration Certificate Part I
- User handbook

Please check immediately whether the vehicle is as described in the agreed contract and is free of defects. Any deviations or defects must be reported to us immediately.

Depending on the contractually agreed scope of services, you will also receive the following documents:

- ALD service card
- Aral fuel card, acceptance partners: Aral, Total, Routex (Agip, OMV)
- Shell hybrid fuel and charging card, acceptance partners: Shell, Esso, Avia, OMV, Westfalen, SB-Tanken, Markant, bft

Please store these documents safely.



Would you like to use the services of a workshop or tire partner? The whole process is very simple using your ALD service card. You will receive a letter with your ALD service card, which explains the agreed scope of services. How it works:

1. Download My ALD app and find service partners

Download the My ALD app from [Apple App Store](#) > or [Google Play Store](#) >. There you will find all nearby service partners. If you are not able to use the app, you can also use the search function in the My ALD online customer portal at [www.myald.de](#) >.

2. Identification with your ALD service card

Prove your identity to the service partner using your ALD service card. All the details relevant to the transaction will be securely transferred. If you have misplaced your ALD service card, please tell the service partner that your vehicle is leased through ALD AutoLeasing D GmbH.

3. Details checked by the service partner

The service partner logs into the service portal [www.servicefreigabe.de](#) and uses your details to check permissions and the agreed scope of service.

4. Implementation and billing

The service partner carries out the required task and sends the invoice directly to ALD Automotive via the service portal. A fast transaction is guaranteed!

Full-service components

Technical service

(Inspections, maintenance, repairs)

In the scope of this service we cover all costs for inspection and maintenance work in accordance with the manufacturer's specifications or according to the service plan, as well as for any wear and tear repairs that arise through normal use of the vehicle. Please only have this work carried out by an authorized workshop. These can be found in our free My ALD app and in our online customer portal at www.myald.de > as well as on our website at www.aldautomotive.de/en/online-services/service-center/maintenance-and-repair > .

Please note that UVV (accident prevention regulations) tests and AdBlue services are not included in the scope of services.

Please stick to the manufacturer's suggested inspection intervals as closely as possible. Let the workshop know that the most cost-effective engine oil, approved by the vehicle manufacturer, should be used when carrying out the regular oil change.

If, in exceptional cases, you make an advance payment, you can invoice us for up to 100 percent of the costs that are included in the scope of your lease contract. Your customer service advisor will be happy to help you with the adjustment.

In order to guarantee seamless billing, please present your ALD service card when placing the order and show the service partner the back of the ALD service card. Please do not place general orders. Specify what the order is for as precisely as possible.

The following costs are not part of our service agreement:

- Top-up liquids between inspections
- Any cleaning carried out on the car
- Engine wash
- Modifications to the leased vehicle
- Remedying of paint damage such as damage caused by stones or rust damage
- Fuel and fuel additives

Please check the water, oil and lights at regular intervals (rule of thumb: every other time you refuel).

Full-service components

Towing

We will only cover the costs for towing the leased vehicle as far as the manufacturer's nearest authorized workshop in the event of breakdowns caused by wear.

Main inspection/emissions test

The costs for main inspections and emissions tests, if any – e.g. for periods of more than 36 months, as well as service inspections, can be paid for without cash using the ALD service card. The costs for third parties taking the vehicle for the main inspection and for main inspection pre-checks are not covered by us.

Tire service

In the scope of this service we cover the costs for contractually agreed tire replacement and services such as seasonal changes.

Please have a tire change carried out no later than when the tread depth has reached the legal minimum of 1.6 mm. For winter tires a tire change is recommended at 4.0 mm.

Only have this work carried out by tire partners authorized by us. You can find these on our free My ALD app and in our online customer portal at www.myald.de as well as on our website at www.aldautomotive.de/en/online-services/service-center/tyre-service.

Of course, in emergencies you can also visit the nearest workshop to have a puncture repaired.

