

Driver's Manual

Your Comprehensive Guide for
LeasePlan Services



What's next?

Contacting LeasePlan

Service Direct 8:00 am - 8:00 pm Monday-Sunday	1860 419 5050 1860 500 5050	Call us to avail all LeasePlan services
LP Assist * 24/7 and 7 days a week	1860 419 5050, 1860 500 5050 (Dial any of the above number and select 1)	Contact us at the 24 hour vehicle Breakdown assistance service (if contracted)
Service Booking through Whatsapp 8:00 am - 8:00 pm Monday - Sat	8422095253	Send us 'Hi' on Whatsapp to book car service

* Applicable if service has been contracted for by your company.

MyLeasePlan

MyLeasePlan Service Portal	https://MyLeasePlan.co.in	<ul style="list-style-type: none"> • For availing LeasePlan services • To check service updates • To download vehicle related documents
-------------------------------	---	--

MyLeasePlan

Feedback on LeasePlan	www.leaseplan.co.in/page/feedback	For reporting complaints or providing feedback
--------------------------	--	--

Welcome to LeasePlan!

Congratulations for your new car and thank you for choosing LeasePlan!

It is our endeavour to ensure that you have a trouble-free driving experience. This manual contains all the information you need for taking delivery of your vehicle, operating your vehicle, maintenance & repair and other pertinent details.

Please spend a few minutes to familiarise yourself with it and keep it handy in your vehicle. We encourage you to also refer to the Welcome letter that you would have received from LeasePlan, for the list of services contracted for your car along with the contracted term and mileage.

Also, please do go through the Owner's manual supplied by the manufacturer in order to understand your vehicle's operations.

You would have received or would soon be receiving your access details to MyLeasePlan (<https://MyLeasePlan.co.in>), your service portal. Through MyLeasePlan, you can place service requests, check service status, download insurance copy and other documents, etc. More information about MyLeasePlan can be found in this manual.

Should you need to reach us, please contact us at LeasePlan Service Direct or email us at customercare.in@ayvens.com

We wish you safe times on the road.

LeasePlan Team

Table of Contents

05	Taking delivery of your vehicle
05	Operating your vehicle
06	Services offered by LeasePlan
06	Insurance of your vehicle
07	Maintenance, repair and tyre replacements
08	Accident/damage repairs
11	Fuel management
11	LeasePlan Assist – 24 hour breakdown assistance
13	Replacement car
15	Payment reimbursement process for service and damage Repairs at locations without cashless facility
17	User's responsibilities
18	Vehicle security
18	Return of the vehicle
20	Early termination
21	Fair wear and tear
32	Green driving tips



Taking Delivery of your Vehicle

After receiving an order confirmation for your car from your company, LeasePlan places an order with the dealer and coordinates with them for the delivery of your vehicle. LeasePlan will keep you updated on your vehicle delivery schedule. You can also call up LeasePlan Service Direct to know this schedule.

- Please ensure that the delivery agent has handed over a copy of the Insurance Cover Note and Road Tax Receipt to you

Should there be any difficulty while taking the delivery of your vehicle, please call LeasePlan Service Direct or email us at customercare.in@ayvens.com

While taking delivery of your vehicle:

- Please inspect your vehicle for any visible damage or defects
- Check all standard accessories and understand the working of other fitments like the vehicle security system, music system, etc.
- Insist on a demonstration of the vehicle. If need be, go on a road test

Operating your Vehicle

Please refer the Owner's manual, supplied by the manufacturer, to familiarise yourself with the various functions and features of your vehicle. The Owner's manual will also give you important information on maintenance schedules and warranty limitations.

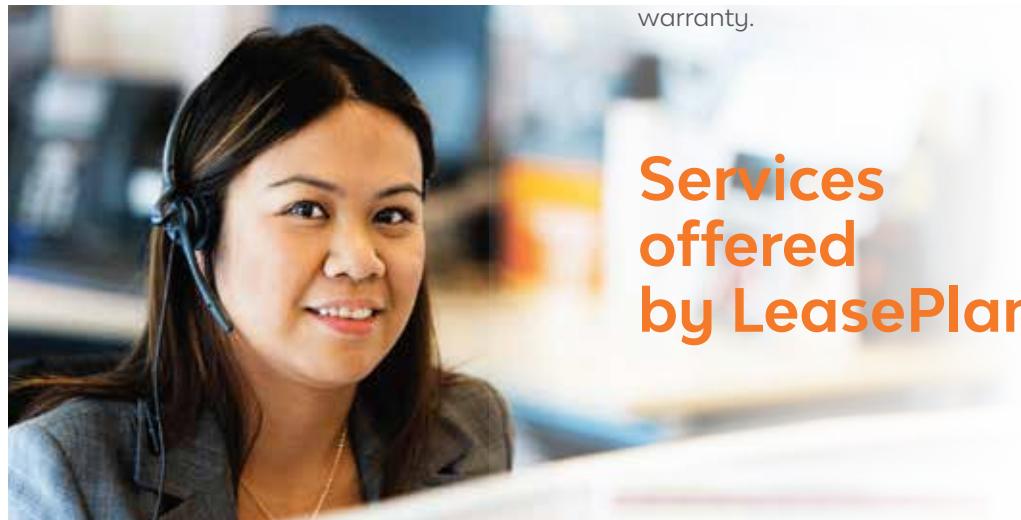
LeasePlan offers a host of vehicle management services. To know which services have been contracted by your company, please refer to the Welcome letter or check with your company coordinator. You could also get this information by calling LeasePlan Service Direct, e-mailing us at customercare.in@ayvens.com or logging onto the LeasePlan service portal, <https://MyLeasePlan.co.in>

