

# ALD Automotive **DRIVER'S GUIDE**



LET'S DRIVE TOGETHER



# WELCOME TO ALD AUTOMOTIVE

**Dear customer,**

We are glad to deliver the new vehicle to you. Please take some time to read this Driver's Guide.

In this guide you will find a description of the services provided by ALD Automotive and useful tips for different situations.

Do not hesitate to contact us if you need any assistance or have any queries.

**Customer Service**

**Phone No: +371 677 833 88**

**E-mail: [info.lv@aldautomotive.com](mailto:info.lv@aldautomotive.com)**

Sincerely,  
ALD Automotive



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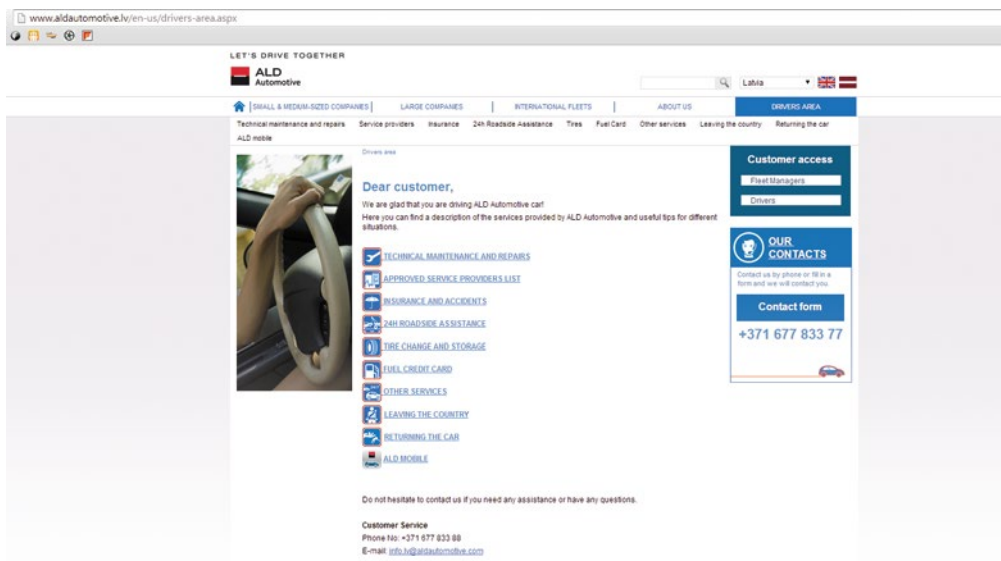
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# USEFUL INFORMATION

## ALD Automotive recommends:

- To visit the **website of ALD Automotive** <http://www.aldautomotive.lv>. In the section Drivers Area you will find useful information that can help you in your daily dealings.



- To download **mobile application ALD mobile** on your smartphones, tablets and browsers; it will be an excellent assistant in the daily use of your vehicle (please see detailed information on ALD mobile on our website).

- **With ALD mobile you can:**

- locate the nearest partners of ALD Automotive;
- contact the ALD Customer Service;
- receive information on ALD Automotive products and services as well as various news.





# GENERAL TERMS OF USE OF THE VEHICLE

The vehicle has to be used according to the vehicle manufacturer's manuals and guidelines. It is strictly forbidden to use the vehicle in conditions which may decrease the value of the vehicle more than normal wear and tear.

**The lease payment INCLUDES** (if not stipulated otherwise in the agreement):

- agreed mileage;
- regular technical maintenances;
- normal wear and tear repairs and spare parts;
- summer and winter tyres, their storing and replacement;
- annual roadworthiness tests;
- insurance payments for the vehicle.