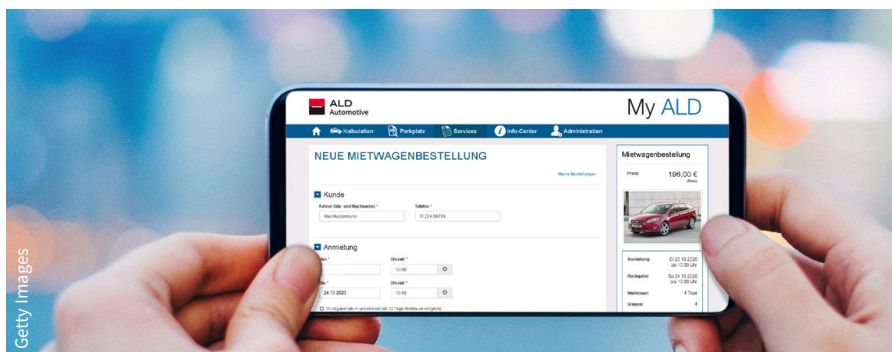
For a seamless transaction please present your ALD service card. Our tire partner will then invoice us directly.

Winter tires

With our tire service you can book winter tires in addition to your leasing contract, so that your new vehicle is delivered with the legally prescribed tires at any time of the year and you are on the safe side. The package includes a set of complete winter tires, a choice of alloy wheels or steel rims, a tire pressure monitoring system if required, as well as installation and delivery.

If you have already included winter tires in your leasing contract, you can upgrade to alloy wheels at no extra cost.

Full-service components



Mobility services

With our mobility services we offer you customized solutions for your short and long-term mobility – nationally and internationally.

If your company has arranged this service with us, you can book the rental car you require, at the contractually agreed rates, via our My ALD Service app or the online customer portal at “Services/car rental order”.

If you have not contractually agreed the service with us, you can also book your rental car through us. In this case our standard prices apply. Telephone reservations can be made via the **24-hour mobility services hotline: +49 40 47104-9922**. Or you send an e-mail to mobility.services@aldautomotive.com.

If you need a rental car in the event of an accident, please observe our advice on page 13.

ALD Flex for short-term vehicle requirements

ALD Flex gives you access to immediately available vehicles with flexible running times between one and twelve months. If your plans change at short notice due to unforeseeable circumstances, the booked vehicle can be returned at any time ahead of schedule at no additional cost.

In addition, you benefit from extensive inclusive services such as insurance, motor vehicle tax, radio license fee and winter tires during the winter months. A fuel card for cashless payment of fuel can also be booked, and the payment transactions are conveniently settled via a collective invoice.

If necessary, please contact our **24-hour mobility services hotline: +49 40 47104-9922** or send an e-mail to ald.flex@aldautomotive.com.

Full-service components



Getty Images

Fuel and charging service

If contractually agreed with your company, you will receive fuel and charging cards for the following networks:

- Aral fuel card, acceptance partners: Aral, Total, Routex (Agip, OMV)
- Shell hybrid fuel and charging card, acceptance partners: Shell, Esso, Avia, OMV, Westfalen, SB-Tanken, Markant, bft

With these cards you can refuel without cash nationwide and, if contractually agreed, pay for oil, car washes and immediate vehicle needs. You can also use the Shell hybrid fuel and charging card to obtain electricity without cash.

There are over 8,500 gas stations throughout Germany and around 33,500 in other European countries as well as about 23,000 charging stations in Germany and more than 102,000 charging stations in 34 other countries.

In order to prevent any misuse, please always carry the fuel cards with you and never share your PIN code with any third party and/or disclose the code. In the event of loss or damage, please contact our **24-hour hotline: +49 40 47104-9930** immediately so that the card can be blocked and a new card issued.

Full-service components



Refueling

You can find the nearest gas station via the My ALD app which is available free of charge on **Apple App Store** > and on **Google Play Store** > .