Some of the Services offered by LeasePlan are:

- Insurance of your vehicle
- Maintenance, repair and tyre replacements
- Accident/damage repairs
- Replacement car
- Pick up and drop
- LeasePlan Assist – 24 hour breakdown assistance

Insurance of your Vehicle

In case your company has opted for insurance management for your vehicle, you will receive a copy of the Insurance cover note at the time of the delivery of your vehicle (directly from the dealership). LeasePlan will arrange to send the policy to your company coordinator. Subsequent renewed insurance policies will also be sent to your company coordinator.



In case you haven't received the Insurance cover note/policy for your vehicle, please call LeasePlan Service Direct or send an email to customercare.in@ayvens.com or log onto the LeasePlan service portal, <https://MyLeasePlan.co.in>

Maintenance, Repair and Tyre Replacements

LeasePlan has Designated workshops that are responsible for the maintenance and repair of your vehicle. We recommend that you send/take your vehicle to these Designated workshops only.

To experience optimal performance from your vehicle, we suggest that maintenance schedules, as prescribed by the manufacturer, be followed. Details on mileage and time schedules can be found in the Owner's manual provided with your vehicle. Often erratic/delayed maintenance schedules lead to damage to the vehicle, which may also lead to cancellation of the warranty.

Services offered by LeasePlan

To book your vehicle for service or repairs, please do the following

For scheduled and running repairs, please book your vehicle at least 3 days in advance, by calling LeasePlan Service Direct or logging your request on <https://MyLeasePlan.co.in>

The same process should be followed, should your vehicle require a tyre replacement.

In case your company has opted for the Pick up and drop service, LeasePlan can arrange to collect your vehicle from your residence/office and have it delivered back to you after servicing. Please make sure that your car contains enough fuel to be driven to/from the LeasePlan authorised workshop.

If your company has not opted for Pick up and drop service, you will have to make arrangements of taking/sending the vehicle to LeasePlan's Designated workshop only after booking your vehicle with LeasePlan.

Please ensure that no valuables and important documents are left inside the vehicle while handing it over to the collecting agent or the workshop. LeasePlan shall not be liable for any loss of valuables/documents left in the vehicle. While your vehicle is in the workshop, LeasePlan will update you on the progress of the repairs and the date and time of your vehicle's return, after obtaining the details from the workshop. While your vehicle is in the workshop, LeasePlan will update you on the progress of the repairs and the date and time of your vehicle's return, after obtaining the details from the workshop.

Alternatively, you can check the service status of your vehicle by logging onto <https://MyLeasePlan.co.in>. Upon receiving your vehicle, please check it thoroughly and take a road test if required.

In case your vehicle needs immediate attention, please contact LeasePlan Service Direct immediately or have the vehicle attended to, at a LeasePlan Designated workshop with an intimation to LeasePlan.

Inclusions under maintenance

- All periodic maintenance as per manufacturer's service manual
- All running repairs which would include engine, suspension, steering, clutch, brakes, air conditioning/heating, electrical and lighting, assemblies, sub-assemblies, wheel balancing, wheel alignment, labour, etc.
- Maintenance and servicing of all standard accessories and equipment of the vehicle
- All consumables for service, maintenance and repairs
- Tyres (if opted for, by your company) and battery

Exclusions under maintenance:

- Repair of punctured tyre
- Rubbing & polishing, Teflon coating, underbody coating, body corrosion, seat dry-cleaning and other cosmetic jobs
- Replacement and maintenance of

non-standard accessories (even if provided by LeasePlan) such as music system, speakers, antenna, wheel caps, side view mirrors, seat covers, mats, mud flaps, speakers, fog lamps, seat upholstery, etc.

