

autoserve ●●●™

# DRIVER HANDBOOK

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SERVICE PLAN  
NEW CARS



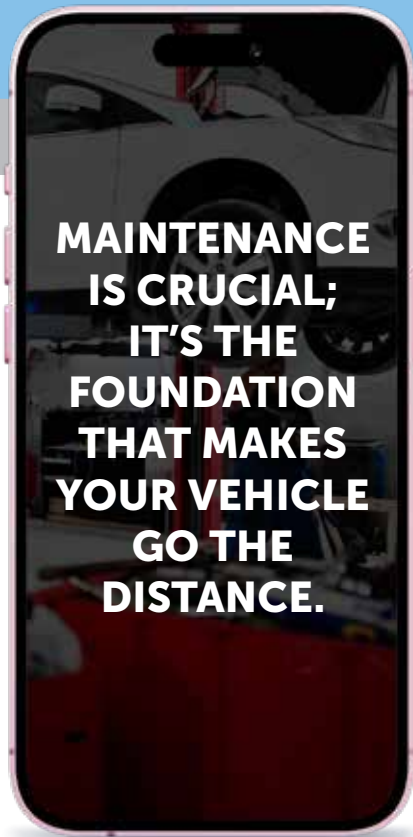


# WELCOME

Autoserve Ltd, a proud member of the Aveto Group, with 40 years of expertise in the motor vehicle industry. As an independent entity with no affiliations to the motor trade, we provide impartial, expert advice and ensure our customers receive the highest standard of service from our trusted suppliers.

As pioneers in vehicle management, Autoserve maintains its exemplary service standards and attention to detail through rigorous monitoring of supplier performance and cost efficiency. All Autoserve garages operate under legally binding agreements that include guarantees on all workmanship and spare parts, ensuring top-quality service at pre-approved rates. Central to our operations is a sophisticated software system that utilises data from motor manufacturers and technical trade databases, providing comprehensive information on every make and model of vehicle on UK roads.

At Autoserve Ltd, we embrace the challenges of the future by integrating the latest technologies to complement the exciting innovations emerging from motor manufacturers and insurers. Our goal remains steadfast: to uphold the exceptional level of personal service that our customers value so highly.



**MAINTENANCE  
IS CRUCIAL;  
IT'S THE  
FOUNDATION  
THAT MAKES  
YOUR VEHICLE  
GO THE  
DISTANCE.**

## NEW CAR SERVICE PLAN

Our Service Plan is designed to make vehicle servicing simple and stress-free. With our plan, you can take care of your vehicle's servicing and MOT needs with a straightforward monthly fee, avoiding the worry of a large annual bill.

With a wide network of UK service centres you can guarantee that there is always a garage located close to you.

The Service Plan covers your vehicle's essential servicing and MOT costs, in line with the manufacturer schedule, so you can enjoy peace of mind and keep your vehicle running smoothly, year after year.

### PRODUCT INCLUDES

The Service Plan is available for terms ranging from two to five years. The Service Plan offers vehicle owners the reassurance of manufacturer scheduled servicing, throughout the entire contract term.

So, when you have a scheduled service, you can drive away with confidence, knowing that your vehicle's upkeep is taken care of, allowing you to focus on the journey ahead and enjoy your vehicle to the fullest.

You'll also receive a MOT test annually from 3 years, to ensure your vehicle is legally roadworthy. Please note that any repairs identified during the MOT are your responsibility and are not covered by this plan.

**MAIN DEALER SERVICING**

**ACCIDENT MANAGEMENT**

**SMART REPAIR\***

\* Smart Repair is chargeable.

# OUR PRODUCTS

## SERVICING AND MOT

Our product means that your vehicle manufacturer scheduled servicing and MOT testing costs will be covered for the duration of the contract through main dealerships.

All servicing is based upon the manufacturers guidelines and servicing schedules.

When your vehicle's service light or notification appears or when your first MOT is due, all you are required to do, is book online or contact us at Autoserve to let us know and we'll do the rest. We'll find the closest approved garage to either your work or home address, based on your preference.