After refueling, present yourself as the card holder. The necessary details are collected via the card reader. Enter the secret PIN code you have been given in the electronic POS system and also record the current mileage. If the device does not request this, please tell the cashier the mileage. The costs incurred are settled automatically via a consolidated collective invoice.



Recharging

You can find the nearest charging station via the Shell Recharge app which is available free of charge on **Apple App Store** > and on **Google Play Store** > .

Please start and pay for the charging process via the RFID chip in the Shell hybrid fuel and charging card or via the Shell Recharge app. The costs incurred are settled automatically via a consolidated collective invoice. If a charging point has been procured for your home via our partner New-motion, the electricity charged at home will be reimbursed to you directly via the Shell Recharge statement.



Please do not use your fuel and charging cards for refueling or recharging a rental car, instead pay in cash and settle this cash outlay directly with your company.

Please make sure you also return the fuel and charging card(s) when returning the vehicle.

Full-service components

Insurance service

If the insurance service is contractually agreed, the following types of insurance cover can be arranged:

- Third-party vehicle insurance
- Fully comprehensive insurance
- Partial coverage insurance
- GAP insurance
- Motorists' legal protection
- Breakdown cover

The scope of the insurance cover is determined by the guidelines of your company.

Accidental damage settlement

In the scope of the insurance service, we deal with the extrajudicial processing of any claim for material damage to your leased vehicle.

Please note that as the owners we must be informed in the event of any damage. All damage must be reported by telephone via our **accidental damage hotline: +49 40 47104-9904**. This hotline is available 24 hours a day, seven days a week. The 24-hour service will be happy to arrange breakdown, towing, recovery and accident assistance services on your behalf and at your expense. If you have breakdown cover, these services are generally free of charge and you can claim them from the insurance company. The insurance company then provides compensation within the scope of the terms and conditions of the breakdown cover.

Please send us the completed written damage report immediately. You can use the online form in our My ALD app or our My ALD online customer portal, or send the damage report by e-mail to schadenanzeige@aldautomotive.com. You can find the appropriate form online at www.aldautomotive.de/en/online-services/service-center/damages-and-breakage-of-glass as well as in the download section of our My ALD online customer portal.

We will then undertake the further processing of the claim and conduct the whole claims process for you. This includes the commissioning of experts, which is exclusively carried out by us. If you or the workshop commission an expert assessment, the costs are incurred by you.

Full-service components

Please always present the ALD service card to the workshop. The workshop will then settle the accident claim directly with us. You will not receive an invoice. In agreement with you, we will decide whether the leased vehicle is to be repaired according to the lease contract and grant appropriate approval for repair. It is therefore absolutely essential that approval is granted by us for the repair before the order is placed with the workshop.

Please do not issue any declarations of assignment in the workshop. The procedure for damage repair does not provide for any assignments to be signed by you. Please note that declarations of assignment signed by you at our expense are not recognized by us.

Duty to minimize loss in regard of rental cars

If you require a rental car following an accident, we will be happy to advise you. Rental car costs are only fully covered by the other party's insurance in the event of a non-culpable liability claim if the party suffering the accidental damage meets its duty to minimize loss. We have the necessary experience here.

If you have already reported the damage event, it is best to contact our mobility service directly to book a rental car via the **mobility services hotline: +49 40 47104-9922**. Or send an e-mail to mobility.services@aldautomotive.com.

The rental can then take place at special rates from our partners – even in the event of an own-damage claim – to keep the rental car costs as low as possible. Rental car costs in the event of an own-damage claim are only covered if you have taken out breakdown cover.

Our partner prepares the rental documents; you simply sign the rental contract before acceptance of the rental car.

In the event of any loss of your rental car (e.g. damage, service or inspection), please immediately seek guidance and prior consent from the rental company on how to proceed. Please refer to the rental agreement for the relevant telephone numbers.

Full-service components

Important advice in the event of damage

Please make sure you report any accident to the police for your own safety. Do not give any admission of liability. We always recommend taking pictures of the scene of the accident and the damage to the vehicles involved if possible (with a photo of each vehicle registration number).