- Repair due to damages caused by user negligence such as running on a flat tyre, not paying heed to oil warning lamp temperature gauge, usage of adulterated or non manufacturer specified standard fuels, consequential damage due to driving post accident, etc.
- Consequential damage due to non adherence of service schedule
- Repair or replacement of number plates
- Pollution Under Check certification and other statutory licenses/clearances as may be required from time to time

Accident/Damage Repairs

In case of the unfortunate event of an accident/damage to your vehicle, LeasePlan team is there to help you. If your vehicle is immobile, please call us on LeasePlan Assist - 24 hour Breakdown Assistance so that your vehicle can be towed to the nearest LeasePlan Designated workshop. LeasePlan Assist - 24 hour Breakdown Assistance Service is available only if your company has contracted for it.

Please inform LeasePlan of the accident/damage by calling LeasePlan Service Direct and provide the description of the accident/damage, the driving license details of the person driving the

vehicle at the time of the accident/ damage and a few other details. LeasePlan Service Direct will record your statement and email the Accident intimation form to you. Should there be any change in the details mentioned in the Accident intimation form, please revert to LeasePlan Service Direct within 3 hours of the email being sent to you. In absence of your revert, the damage repair would be carried out as per the Accident intimation form sent by LeasePlan. Based on the Accident intimation form, LeasePlan will initiate the necessary vehicle insurance proceedings and repairs of your vehicle.

In case of any third party injury, death, property damage or a major damage to your vehicle, please file an FIR immediately at the nearest Police Station and inform LeasePlan. As far as possible, mention the correct registration numbers of the involved vehicles and a clear description of accident/damages in the FIR.

All matters relating to legal proceedings, filing of FIR, third party liabilities, etc. will have to be handled directly by you/your company. LeasePlan will not be in a position to provide any assistance.



Fuel Management

In case your company has contracted fuel management service, you would be provided with a Fuel card which you can use at designated fuel stations across the country. The Fuel card usage manual will be sent to you within a month of you taking delivery of your vehicle. We advise you to read the Fuel card usage manual before you start operating your Fuel card. Should you need any assistance, you may also call LeasePlan Service Direct or email us at customercare.in@ayvens.com

LeasePlan Assist – 24 Hour Breakdown Assistance

If your company has contracted for the service, LeasePlan shall offer you LeasePlan Assist, the 24 hour Breakdown Assistance service. While it is our sincere hope that your travel is always trouble free, the road can be an unpredictable place and sometimes things happen that can leave you stranded and in need of help. Our goal is to ensure that even if your vehicle is immobilised, whether at home or while traveling, any inconvenience to you and your family is minimised.

Getting Help - what to do when you need assistance

In the event of a vehicle breakdown or an accident, please call our toll free LeasePlan Assist number on **1860 419 5050/ 1860 500 5050** and select 1.

This service is available only within the Contracted boundary*.

Once you have called LeasePlan Assist, it is vital that you stay with your vehicle. Should the LeasePlan Assist representative arrive while your vehicle is unattended, the necessary work cannot be carried out.

In case your vehicle can be repaired on the spot, it will be attended to immediately. Alternatively, it will be towed to the nearest LeasePlan Designated workshop. If the vehicle has to be towed, the LeasePlan Assist team will fill out a Handover form that you will need to sign and retain a copy of. Please ensure that all accessories, and damages, if any, are recorded on this form. Please ensure that no valuables and important documents are left inside the vehicle while handing it over to the LeasePlan Assist team.

LeasePlan will not be liable for any loss of valuables/documents left in the car.

If your vehicle is towed, LeasePlan will revert to you on the first working day after the breakdown to apprise you of the repairs required to be carried out and the time needed to carry out the repairs.

Please do not make your own vehicle assistance/recovery arrangements



through a third party. In order to qualify for the benefits provided by LeasePlan, you must contact or seek assistance only from LeasePlan Assist.

* Contracted boundary
The area/city limits within which the fleet management services are available from LeasePlan according to the agreement with your company.

Covered Areas

Municipal limits of Delhi NCR, Mumbai, Pune, Chennai, Hyderabad, Bengaluru and Kolkata. For more information on additional locations please email us at customercare.in@ayvens.com or call us on LeasePlan Service Direct.

Covered Events

- Mechanical or electrical breakdown
- Battery problems: flat battery
- Key problems: locked keys, lost keys, or broken keys
- Road traffic accident where the vehicle is immobilised

Replacement Car

Depending on the services opted by your company, a Replacement car may be provided to you when your vehicle is in the workshop for servicing or damage repairs.

Please note that the contract for Replacement car service does not include fuel and chauffeur for the Replacement car. The cost of the fuel and chauffeur for the Replacement car will have to be borne by you.

While returning the Replacement car, please make sure that the fuel level is the same as was at the time you received the Replacement car.

All taxes and charges such as inter-state entry tax, toll charges, parking, etc., in respect to the Replacement car will also have to be borne by you.

While receiving the Replacement car, please sign the Receipt form and check that all the accessories, tools and documents are correctly listed. In case you notice damages to the car, please report these as well.