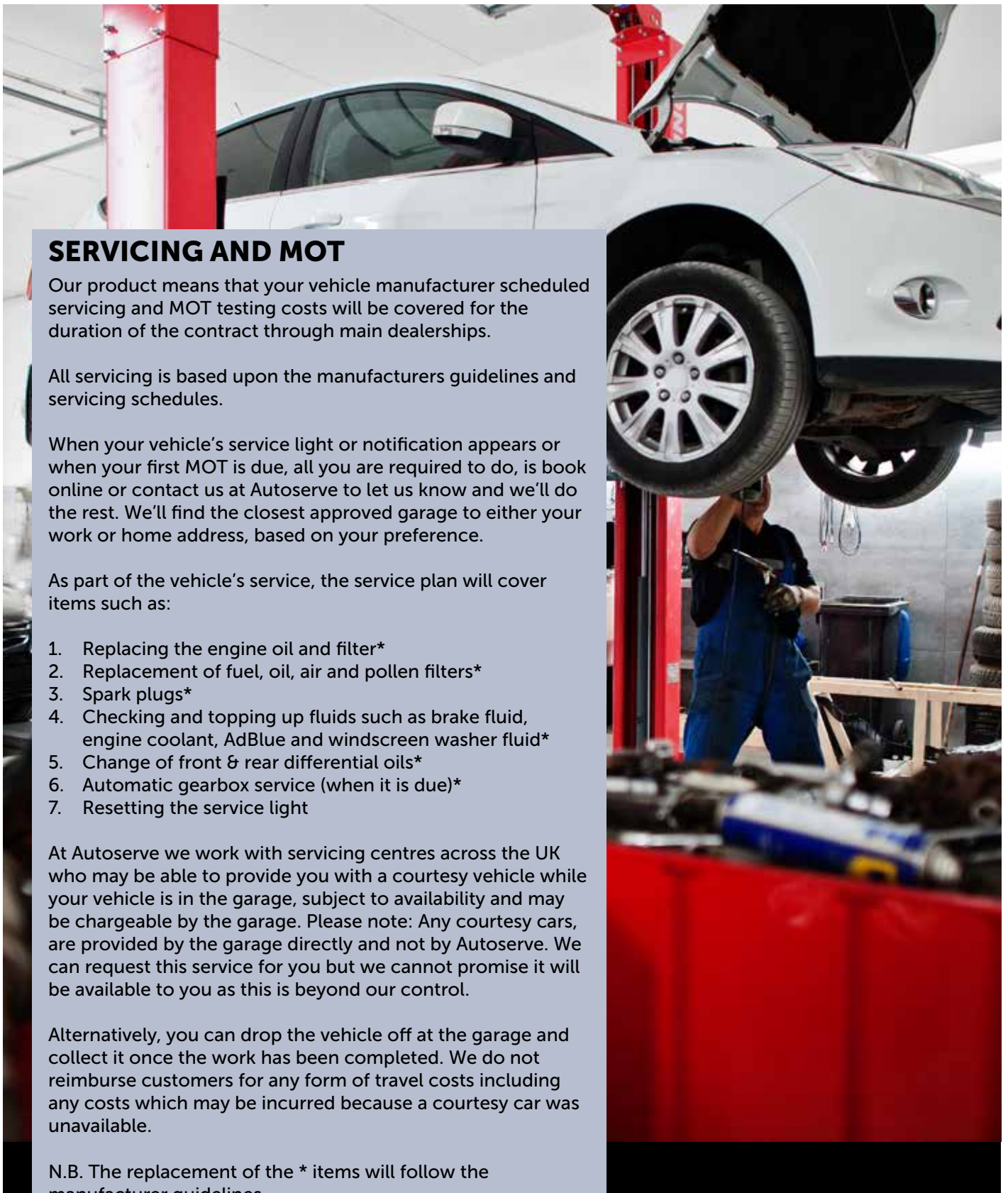
As part of the vehicle's service, the service plan will cover items such as:

1. Replacing the engine oil and filter\*
2. Replacement of fuel, oil, air and pollen filters\*
3. Spark plugs\*
4. Checking and topping up fluids such as brake fluid, engine coolant, AdBlue and windscreen washer fluid\*
5. Change of front & rear differential oils\*
6. Automatic gearbox service (when it is due)\*
7. Resetting the service light

At Autoserve we work with servicing centres across the UK who may be able to provide you with a courtesy vehicle while your vehicle is in the garage, subject to availability and may be chargeable by the garage. Please note: Any courtesy cars, are provided by the garage directly and not by Autoserve. We can request this service for you but we cannot promise it will be available to you as this is beyond our control.

