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DRIVER'S MANUAL

BUSSEY
VEHICLE
LEASING

ALL MAKES



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INTRODUCTION

Welcome to Bussey Vehicle Leasing, our staff and resources are at your disposal.

This handbook has been prepared to answer any questions you might have and to assist you in obtaining the best from your vehicle and our service no matter what the situation. Each new vehicle is carefully inspected and prepared prior to delivery. As it represents a considerable investment by your company, it makes good sense to look after the vehicle as though it was your own. After all, you will depend on its reliability on a day to day basis.

Your car is new and it needs careful “running-in” so that all the mechanical components can “get to know each other”. Your first few hundred miles of motoring should be driven gently – an engine “raced” or “slogged” may tend to perform unreliably later. So for the first 1000 or 1500 miles, drive gently – this will pay you back later.

Maintaining the manufacturer’s servicing schedule will also ensure your vehicle remains in the most reliable condition.

We are here to help you and assist with any problems that might occur during the time the vehicle is with you and would ask you to please familiarise yourself with the contents of this booklet as it contains solutions to any problems you may encounter.

BUSSEY VEHICLE LEASING

First Floor, 95 Whiffler Road
Norwich, Norfolk NR3 2EU

Tel: 01603 254070

Fax: 01603 254071

Monday to Friday: 8.30am to 5.00pm

VEHICLE DELIVERY

Your new vehicle has been carefully prepared by its supplying dealer for delivery and should have been handed over to you in a perfect condition. Please inspect the vehicle whilst the delivery driver is still with you and inform the driver if anything is wrong. If there are any problems, please telephone our office on 01603 254070 as soon as possible, so we can resolve the situation for you.

A GARAGE OF YOUR CHOICE

As soon as possible, you should nominate the dealer you intend to have your vehicle serviced with and, if necessary, repaired. You may choose the location of the dealer; however the dealer must be one that is approved by the manufacturer of your vehicle. This will ensure that your car is serviced by trained and experienced people, using the correct components. It will also ensure any warranty offered with your vehicle is not invalidated.

An account for servicing will be opened by Bussey Vehicle Leasing with this dealer if one does not exist already.

Please telephone us on 01603 254070 or fax us on 01603 254071 with details of your chosen garage.

MANUFACTURERS WARRANTY - IMPORTANT

Your new vehicle will be covered by a warranty provided by the vehicle's manufacturer and during this period it is essential that all servicing be carried out by a main dealer for the appropriate franchise of your vehicle and that any faults found are immediately corrected.

Emergency work may be carried out by an alternative garage, however, where possible, authorisation from Bussey Vehicle Leasing must be obtained first. Should a warranty claim be rejected as the vehicle has been serviced at a non-franchised garage without authorisation, the cost of the repair may be passed on to your company.

The exact details of the warranty provided with your vehicle will be found in the owner's handbook supplied with the car. The warranty period can range from 1 year to 3 years depending on the make of your vehicle.

SERVICING

It is your responsibility to follow the service schedule recommended by the manufacturer of your vehicle and ensure that the Service Booklet is stamped on each occasion by your garage. Be aware that if your vehicle services are not carried out at the correct mileage or interval, the vehicle's warranty will be invalidated.

REPAIR AUTHORISATION

In the case of Full-Maintenance Contracts, your nominated servicing dealer may carry out normal servicing as stipulated by the manufacturer, but any additional work or repairs must be authorised by Bussey Vehicle Leasing prior to commencement and you should inform the garage they must call us for authorisation by calling us on 01603 254070.

WE ASK THAT YOU DO NOT AUTHORISE WORK YOUR-SELF NOR MAKE PAYMENTS FOR MAINTENANCE OTHER THAN IN AN EMERGENCY.