While returning the Replacement car, please ensure that your valuables and belongings are not left inside the vehicle. LeasePlan will not be liable for any loss of valuables/documents left in the Replacement car.

Payment Reimbursement Process for Service and Damage Repairs at Locations without Cashless Facility

Though LeasePlan's endeavour is to offer cashless servicing and damage repairs, we may not be able to offer this facility at certain locations. We advise you to call LeasePlan Service Direct and enquire if cashless servicing and damage repair facility is available in your city.

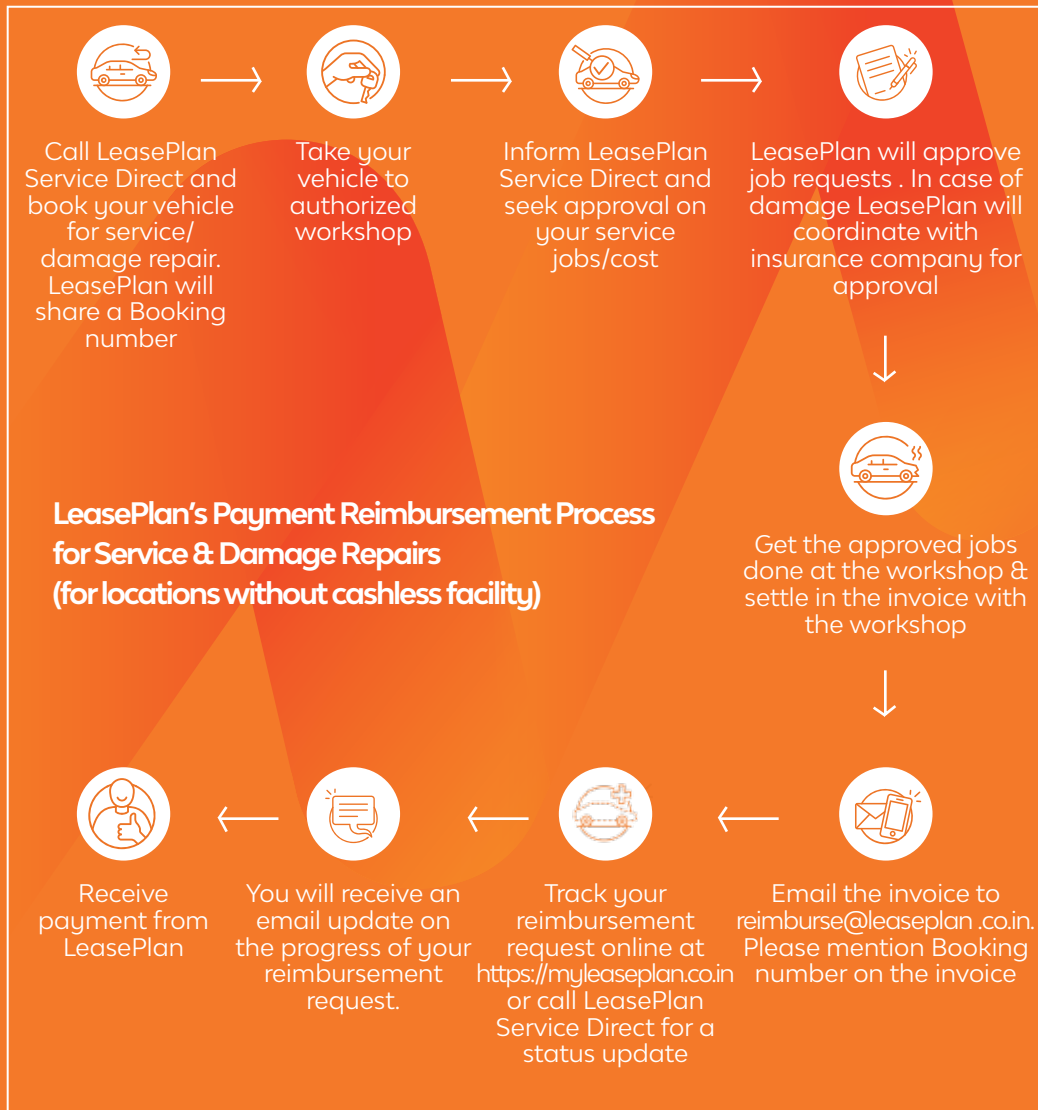
If cashless servicing and damage repair facility is not available in your city, please take an approval for the required jobs/costs from LeasePlan Service Direct. You will be given a booking number post which you can get the vehicles repaired and settle the repair cost with the workshop. Depending on your company policy, you can then claim the reimbursement of the repair cost from your company or from LeasePlan. We advise you to get in touch with your company coordinator to get an understanding of your reimbursement policy. Either ways, before you commence any service/damage repair jobs on your vehicle, you will have to seek a prior approval of the jobs/cost to be carried out by calling LeasePlan Service Direct.