**The lease payment DOES NOT INCLUDE:**

- fuel and car accessories;
- cleaning and washing;
- installation, removal and repairs of optional equipment;
- fines and penalties;
- windshield washing liquid;
- insurance deductible;
- repairs of any damages not arising from normal wear and tear and insured events;
- repairs of any damages arising from incorrect use (e.g. use of inappropriate fuel or technical liquids, repairs not done in due time etc.);
- repairs of any damages suffered when the driver has been under the influence of alcohol or other intoxicating substances;
- replacement of missing, damaged or consumed components;
- repairs required due to non-negotiated and unauthorised modifications to the vehicle or installing unapproved accessories and equipment.

**IT IS NOT ALLOWED TO USE THE VEHICLE:**

- for towing trailers or similar objects;
- for racing and competitions;
- for lease or sub-lease or any type of commercial passenger carrying, driving lessons etc.



# CUSTOMER CARD

With the ALD Automotive Customer Card, our partners will recognize you as a customer of ALD Automotive; therefore, please don't forget to take it with you.

Any invoices for maintenance performed or purchases made will be sent to ALD Automotive.

**KLIENTA KARTE**

Automašīna:	Nr.:
<input type="text"/>	<input type="text"/>
Reģ. Nr.:	Derīga līdz:
<input type="text"/>	<input type="text"/>
Sasijas Nr.:	
<input type="text"/>	

 **LET'S DRIVE TOGETHER** **Klientu apkalpošana: 67 783 388**

**24 stundu tehniskā palīdzība: 67 819 722**

**Tehniskās apkopes un remontdarbu nosacījumi:**

1. SIA ALD Automotive apmaksā ražotāja paredzētās regulāras tehniskās apkopes, izņemot ieteicamās apkopes.
2. Visi citi remonta darbi, kuru vērtība pārsniedz 140 EUR, iepriekš jāsakano ar SIA ALD Automotive pa tālr. 67 783 387. ALD Automotive apstiprina remonta darbus, nosaucot atsauces numuru.
3. Ja klienta kartelī beidzies derīguma termiņš, tā vairs nav derīga. Neskaidrību gadījumā lūdzam sazināties ar ALD Automotive.

**ALD AUTOMOTIVE ATSAKĀS MAKSĀT PAR REMONTA DARBIEM, KAS IEPRIEKŠ NAV APSTIPRINĀTI SAKAŅĀ AR AUGSTĀK MINĒTIEM NOSACĪJUMIEM.**

**Rēķinā jānorāda:**

1. Automašīnas reģistrācijas Nr.;
2. Automašīnas nobraukuma rādījums;
3. Veikto darbu apraksts;
4. Atsauces numurs.

**Rēķinus lūdzam sūtīt uz adresi:**

SIA ALD Automotive  
Reģ.Nr. 50003825931  
PVN Reģ.Nr. LV50003825931  
K.Ulmaņa gatve 119, Rīga LV-2167  
Tālr. 67 783 377, Fakss: 67 783 387  
[www.aldautomotive.lv](http://www.aldautomotive.lv)

## Important!

- Please present your Customer Card to the service provider prior to performing any work.
- ALD Automotive does not accept invoices for works performed by non-approved service providers.



# TECHNICAL MAINTENANCE AND REPAIRS

- Please ensure that the regular mandatory technical maintenance is carried out in accordance with the manufacturer's recommendations.
- All maintenance and repair works should be carried out by an authorised service provider approved by ALD Automotive. Please make sure that all the maintenance works are recorded in the vehicle's Service Book.
- Any technical maintenance and repair works related to the vehicle's warranty must be carried out only by the authorised dealers for the particular make.
- Other service works not related to the vehicle's warranty (e.g. bulb or wiper change, adding technical liquids) may be carried out at the service centres of other cooperation partners of ALD.
- The list of the cooperation partners approved by ALD can be found on the ALD website and mobile application ALD mobile.
- To apply for technical maintenance or repair call ALD Automotive or the respective service centre to make an appointment.



## Important!

**The recommended interim servicing is not included in the monthly lease payment.**

**We appreciate your efforts to take care of your car by regularly cleaning it and checking the oil level and other technical liquids.**

We appreciate you not smoking in the car.