EXCLUDED CHARGES (Full-Maintenance Contracts)

The cost of all servicing and repairs should be charged directly to us with the exception of the following, which are not allowable:

- Shattered or cracked windscreens and glass
- Tyres damaged by impact, vandalism or not repairable due to other damage
- Fuel and topping up of oils (including temporary or replacement vehicles)
- Vehicle garaging or storage
- Vehicle delivery and collection charges from your nominated dealer
- Vehicle washing, cleaning or valet, either exterior or interior
- Accident damage (including light lenses, aerials, etc)
- Insurance (including for temporary vehicles or excess charge resulting from accident repair)
- Out of pocket expenses as a result of a vehicle breakdown
- Special engine tuning
- Repairs to accessories fitted on your instructions or those of your company
- Towing charges where reimbursable through AA, RAC, etc
- Repairs necessary due to the failure by the user to comply with manufacturer's service schedules or by failing to regularly maintain the vehicle's fluid levels
- Lost or damaged components such as wheel trims
- One day hire charges
- Charges for flushing agents or additives (unless by prior arrangement)
- Damage to the vehicle howsoever caused

You can find out if your company has taken out full-maintenance cover on your vehicle by asking your own fleet manager or by calling Bussey Vehicle Leasing on 01603 254070.

INVOICING

To avoid incorrect billing of charges, it is important that when arranging servicing and repairs you correctly identify your vehicle as a Bussey Vehicle Leasing hire vehicle.

REIMBURSEMENT

At some time it might be necessary for you to pay in cash for work done on your vehicle by way of emergency repairs or where no credit facilities are available.

In order for us to reimburse you, **we will require a VAT invoice from your company, along with a copy of the repairer's invoice.**

We will then reimburse you by cheque.

Prior to commencement of work, you must obtain authorisation from Bussey Vehicle Leasing, except in the case of out of hours breakdowns and in these exceptional circumstances emergency repairs must be kept to an absolute minimum and Bussey Vehicle Leasing contacted as soon as the office re-opens to obtain authorisation.

TYRES, BATTERIES, EXHAUSTS AND SHOCK ABSORBERS

Should it be necessary to replace any of the above items, special arrangements exist to ensure you receive immediate attention, please contact one of our authorised suppliers as listed below, or whose booklet is found enclosed. Unless supplied from within the Bussey group of companies, these items **should not** be purchased from your servicing garage.

When tyre replacement is needed, the tyre agent **MUST** contact our maintenance department to obtain authorisation. Unauthorised tyre replacements will not be reimbursed.

If your battery fails, it will normally be covered under guarantee and your nominated dealer will replace it for you; outside the guarantee period it can be replaced by a battery specialist or one of our recommended tyre, exhaust, brake, battery and shock absorber suppliers as listed below.

Exhausts systems should be handled similarly.

For your convenience, special arrangements exist with a number of local and national companies to provide you with complete coverage, including:

BUSSEYS AND RAPID FIT (Norfolk Area)

Tyres, Exhausts, Brakes, Batteries, Shock Absorbers.

Branch telephone numbers shown in the back of this booklet

9 locations are available throughout Norfolk.

KWIK-FIT

Tyres, Exhausts, Brakes, Batteries, Shock Absorbers.

For 24 hour information and location of depot please call 0800 222 111.

Over 750 locations nationwide available. For mobile service call 0800 42 52 62.

ATS EUROMASTER

Tyres, Exhausts, Brakes, Batteries, Shock Absorbers.

For 24 hour information and location of depots please call 0800 750 850.

Over 530 locations nationwide available.

For full details of further suppliers and details of depot locations, please check the drivers pack supplied with your vehicle.

Authorisation must be obtained from Bussey Vehicle Leasing prior to commencement of any work.

BROKEN WINDSCREENS AND GLASS

In the event of window or windscreen breakage, the cost of replacement should be covered by **your company's insurance**. Please therefore follow your companies own instructions as to which windscreen replacement company you should use.

Glass replacement of any kind is not included within your contract, but to assist you we have provided a list of windscreen company telephone numbers:

Autoglass Windscreens:	0800 363636
RAC Auto Windscreens:	0800 919700
AWG Windscreens:	0800 318711
The Windscreen Company:	0800 400333

CHECKING OF LEVELS AND PRESSURES

You are responsible for ensuring that the car is in a safe and roadworthy condition at all times. In particular, you should regularly check:

- Tyres (including the spare)
- Brakes
- Steering
- Lights
- Fluid levels (oil, window washer, brake fluid).

With regular care, your car will give you better service; it's as simple as that. We must remind you that any repairs necessary due to failure to maintain correct levels or pressures will be the responsibility of the user.