If your company's policy allows you to use LeasePlan's convenient Payment reimbursement process, you would benefit from:

- Smooth and speedy reimbursement settlements
- Only soft copy of the invoice to be sent to LeasePlan through fax or scanned copy through email
- Online tracking of request through a Booking number
- Proactive updates on payment status through email
- Make sure you write the Booking number on the invoice while sending it to LeasePlan
- Track your reimbursement request at <https://MyLeasePlan.co.in> or call LeasePlan Service Direct for status of your reimbursement requests

To know more about the Payment reimbursement process you can visit, <https://MyLeasePlan.co.in>





Important Information

- The Booking number is the key to smooth and timely processing of your reimbursement request
- Send your service/repair invoices to customercare.in@ayvens.com

User's Responsibilities

As per the agreement between your company and LeasePlan, you must ensure compliance with all the applicable laws/rules and regulations in relation to the use and maintenance of the vehicle, including holding a valid driving license. No modification or enhancements on your vehicle is permitted without written permission from LeasePlan.

Apart from scheduled maintenance, a few simple checks on your vehicle at regular intervals will ensure that you are not inconvenienced while on the move.

These include:

- A weekly check of all fluid levels, including the battery. Please use genuine fluids as specified by the manufacturer.
- A regular check of the tyre pressure as per the Owner's manual. In case of a flat tyre, please have it replaced with the spare tyre immediately to avoid

damage to the affected tyre. Also, get the flat tyre repaired at the earliest.

- Pollution check at frequencies prescribed by the local transport authority. Please keep the 'Pollution Under Control' certificate in your vehicle at all times.
- Defects, if any, in the Speedometer/ Odometer must be reported to LeasePlan as soon as these are detected.
- In case any warning lamps come on (engine check, oil, charging, brakes) while driving, or remain on after starting the engine, please call LeasePlan Service Direct or take your vehicle immediately to a LeasePlan Designated workshop for a check-up. Should you need more information on LeasePlan Designated workshops, please contact LeasePlan Service Direct.

Vehicle Security

While parking even for short periods, please take the following precautions:

- Always park in an authorised parking area, and ensure that all doors and windows are securely locked
- If an Anti burglar alarm is installed, ensure it is activated
- Do not leave any valuables in the vehicle

In the event of theft of the vehicle, please do the following:

- Lodge an FIR at the nearest Police station, giving details of registration, chassis number and engine number
- Inform LeasePlan of the theft within 24 hours
- Send a copy of the FIR to LeasePlan, along with a letter from the Authorised signatory of your company authorising LeasePlan to follow up with the insurance company. The set of original keys of the vehicle, Registration certificate and Insurance policy should be kept safely for handing over to the Insurance company. In case the original Registration certificate and Insurance policy have been lost with the stolen vehicle, please ensure that the loss of these documents is also reported in the FIR.
- If the vehicle is subsequently recovered, please inform LeasePlan Service Direct immediately.



Return of the Vehicle

At the end of the lease tenure, your company has an option to either extend the lease or return the vehicle to LeasePlan.

LeasePlan initiates termination process by intimating your company about the vehicles coming up for termination one month prior to lease end date. Based on the response received from your company, we either schedule a date to take back the vehicle or carry out a lease extension.

In case there is no response received from your company, the lease tenure is extended till the next billing cycle and your company will be informed accordingly.

For any further information, please get in touch with LeasePlan Service Direct or email us at customercare.in@ayvens.com

Process for return of the vehicle



Details collected from your company and pick-up scheduled accordingly.

- Date of vehicle pick-up
- Address for pick-up
- Contact details of person handing over vehicle



Documents /items* to be submitted at the time of car pick-up:

- Original RC
- Insurance Policy
- Car Key along with Duplicate Keys
- Owner's Manual
- Service / Warranty Booklet

*Absence of any of these may attract Unfair Wear and Tear Charge (UFWT)



Details captured in Possession Certificate by Pick-Up Executive in presence of your company representative.

Certificate copy handed over for your company's future reference.



Pending dues, UFWT charges (if applicable) and excess km amount charged separately as per actual km reading at the time of possession.

Early Termination

In the event you need to terminate the lease earlier than the contract end date, you may contact your Company Coordinator or LeasePlan Service Direct.



Company/vehicle user places request with LeasePlan Service Direct



LeasePlan coordinates with company/vehicle user and gets the vehicle evaluated for its market value



Foreclosure Statement will be shared with company/ vehicle user post evaluation, within 7 working days with following options:

- Returning vehicle to LeasePlan - You can return the vehicle by paying foreclosure charges / bookvalue loss amount (Difference in market value & book value + other outstanding).
- Vehicle buy back at Market Value - You may buy the vehicle by paying the highest bid with applicable taxes and foreclosure charges / book value loss amount + other outstanding, if any. NOC will be issued within 3 working days after clearance of all outstanding.