Particularly **abroad**, such proof of participation is an important means of ensuring that your claim for damages can be enforced. If possible, check and photograph the ID card and driving license of the other vehicle owner. Write down the names and addresses of witnesses and use the European Accident Statement to document the damage, together with the other vehicle user, in the respective national language. Here each driver can describe the course of events in the own language.

Any involvement of animals or wildlife must be reported to the police station or forestry agency responsible for the site of the accident. Corresponding confirmation of the report is a requirement for compensation through comprehensive insurance and must be presented to the insurer. This also applies to fire and theft damage. Please always send us a copy of your report or the police report.

Theft of the leased vehicle must be reported to the police authorities immediately. In the event of theft abroad, the local police authority abroad must be notified immediately as well as the German police authorities upon return. This is the only way to ensure the stolen vehicle is listed as missing. We require both police reports for presentation to the insurer.

Vehicle insurance by the customer

If vehicle insurance is not part of the leasing contract and a claims procedure is not contractually agreed on our part, claims should always be submitted to your company.

A hand in a suit jacket points towards a futuristic car dashboard. The dashboard features a digital display with a car icon and various data points. Overlaid on the scene are glowing blue and red lines forming a network, with a city skyline visible in the background.

Full-service components

Vehicle tax service

If contractually agreed, we will pay the vehicle tax for your leased vehicle to the central customs office on the respective due dates.

Radio license service

If contractually agreed, we will pay the radio license for the radio in your vehicle to the “ARD ZDF Deutschlandradio Beitragsservice” on the respective due dates.

Visits abroad



Repairs

Should you have to have a repair carried out on your vehicle in a foreign country, appoint an authorized workshop if possible. If you have to pay the costs in advance, please submit the original receipts to us. We will immediately reimburse the costs to you up to the amount comparable work would cost in Germany.

Tires

Our tire partners can also be found in the Netherlands, Austria and Switzerland. Please use one of these tire partners if possible. If that is not possible, have the work carried out by another workshop and pay the amount charged. Depending on the contract scope, in the event of wear we will reimburse costs up to the amount that would have been charged by a German tire partner for the same work.

Towing

Please note that we cannot cover any costs of towing when abroad. These costs can only be met by additional breakdown cover.

Visits abroad

Insurance cover

Motor vehicle liability insurance includes insurance cover within the geographical boundaries of Europe as well as in non-European territories that belong to the European Union. Your insurance cover is determined by the extent of insurance required by law in the country visited, but is at least based on the scope of your insurance policy.

International insurance card (Green Card)

If we have issued you with a Green Card, your insurance cover in the motor vehicle liability insurance policy extends to the non-European countries stated, as long as the country names are not crossed out.