ANTIFREEZE

Your vehicle will need proper protection from frost during the winter. You are reminded that it is your responsibility to have anti-freeze added to the water cooling system before **October 1st each year**.

This action should be carried out by your nominated dealer.

This is important as we can not accept the cost of any damage resulting from inadequate frost protection.

PAINTWORK

Your vehicles paintwork will be covered by a warranty provided by the vehicles manufacturer for at least the first year. This warranty only applies to manufacturing defects or failures in the manufacturing process.

The warranty will be subject to terms and conditions, which will be shown in your vehicles handbook. You must however inform your dealer as soon as possible after you become aware of any defect.

BREAKDOWNS

All new cars are covered for emergency roadside assistance with either the RAC or AA. This facility is provided by the manufacturer and continues for between one year and three years depending on the make of vehicle. **Please check your vehicles hand book.**

After this initial period, vehicles on **Full-Maintenance** contracts are then included in a scheme provided by Bussey Vehicle Leasing, exact details of which will be sent to you at the appropriate time.

Vehicles supplied on **Non-Maintenance** contracts are not provided with additional support other than that originally provided by the manufacturer. You should therefore make your own arrangements for roadside breakdown cover.

Your provider of roadside assistance should always be your first contact in the event of a breakdown.

When telephoning for assistance certain information will be requested:

- Your name, address, and telephone number
- The make, model and registration number of your vehicle
- The nature of the breakdown and the exact location of the vehicle.

N.B. Work will not commence on an unattended vehicle. Therefore please wait for assistance to arrive. If you are requested to pay for any parts, please obtain a receipt and reimbursement can normally be claimed from Bussey Vehicle Leasing.

Call-outs caused by non vehicle failure items such as lost keys, filling your vehicle with the incorrect fuel, or running out of fuel, leaving lights on etc will be recharged to your company.

ACCIDENTS

If you are involved in an accident please inform your company and Bussey Vehicle Leasing as soon as possible. Please also inform Bussey Vehicle Leasing as soon as practicably possible, to inform us of the location of your vehicle.

Particulars of your vehicle, company and insurers should be exchanged with the driver of any other vehicle involved and the police notified if personal injury has been caused as a result of the accident. It is important to remember that if the other party admits liability, then it is wise to obtain a signed statement to that effect (it might save lots of time and avoid a dispute later).

If the vehicle is immobile, arrangements should be made to remove it to the nearest main dealer or reputable multi-franchise accident repair centre. If you need help with this, please call Bussey Vehicle Leasing.

Should the accident occur in the East Anglian region, our own accident repair centre approved by most insurers including Norwich Union Gold, Norwich Union Direct, Ford-Insure, Liverpool & Victoria and Highway plus many others and repair all makes and models and may be contacted on 01603 401511.

You should obtain at the earliest opportunity from your company an insurance accident claim form. The completed form along with an estimate for the repair from the garage concerned must be forwarded to your company's insurers as soon as possible. It is your responsibility to ensure that repairs to your vehicle are carried out quickly and that there is no delay by the repairing garage.

On completion of the repairs you will be asked to sign a satisfaction note by the repairing garage. Before you sign this document you must ensure that all the repairs have been carried out and that the standard of repair is acceptable. Failure to take these steps can result in your company bearing the cost of **“making good”** any sub-standard repairs.

REPLACEMENT VEHICLE

A replacement vehicle may be available to you and you should ask your fleet manager if this service is included in the contract.

If it is then a substitute vehicle will be provided after your car has been off the road for **24 hours**.

Replacement vehicles where applicable will be arranged if your vehicle is unusable due to mechanical or body repairs.

Should you require this service, please contact Bussey Vehicles Leasing who will book the hire vehicle which you should arrange to return as soon as your own vehicle becomes available.

The maximum period of provision is 28 days. After this period, your company will be charged for further use at normal daily rental rates.

You are responsible for insuring the relief vehicle on a fully comprehensive basis. You are also responsible for all fuel used in the relief vehicle and for any collection or delivery charges that might apply.

N.B. The relief vehicle may not be of the same size, make, or specification as the Contract Vehicle.

FOREIGN TRAVEL

You may use the leased vehicle outside of the U.K. for short periods for either business or leisure provided that the correct documentation and appropriate insurance cover is obtained and that your company agrees. Once you have your company's permission to take the vehicle abroad you must obtain authorisation from Bussey Vehicle Leasing.