# TYRES

*This service is optional. To find out if it is covered by your agreement please contact your manager.*

## **This service includes:**

- Changing the tyres and storing them at the cooperation of ALD;
- Changing the old tyres to new ones when the tread depth does not comply with the regulations.

## **The change of tyres is organised as follows:**

- You will receive information when the season changes and how to book an appointment;
- If your vehicle's tyres are stored in Riga, book the appointment electronically on our website;
- If your vehicle's tyres are stored outside Riga, book the appointment by phone by calling to the respective tyre centre;
- If your lease agreement includes the service 'Pick up and Delivery', a specialist from ALD will contact you and organise the tyre change for your vehicle.



## **Important!**

- If you have booked tyre changing but are unable to come to the garage on the time booked, please contact ALD Automotive or the garage and notify thereon!
- When, after changing the tyres, you have driven 150-200 km, please check that all the wheel bolts are tight. If they need to be tightened, visit the nearest tyre centre approved by ALD Automotive.
- The minimal tread depth of summer tyres is 1.6 mm and for winter tyres 4 mm.
- The use of winter tyres is compulsory in the period from 1 December till 1 March.
- The use of studded tyres is allowed in the period from 1 October till 30 April. If you travel outside Latvia, please find out in advance the local rules on studded tyres.





- If the tread depth of the tyres during the season gets close to the minimum, you notice vibrations when driving, a tyre needs to be repaired and in similar issues please contact the Customer Service of ALD Automotive or the nearest tyre centre approved by ALD Automotive.
- You can find the tyre centres on our website, on mobile application ALD mobile and by calling the Customer Service of ALD Automotive.

## ROADWORTHINESS TESTS (MOT TESTS)

*This is an optional service. To find out whether it is covered by your agreement contact your manager.*

- Please note the roadworthiness test date and undergo it in due time at any department of the Road Traffic Safety Directorate in Latvia.
- The costs of the roadworthiness test and the vehicle use tax are included in the lease agreement and paid by ALD Automotive.
- The company car tax should be paid by you or your company before the roadworthiness test unless stipulated otherwise in the agreement.
- ALD Automotive will remind you on the roadworthiness test date and its procedure.
- If you plan to undergo the roadworthiness test sooner than the set date, and also in other matters, please contact the Customer Service of ALD Automotive.





# INSURANCE

## The car you are driving has the:

- compulsory motor third party liability (CMTPL) insurance;
- voluntary motor own damage (MOD) (KASKO in Latvian) insurance unless stipulated otherwise in the agreement.

The **CMTPL insurance covers** the civil liability of the owner or rightful user of the vehicle for damage caused to a third person in a traffic accident, i.e. it indemnifies the damage if the driver has caused them to third persons or their property.

## The MOD insurance covers the following risks:

- collision with another vehicle or an obstacle;
- overturn and fall (e.g. from bridge etc.) of the vehicle on the move;
- collision with a pedestrian or animal;
- fire, explosion;
- natural disasters (storm, flood, lightning, hail, earthquake, avalanche, landslide);
- damages from falling objects;
- illegal actions by third parties;
- theft, robbery, burglary, stealing.



## Important!

Please get acquainted with the terms and conditions of the MOD insurance provided enclosed with other car documentation.

Never leave the vehicle documents in it and keep the keys in a safe place!



# TRAFFIC ACCIDENTS

**The Agreed Statement on the Accident form may be used if the following conditions exist:**

- The accident involved not more than 2 vehicles;
- Both parties agree on the circumstances of the accident;
- The vehicle can be driven and comply with all the traffic rules to continue driving;
- There are no victims;
- No property of third parties has been damaged.