Alternatively, you can drop the vehicle off at the garage and collect it once the work has been completed. We do not reimburse customers for any form of travel costs including any costs which may be incurred because a courtesy car was unavailable.

N.B. The replacement of the \* items will follow the manufacturer guidelines.



# OUR PRODUCTS

## SMART REPAIR

As part of the Service Plan, you'll have access to our Smart Repair product.

Smart Repair brings the body shop experts to your door, helping you keep your car in top condition from day one. You don't need to wait until the end of your lease, repairs can be completed as soon as they appear.

Whether it's a bumper scuff, paint scratch or alloy wheel damage, Smart Repair offers quick, professional repairs carried out at your location. There's no need for workshop visits, long lead times or unnecessary downtime, we'll come to you. All that's required is a suitable working space and access to electricity.

The repairs that can be carried out include:

- Paintwork scratches and scuffs
- Minor dents
- Bumper damage
- Alloy wheel repairs

(Please note: Smart Repair currently covers exterior bodywork only.)

Most repairs are completed within around four hours, ensuring minimal disruption and getting your car back on the road the same day.

Getting started is simple. Just submit an enquiry online and we'll review the details and send you a quote. If you'd like to proceed, we'll arrange your repair at a time and location that suits you. Once the work is complete, payment will be taken with your next direct debit.

\*Smart Repair is chargeable.



# OUR PRODUCTS

## ACCIDENT MANAGEMENT

We work in partnership with Optima Claims to support you following an accident.

**To make a claim, simply call 01522 708885.**

We know how important it is to get you back on the road quickly. That's why we're pleased to partner with Optima Claims to help make your claim experience as seamless and stress-free as possible.

### What to Do After an Incident

If you've been involved in an accident, please report it as soon as possible. Prompt reporting means we can provide you with fast, effective support and help manage costs and any potential third-party claims.

### What Optima Claims Do for You

**Efficient Repairs:** They coordinate repairs through a trusted network of insurer all work carries industry standard guarantees, so you can have peace of mind.

**Minimizing Downtime:** We understand that being without a vehicle can disrupt your plans. Optima Claims aim to reduce your downtime throughout the claim process. During this time, you may be entitled to a like-for-like courtesy vehicle, so you can keep going with minimal inconvenience.

**Total Loss Guidance:** If your vehicle is deemed uneconomical to repair, Optima Claims will manage the total loss process with engineers and insurers to ensure you receive a fair settlement.

Please note: This service is not a replacement for motor insurance. You will need to purchase separate motor insurance to cover your vehicle, which is a legal requirement to drive on UK roads. This service provides support to you after an accident and our accident partner can contact your insurance company to help you make a claim.





**A CAR DOESN'T  
NEED TO BE EXPENSIVE  
TO RUN WELL, BUT  
IT DOES NEED  
REGULAR CARE.**

## **USEFUL TIPS**

Thank you for choosing Autoserve for your Service Plan contract. If you have any further queries, questions or experience any issues, please contact our team on **0121 521 3500** or email [info@autoserve.co.uk](mailto:info@autoserve.co.uk).

To arrange a vehicle service you can use the book online tab at: [www.autoserve.co.uk](http://www.autoserve.co.uk) or scan the QR code below.

Remember to keep the driver handbook and your Autoserve key fob in a safe place so you know where to find it if you need us. Below are a few useful web pages you can use throughout your contract with us.

**SCAN ME**



### **DRIVER SUPPORT**

Our driver support section has helpful tips and a link to the booking portal, the QR code is on your key fob or you can scan above to access.

**SCAN ME**



### **WHATSAPP CHAT**

Our WhatsApp chat service is available Monday to Friday, 9am to 5pm. Scan the QR code above to start a chat.

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