Fair Wear and Tear

After you return the vehicle at the end of the contracted period, the wear and tear of the vehicle will be assessed, taking into account the age and mileage of the vehicle. Your vehicle was contracted assuming return of the car in a fair condition along with all relevant documents, any change in the above would drastically impact the end of term market value of the vehicle.

In case the vehicle shows a degree of deterioration exceeding acceptable wear and tear, refurbishing charges maybe applicable. In case documents/ equipment/keys are missing from the vehicle, charges for regeneration/ reprocurement of such items will be applicable.

In all cases, our endeavour will be assess damage recharges in a fair and transparent manner.

On the following pages, you will find examples of acceptable and unacceptable wear and tear of the vehicle. This information will help you to understand in advance the fair wear and tear considerations and the refurbishment charges that would be applicable.

In principle, the following points should be observed

When a vehicle is returned to LeasePlan, you should ensure that everything that came with the vehicle is returned. These include:

- All original keys
- All vehicle registration documentation
- Service booklets
- Operating manuals
- Standard accessories like CD players, DVD screens, remote locking device, clock, wheel caps, fog lamps, etc.
- Insurance policy
- Spare wheel
- Tool kit and jack
- Fuel cards

Minor wear and tear consistent with the mileage driven is completely normal (see acceptable damage). However, advertising stickers or decals, regardless of their condition, have a negative effect on marketing efforts to sell the used car after it has been returned. For this reason, these must be properly removed prior to returning the car. Unpleasant odour in the car's interior also deter buyers of used cars. It may be worthwhile to occasionally have the interior, including the seats, completely cleaned.



Vehicle/Body Paint

Acceptable



Small areas of stone chipping are acceptable, commensurate with the vehicle's age and mileage. Chips should not have penetrated the base coat and should be rust free.



A small paint chip that should be "touched up" prior to rust developing. Provided correct materials are used, this is acceptable



Light scuffing and scratches with a maximum depth of 1 mm. Also acceptable are small dents (up to 20mm in diameter)

Unacceptable



Scuffing and scratches, which have penetrated through to the base coat are not acceptable. Two or more scuffs or scratches on one panel/body part



Excessive chipping (commensurate with the vehicle's age and mileage) or chips which have penetrated through to the base coat or rusted.



Dents, scrapes, scuffs and scratches with paint damaged through to the base coat/metal and showing signs of corrosion.

Acceptable



Light scratches (and scuffs/abrasions) up to 100mm, which can be removed by mechanical polishing, provided the base coat has not been penetrated nor any rust developed.



Up to 2 small dents per panel is acceptable (3 or more is regarded as multiple and therefore not acceptable).



In all cases, damage greater than 20mm is unacceptable. The dent shown is acceptable as it is clearly within the 20mm tolerance

Vehicle/Body Paint

Unacceptable



This panel has multiple dents and they are greater than 20mm.



Dents with signs of corrosion.



Scratches/multiple scratches or abrasions which (relative to age and mileage) are over 100mm in length, have penetrated the paint and cannot be removed via mechanical polishing

Grill/Bumper

Acceptable



For painted bumpers - light scuffing and scratches which have not penetrated the paint layer.



For textured and non-painted bumpers - light scratches and scoring are acceptable. Small dents (up to 20mm in diameter) are also acceptable.

Unacceptable



Broken, cracked or excessive scoring of grills is not acceptable.



Excessive scratching, cracks or dents exceeding 20mm. (Tow bars - please ensure tow bar covers and pins are intact).

Grill/Bumper

Acceptable



A maximum of two small areas of damage per bumper (provided there is no penetration of the base coat/rust).



Slight discolouring of the paintwork such as fading.

Grill/Bumper

Unacceptable



Excessive, apparent scratches.



Excessive damage causing deformation of the panel/part.

Acceptable



Tyres with a minimum tread of 2mm or tyres that meet local legal requirements



Light scuffing or scratches to the wheel trim/alloy.

Grill/Bumper

Unacceptable



Tyres with damage caused by 'kerbing' or other abuse. Bald tyres are unacceptable.



Bulges, cracks or cuts to the tyre or excess damage to the sidewalls or tread.



Flat tyres due to damage or penetration of a foreign object, and affecting the safety of the vehicle.

Tyre Wear/Wheel Rims

Acceptable



Scuffing, scratches or deposits on rims, if the rim is not deformed.



Wheel nuts that are rust and deformation free.

Unacceptable



Deformed wheel trims due to breakages or scuffing. Cracks or breaks to the trim. Missing trims.



Rims with heavy damage, deformation of the rim or missing parts.



Missing spare wheel, if it was included as basic equipment, or a missing, or incomplete "Tyre Mobility Set".

Glazing/Glass

Acceptable



Stone chipping on the surface of headlights, fog lights or indicators not breaking the glass and not harming the function.