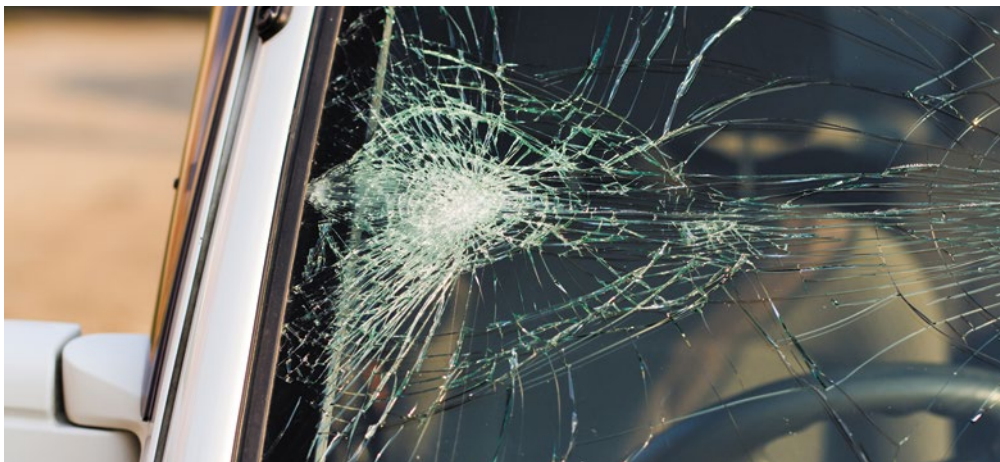
**If at least one of the abovementioned conditions is not true, call the police immediately from the site on 112.**

**The accident must be registered with ALD Automotive within 3 business days.**

## **Accident management**

ALD Automotive will represent you in relation to the insurance:

- handle the required documents;
- negotiate with the insurer;
- organise the repairs;
- oversee the works and inform you on completion dates.





# FREQUENTLY REGISTERED CASES AND RECOMMENDED ACTIONS

**Please call the police on 112 from the site in the following cases:**

1. If a condition exists **that does not permit using the Agreed Statement on the Accident** (see the list on Page 10);
2. If you find **damage** to the vehicle (scratch, dent and similar defects caused by another unknown car or person);
3. If you have collided with an obstacle and **caused damage to the property of a third party**;
4. In the event of **malicious actions by a third person**, e.g.:
  - A theft (vehicle, part or accessories: mirrors, wheel disc, radio, belonging etc.);
  - A deliberate damage to the vehicle (stabbed tyres smashed glass, nail scratch etc.);
  - A mirror or another part has been broken off;
  - Similar cases caused deliberately by a third person;
5. If your vehicle has been damaged by **another car** that has left the place of the accident, but you have noted its registration number or know the guilty person;
6. If **snow, ice or an object has fallen on the vehicle from a building** (the police will pass the case to the municipal police);
7. If, after the accident, the vehicle **may not be driven** (also if no other car is involved);
8. A collision with a **wild animal**.

**After the police have registered the accident, please contact ALD Automotive within 3 business days to handle the formalities.**

**Please contact ALD Automotive in the following cases (the police need not be called):**

1. If you find **a damage in the windscreen** caused by a stone;
2. If you have damaged the vehicle not in a collision with another car (e.g. a **collision with an obstacle** [pole, board, stone etc.]) and no property of a third party has been damaged;
3. If you have lost a mudguard, decorative disc, found a moulding damage and similar defects.

**If you are not sure how to act in a certain situation, please contact ALD Automotive during business hours and the 24 Hour Roadside Assistance outside them.**



## 24 HOUR ROADSIDE ASSISTANCE

*This service is optional. To find out if it is covered by your agreement please contact your manager.*

When necessary, feel free to use the 24 Hour Roadside Assistance by calling on +371 67 819 722. During business hours, you can apply for assistance also by calling to the ALD Customer Service.

### **The ALD 24 Hour Roadside Assistance provides the following technical support:**

- **Consultations** on problem situations on the road;
- **Assistance on site** (e.g. when the car cannot be started, a tyre has blown and assistance is needed to change it, the keys have been forgotten in a closed vehicle etc.);
- **Towing the vehicle** to the nearest service centre or to Riga. In addition the way home of the driver and passengers home is organised (not further than Riga) if the vehicle stays in the garage.