Accidental damage

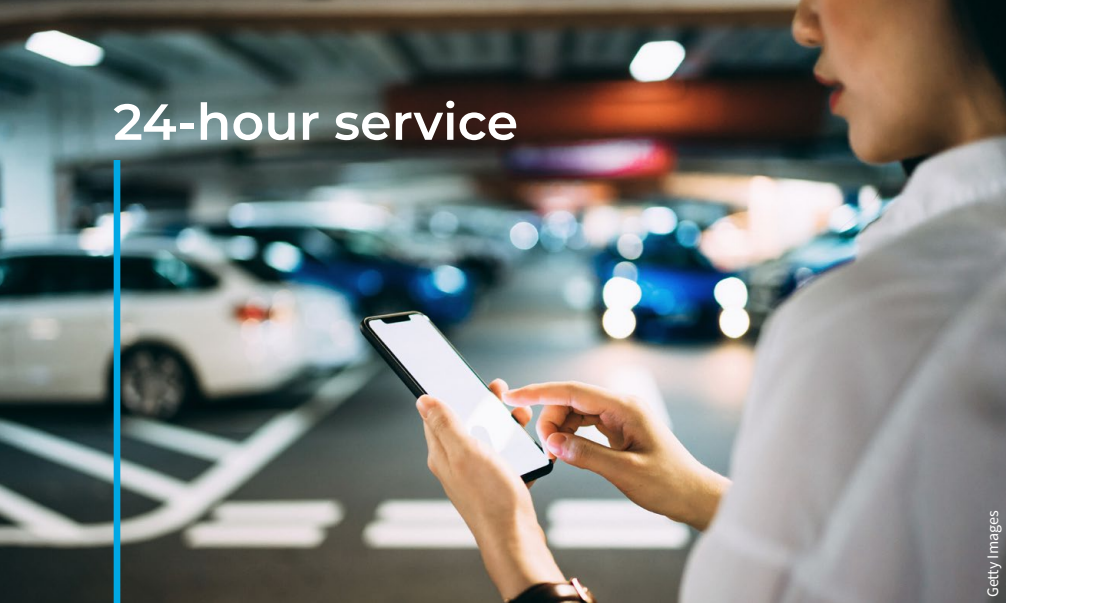
Liability claims abroad are in principle regulated by the law in the respective country. The insurance system and tort law differ considerably from country to country. Claims for damage that would be compensated by the other party's liability insurer in the event of an accident in Germany, according to German law, may not be compensated by the foreign liability insurer in the event of an accident abroad. This particularly applies to rental cars, the cost of engaging an expert and compensation for loss of use.

In the event of accidental damage, please inform us immediately by telephone using our **accidental damage hotline: +49 40 47104-9904**. We will then discuss the procedure with you.

Refueling and recharging

If agreed, you can also refuel and recharge without cash in some other countries. If this is not possible, please pay in cash in the local currency and settle these expenses directly with your company.

24-hour service

A person in a white shirt is shown from the side, holding and using a smartphone. The background is a blurred parking garage with cars and lights. A vertical blue line is on the left side of the image.Getty Images

24-hour service hotline: +49 40 47104-9930

Our 24-hour emergency service includes the following services in the geographical area of Europe:

- Breakdown or accident assistance service
- Towing or recovery service: arranging a towing or recovery service in the event of a breakdown or accident involving your vehicle
- Authorized vehicle workshops: support with enquiries about authorized vehicle workshops
- Fuel and charging card loss reports: recording of your fuel and charging card loss report and forwarding it to us, the next working day at the latest
- Our contract partners' car rental offices: support with enquiries about car rental offices and reservation of a rental car
- Emergency messages: transmission of messages to relatives, loved ones or an employer in an emergency, with up to three attempts

The following two services relate to Germany:

- Gas stations with a 24-hour service: recommendation of gas stations with a 24-hour service
- Hotel reservation: recommendation of hotels and reservation of hotel rooms

As the order is placed by our hotline in your name and on your behalf, the costs incurred are to be borne by you if they are not covered by the leasing contract or by breakdown cover.

Retrofit accessories/tuning

Retrofitting of accessories or technical alterations to the vehicle must always be approved by us in writing beforehand. The costs incurred for this are not part of the leased vehicle. When the leased vehicle is returned, it must be in its original condition unless a separate contractual agreement has been made.

Vehicle return and contract termination

At the end of the contract period, please return the leased vehicle to us or, if there is a separate contractual agreement, to the authorized dealer. Please agree a return date with our customer advisor in order to avoid unnecessary waiting times.

A return report is to be created together with you, in which the visual and technical condition of the vehicle is recorded. In this regard, we ask that the vehicle is returned in a clean condition.

Please return all documents that you received when acquiring the vehicle and in the course of the main inspection/emissions test, as well as all accessories, in particular:

- Registration Certificate Part I
- Main inspection/emissions test certificate
- All keys
- ALD service card
- Fuel and charging card(s)
- All accessories
- Winter wheels/tires

Our general terms and conditions apply.
Typos, errors and changes remain reserved.
B ALD 606 2 72020 E

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