Light stone chipping (chips under 10mm) provided they do not obstruct the view of the driver or hinder driving in rain or darkness

Unacceptable



Chipping in lights that break the glass or cover, regardless of size of chip.



Cracks or chips which restrict the function of the light. Please note that all bulbs should be operational.

Acceptable



Scratches or chip on the surface of headlights, fog lights or indicators, which do not break the glass and harm the function.



Small stickers on the glass.

Glazing/Glass

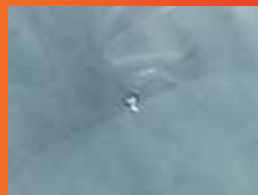
Unacceptable



Self-applied sun protection or tinted strips must be completely removed from the windshield if they have not been professionally applied, are torn, or have begun to separate from the corners of the windshield.



Cracks in the windscreen, or heavy stone chipping (10mm per chip), which affects driving.



Excessive large chips, holes.

Mirrors/External Fittings

Acceptable



Light scuffing and scratches with a maximum length of 50mm and a maximum depth of 1mm. For painted mirror casings only scuffing and scratches which have not penetrated the base material, and where the function is not affected.



Fitted beacons or lights that are properly fitted and in full working order, without breaks in the glass. The lights must fully comply with legal requirements and if legally necessary, mentioned in the vehicle documents.

Mirrors/External Fittings

Acceptable



Scuffing and scratches which exceed a maximum length of 50mm. For painted mirror casings, scuffing and scratches which have penetrated the base material.



Deformation of the mirror is not acceptable.



Beacons that have damaged the structure of the vehicle through their fitment are not acceptable.

Seats/Headlining

Acceptable



Seats showing wear through general usage i.e. getting in and out of the car.



Indentation in the seat.

Unacceptable



Excessive soiling and dirt which cannot be removed by general cleaning.



Torn upholstery or cigarette burns.

Seats/Headlining

Acceptable



Headlining which has light abrasions or soiling.



Slight panel discolouration through day to day usage and wear.

Unacceptable



Excessively soiled headlining that cannot be removed by normal cleaning. Any tears in the material are also unacceptable.



Deformation of the material, cuts, tears or heavy soiling.

Dashboard/Floor Covering/Doors

Acceptable



Phone fittings/housing units may be left in the vehicle.



Holes left in the console (as a result of phone equipment being removed) may be left provided they are in a discreet area as shown above. These holes are on the side of the console.

Dashboard/Floor Covering/Doors

Unacceptable



Holes in the front of the console where accessories/ phone kits have been removed. These holes are clearly visible and should be repaired.



Excess soiling and staining of carpets that cannot be removed by normal cleaning is not acceptable.

Acceptable



Signs of general usage where there is slight discolouration and scuffing.



The steering wheel is slightly worn as a result of general use. (Torn material would not be acceptable).

Unacceptable



The carpet of the vehicle shows rips, tears or heavy stains.



The interior lining is damaged by other than normal usage. Holes, tears or deformation are not acceptable.

Green Driving Tips

Here are some simple tips from LeasePlan to help you add a little 'green' to your driving:

1. Travel light

Excess weight reduces mileage, especially when driving up the inclines. Similarly, a loaded roof rack can cause air drag and reduce fuel efficiency. Avoid carrying stuff on the car roof whenever possible.

2. Maintain a steady speed

Maintain a steady speed, using the highest gear possible (Overdrive gear), as driving at higher rpm's in lower gears increases the fuel consumption. Using the engine's power band and keeping it in the optimum rpm range will make it work optimally. Usually the best band for rpm's is between 1500-3000 for petrol engines and

1500-2500 for diesel, but consult the user manual of the particular vehicle for the best rpm range for efficient driving.

3. Decelerate smoothly

When slowing down or stopping, make sure you decelerate smoothly and release the accelerator leaving the car in gear. The cars manufactured today have a fuel injection system combined with an

electronic function that cuts off the engine's fuel supply in engine braking mode. The advantages of this can be used by releasing the accelerator in time. This also reduces the wear and tear of the brakes, which in turn reduces the maintenance costs. Besides, engine braking also has a positive effect on fuel consumption, exhaust emissions and traffic comfort.

4. Clean and replace air filters regularly

One of the biggest causes of increased fuel consumption in our dusty environment is excess dirt in the air filter, blocking the flow of air to the engine and thereby burning too much fuel. So, clean the air filter regularly and replace as advised by the manufacturer to maintain maximum possible efficiency.

5. Park in the shade in the summer

As we all know Indian summers can be

brutal, hence, it is advisable to park the car in the shade whenever possible, thereby, making the interiors cooler. This helps as the engine and the a/c system has less work to do when the vehicle is moving again resulting in lesser load on the engine and better efficiency.

6. Avoid road rage

Aggressive driving consumes much more fuel than relaxed driving and therefore in the interest of better fuel efficiency, keep your cool on the road and be smooth and gentle.