### **Additional information:**

- The 24 Hour Roadside Assistance is provided in the territory of the EEA (European Economic Area).
- Special terms and conditions apply to events abroad. If the event has taken place abroad and you use the 24 Hour Roadside Assistance service, a representative from ALD Automotive will contact you on the next business day and provide the required information and a solution.



## REPLACEMENT CAR

- During repairs of your vehicle, ALD Automotive offers to rent a replacement vehicle in accordance with the Price List if the replacement is not included in the agreement for free or is used longer than the specified number of free days.
- A replacement car can be applied for by phone by calling the Customer Service of ALD Automotive or by sending an e-mail.
- The replacement car booking has to be authorised by your employer.



# FUEL CREDIT CARD

*This service is optional. To find out if it is covered by your agreement please contact your manager.*

**With the Fuel Credit Card issued by ALD Automotive you can:**

- purchase fuel,
- purchase car-related goods (e.g. washing liquid etc.),
- pay for services available at petrol stations.

Invoices on the goods and services purchased will be sent to your company together with the monthly invoice.



## Important!

- To prevent the misuse of your Fuel Credit Card, always keep the PIN in a safe place, or better memorise it.
- If you have forgotten or lost the card's PIN, ALD Automotive will issue you a new Fuel Credit Card or send the PIN.
- If your Fuel Credit Card is lost or stolen, please immediately call:
  - ALD Automotive (during business hours); phone +371 677 833 88
  - STATOIL (outside business hours); phone +371 800 090 05
  - NESTE (outside business hours); phone +371 800 090 06
  - LUKOIL (outside business hours); phone +371 800 002 08
- If paying with the Statoil Europe Fuel Credit Card, please enter the odometer reading in the terminal prior to entering the PIN.
- With the Statoil Europe Fuel Credit Card, it is possible to pay at all the petrol stations (also outside Latvia) that bear the Routex logo. Further information can be found: <http://www.statoil.lv> or <http://statoileuropecards.com>.



## PICK UP AND DELIVERY

*This service is optional. To find out if it is covered by your agreement please contact your manager.*

If this service is included in the lease agreement, ALD Automotive will pick up your car from your office and deliver it to the specified service provider for a regular technical maintenance, tyre change, annual roadworthiness test or other repairs. After the works, your car will be delivered back to your office.

## FINES

The driver is responsible for all and any fines such as speeding, parking violations etc.

**If the fine has not been paid in a timely manner and it is done by ALD Automotive, these costs together with the administrative expenses will be included in the monthly lease payment.**

## MILEAGE

The mileage allowance can be found in your lease agreement. If the actual mileage significantly differs from the agreed mileage, please contact your manager so we can amend the lease agreement.





# LEAVING THE COUNTRY

## Prior to the trip:

- Check the validity of the insurance (dates, territory), and make sure to take a printout of the CTPML insurance, and obtain additional insurance if required;
- If travelling outside the territory of the European Economic Area, a special letter of authority or a letter of authority certified by a notary is required;
- Check the technical condition of your vehicle (lights, brakes, oil) and take it to the roadworthiness test and/or technical maintenance if necessary;
- In winter, find out what the rules on tyres are in the countries you are going to travel to. In Southern and Central Europe it is forbidden to use studded tyres;
- Get acquainted with the traffic rules in the countries you are going to travel to. For example, in some countries it is forbidden to use mobile phone while driving or a hands-free system is recommended.

## Abroad:

- In the case of a traffic accident, always call the police and, if possible, get a copy of the police report. Photograph the place of accident and the damages, and record contact information of the involved persons;
- In the case of technical problems or a traffic accident please contact the ALD Automotive 24 Hour Roadside Assistance service. We will arrange assistance through our partners in the particular country.