It is a legal requirement that you possess form 'VE 103' (Vehicle on Hire Certificate). Failure to carry this certificate could in certain circumstances, result in your vehicle being impounded.

Form 'VE 103' may be obtained for a small charge direct from the AA or RAC by either post or by fax. Bussey Vehicle Leasing will provide you with a letter of authority and the 'VE 103' application form so that you may apply personally.

Please note it may take up to 14 days for the RAC to provide you with the form 'VE 103', although they offer a special delivery service to speed this up for an additional fee.

The form 'VE 103' provided by the RAC usually lasts for 12 months.

Whilst abroad, service and repair costs incurred are the responsibility of the hirer, however Bussey Vehicle Leasing will consider reimbursement of legitimate maintenance and repair costs at the current UK parts and labour rates, subject to receiving all relevant invoices/receipts and a VAT invoice from your company.

Bussey Vehicle Leasing will not be responsible for the expense of towing or roadside assistance, or repatriation of the vehicle to the UK. Replacement vehicles will not be provided whilst the leased vehicle is outside of the UK. Should the vehicle have a serious breakdown or be involved in an accident, it is the responsibility of the hirer to repatriate the vehicle to the UK.

We strongly recommend RAC Eurocover, AA 5-star cover or similar be taken out to protect your interests whilst the vehicle is outside of the U.K.

It is required that whilst travelling abroad you carry in your vehicle a red warning triangle, spare set of bulbs and a first aid kit. It is also recommended you carry "quick service" items such as a spare fan belt and a range of fuses. You must either have your vehicles headlamps re-adjusted for use on the continent, or modify them by use of a deflector kit.

On returning to the UK, check your vehicle for illegal immigrants.

ROAD FUND LICENCE

The annual licence for your vehicle will be renewed by Bussey Vehicle Leasing and sent to your company for forwarding on to you. If you have not received the replacement disc by the renewal date please contact your company fleet administrator.

When your vehicle approaches its first MOT date, you will be notified and required to submit the vehicle for testing. The MOT certificate should be forwarded to Bussey Vehicle Leasing allowing it to be used for licensing purposes.

KEY NUMBERS & RADIO CODE

Upon receipt of the vehicle, you should in the interest of security, make note of the vehicle's **key numbers** and **radio code**. This could save you a great deal of inconvenience in the event of loss of the keys or disconnection of the radio for whatever reason.

Records of these numbers are kept by Bussey Vehicle Leasing and will only be divulged if proof of identity is provided

TRAFFIC OFFENCES / CONGESTION CHARGE / PARKING OFFENCES

If you incur a parking fine or other 'on-the-spot' notice, please pay it directly and within the time allowed.

Congestion charges should be paid by you promptly on the day you enter the congestion charge zone.

Failure to pay any fine or penalty will result in the traffic authority passing the matter to Bussey Vehicle Leasing as the registered keeper of the vehicle.

To prevent any possibility of legal proceedings or escalation of the fine amount, Bussey Vehicle Leasing will settle this fine immediately, but the cost of the penalty will be charged to you, together with an administration charge (currently £25 per instance).

If you are aware of the alleged offence and wish to contest it, you should notify Bussey Vehicle Leasing immediately to prevent the normal company response.

In the event of a dispute, it will be your responsibility to negotiate with the authority issuing the fine.

Traffic Offences, speeding etc. As the owners of the vehicle will be required by the relevant authority to provide the name and address of the vehicles hirer. In these circumstances, we will not charge any administration fee.

TOWING

Should you wish to fit a tow bar to the leased vehicle, you may do so providing no damage is caused to the vehicle in the fitment, and that the tow bar fitted complies with current regulations. The use of the tow bar must be strictly in compliance with the manufacturer's specifications and recommendations as to the maximum towing capacity of your vehicle.

Any damage or injury caused by misuse of the tow bar, failure of the tow bar, or by failing to adhere to the manufacturer's specifications will be the sole responsibility of the hirer.

If it is proven that a mechanical failure to the vehicle has been caused by misuse when towing, the cost of that repair will be the responsibility of the hirer.