7. Avoid rush hours

Stop-and-go traffic is stressful both for you and your car. Try and avoid rush hours whenever you can, it will not only save fuel but also limit the pollutant levels generated from your car.

8. Watch your foot

Avoid keeping your foot on the clutch pedal while driving. This not only causes harm to the clutch plate (Clutch over riding), but also causes wastage of fuel as the engine does not drive the wheels to its highest potential.

9. Avoid incessant Idling

When at a traffic signal or while waiting for someone, do not leave your car on idling for long as it burns fuel uselessly. If there is a situation where the waiting is going to be for more than 3 minutes, its best to switch off the engine and start again when you are ready to drive.

Save Money,
Fuel & the
Environment!





10. Optimal use of Air conditioning

Air conditioning can reduce the fuel efficiency by 10-20%. So try not to overuse this and roll down the windows to let in the breeze. However, please keep in mind that the cars are more fuel efficient with the air conditioning on when on highway speeds, rather than having the windows rolled down. Open windows on high speeds can cause air drag and reduce your car's fuel mileage.

11. Correct Tyre Pressure

Check tyre pressure regularly and maintain it at the prescribed levels. Underinflated tyres increase the rolling resistance of a vehicle and very quickly increase the fuel consumption.

12. Keep your car maintained

An effective servicing and maintenance schedule keeps your car working at its best, saves costs and lowers emissions. It's vital to read through your car manual for understanding the schedule of service.

13. Plan your journeys

Effective journey planning will reduce driving time and fuel costs. Aim to drive less. Giving your car a rest from time to time is the most radical way to reduce fuel costs and emissions. Avoid short car journeys. Fuel consumption and CO2 emissions are much higher when the engine is still cold. So, plan ahead and combine short journeys to ensure the car can run for a longer period and in effect deliver better fuel efficiency and generate less air pollution.

14. Carpooling

If possible, carpool to office with your colleagues thereby avoiding the need for multiple cars to go to office where only one will suffice and thereby reducing consumption of fuel and also cost savings.

MyLeasePlan: Online Service Portal

MyLeasePlan is your online communication channel, developed with an objective of delivering best-in-class service and a seamless interactive experience.

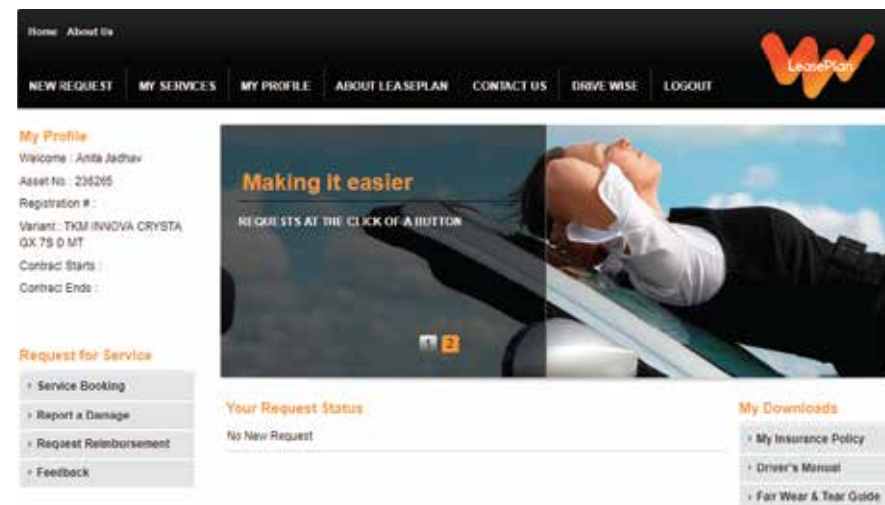
It provides you with a comprehensive overview of all the services availed. It also serves as an effective and easy medium to request service bookings.

MyLeasePlan empowers you to:

1. Track the delivery status of your car on order
2. Place requests for vehicle servicing
3. Place requests for vehicle damage repair
4. Track request updates
5. Know the services contracted for your car
6. Download your insurance policy and other vehicle documents
7. Share your feedback

MyLeasePlan makes access to information convenient and hassle-free. The portal is backed by an agile team which will take speedy actions to deliver a smooth and pleasant service experience.

To log onto MyLeasePlan, please visit the following link and fill in your User Name and Password <https://MyLeasePlan.co.in>



In case you have not received your access details or need any other assistance please email us at:

customercare@leaseplan.co.in or call at 1860 419 5050, 1860 500 5050 (8 AM to 8 PM, 7 days a week)

LeasePlan India Private Limited
2nd Floor | Tower A
Millennium Plaza | Sector 27
Gurgaon - 122 002
Tel. 1860 419 5050 | 1860 500 5050
customercare.in@ayvens.com

www.ayvens.com/en-in