# PURCHASING THE VEHICLE

Upon expiry of the existing lease agreement, it is possible to purchase the vehicle used by you or your company's employees. If you are interested in purchasing the vehicle, please send a request in due time to: [info.lv@aldautomotive.com](mailto:info.lv@aldautomotive.com). ALD Automotive will send you an offer.

## Important!

- ALD Automotive will set the purchase price not earlier than 3 months prior to the expiration of the existing lease agreement.
- If you decide to purchase the vehicle, all the formalities must be handled till the expiration of the existing lease agreement.





# ECO DRIVING

Eco driving is a smarter and economical way of driving. It is a new driving culture that makes it possible to optimally use the latest technologies in the automotive industry and, at the same time, to improve traffic safety. Eco driving facilitates climate protection and significantly reduces pollution.

## **Advantages of eco driving**

- Fuel economy up to 15%;
- Cleaner air;
- Lower car maintenance costs;
- Safer traffic.

## **Golden rules of eco driving**

### **Predict the traffic flow**

- Assess the situation on the road as far as possible and try to predict any possible changes;
- Observe the speed limits; the faster you drive, the higher the fuel consumption and pollution;
- Keep a sufficient distance. About a 3-second distance to the vehicle in front of you increases the possibility to timely react to speed fluctuation in the traffic flow and to drive evenly, keeping a constant speed.

### **Keep a constant speed and low revolutions**

- Drive evenly, with low revolutions, using the highest gear possible;
- Low revolutions save fuel not overloading the engine.

### **Shift gears timely**

- Shift the gears at about 2,000 revs. If driving in the 3rd gear at a constant speed of 50 km/h, the fuel consumption is 4.1 litres/100 km, then driving with the same speed in the 5th gear the consumption will be 3.1 litre/100 km;
- Slow down with the gears – it reduces the fuel consumption.

### **Use electrical equipment wisely**

- The energy that operates the air-conditioner, window heating and other electrical equipment is acquired by burning the fuel. Turn off the devices you do not need.

### **Avoid transporting unnecessary freights and aerodynamic resistance**

- Remove all the unnecessary items from the vehicle – additional weight means that more



fuel is consumed. If you have something that you will not need in the freight compartment, leave it at home;

- Roof racks and boxes increase the wind resistance and the fuel consumption by 20%.

### **Carry out regular servicing**

- Take your car to the scheduled servicing in accordance with the manufacturer's instructions so that the engine remains efficient.



## **RECOMMENDATIONS FOR DRIVING IN WINTER**

- Check the tyre pressure. In a winter tyre the pressure should be 0.2 atm higher than in a summer tyre (standard pressure is provided in vehicle's manual).
- Clean out the frozen snow and ice from wheel arcs and wheels as it may cause a significant misbalance and, falling down while driving, may knock out the vehicle from the track.
- Maintain the windshield and other windows clean. Make sure that a suitable window washing liquid is filled in the tank. Do not clean a frozen windshield with the wipers as they get damaged. Clean the ice with a scraper. Then remove all the ice from the wipers.
- When starting driving in cold temperatures, drive the first 500 m slower in the 1st-2nd gear to warm up the engine and transmission oil.
- Be aware of snow/ice falling from the roof when parking near buildings and constructions. Pick the parking place carefully.
- And, of course, keep a longer distance and select a speed suitable for the road conditions, and brake in good time!



Algeria  
United Kingdom  
Austria  
Belgium  
Brazil  
Bulgaria  
Czech Republic  
Denmark  
France  
Greece  
Croatia  
Estonia  
India  
Italy  
Russia  
China  
Latvia  
Lithuania  
Luxemburg  
Mexico  
Morocco  
Netherlands  
Norway  
Poland  
Portugal  
Romania  
Serbia  
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Slovenia  
Finland  
Spain  
Switzerland  
Turkey  
Hungary  
Ukraine  
Germany  
Sweden

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