COMPETITION MOTORING

The leased vehicle may be used for business, social and domestic purposes only. **Competition motoring in any form is not allowed.**

OFF ROAD USE

Only vehicles specifically designed for off-road use may be used in this fashion.

ACCESSORIES

The user at his expense may fit usual accessories, but any holes in the bodywork or interior must be completely repaired before the vehicle is returned.

Special attention should be made to the origin of the extras fitted and their suitability for fitment. Should accident, damage or injury be caused by fitment of any extras to the vehicle, this will remain the sole responsibility of the hirer.

If a vehicle is returned with non standard extras, we reserve the right to remove these extras and carry out what ever refurbishment is required to return the vehicle to its original condition and this will be charged to the hirer.

If an alarm system is fitted, codes, keys, or electronic activation devices must be provided to Bussey Vehicle Leasing upon return of the vehicle.

Factory fitted extras must remain with the vehicle at its return.

CAR TELEPHONES

We are happy for you to have fitment of a car telephone or other device to your vehicle, but insist that car telephone aerials must be glass mounted. If an interior phone kit or cradle is fitted, this must be removed prior to returning the vehicle and any areas requiring repair as a result of fitment of the kit or cradle must be repaired. If the item is left in the vehicle, Bussey Vehicle Leasing will remove the item and charge the applicable refurbishment charge to the hirer.

Please use your telephone in accordance with the legal requirements.

SIGN WRITING

We are happy for you to have sign writing on the vehicle; however this must be of the vinyl stick-on variety and not painted onto the vehicles bodywork. **Please remove any sign-writing from the vehicle prior to its return.**

If a vehicle is returned still sign-written, we will remove the sign writing and charge the cost of removal to the hirer.

VEHICLE RETURN

On termination of the contract your vehicle will be inspected. We don't expect it to be as new, but we do expect it to be in a reasonable condition appropriate to its age, mileage and leased use. Fair wear and tear is accepted but does not include:

- Bodywork scratches and dents, other than small scratches and chips
- Deep scratches on glass
- Stains, burns or tears on seats, headlinings or carpets
- Engine, gearbox or axle not in full working order
- Electrical equipment not in working order
- Failure to match colours where repairs are made.

Any damage or neglect not considered to be fair wear and tear may be charged to your company.

All documents issued with the vehicle should be returned on termination (i.e. manufacturer's and driver's handbooks, information wallet, service and security cards, service book, etc). Please remove any personal possessions and belongings.

Your vehicle should be returned to the Bussey Vehicle Leasing head office in Norwich at your expense. If Bussey Vehicle Leasing are replacing your vehicle with a new replacement, we will deliver your new vehicle and there will be no charge for collection of your old vehicle.

USED VEHICLE PURCHASE

As a driver of a Bussey Vehicle Leasing vehicle, you have the unique opportunity to buy your vehicle at the end of its contract on privileged terms. In order to place a degree of control on the scheme, sales will be restricted to the lessee's employees, members of their family and friends.

If you are interested in taking up this offer, please call Bussey Vehicle Leasing.

FAST TRACK SERVICE WITHIN THE BUSSEY GROUP

As we are a member of the Bussey Group of Companies, Bussey Vehicle Leasing customers will enjoy additional support across East Anglia from the 9 Bussey outlets in Norfolk:

Whiffler Road, Norwich. Tel 01603 424022

Ford Main Dealership and All Makes Servicing & Repairs

Thorpe Road, Norwich Tel 01603 627787

All Makes Servicing & Repairs

Enterprise Way, Fakenham Tel 01328 851122

Ford Main Dealership and All Makes Servicing & Repairs

Yaxham Road, Dereham Tel 01362 692281

Ford Main Dealership and All Makes Servicing & Repairs

Buckenham Road, Attleborough Tel 01953 458222

Ford Main Dealership and All Makes Servicing & Repairs

Station Street, Swaffham Tel 01760 720812

All Makes Servicing & Repairs

Whiffler Road, Norwich Tel 01603 485100

Tyres, Exhausts & Brakes

Thorpe Road, Norwich Tel 01603 666610

Tyres, Exhausts & Brakes

ACCIDENT-REPAIR Whiffler Road, Norwich Tel 01603 401511

All Makes Accident Repair Centre - Norwich Union Gold Repairers

DETAILS OF YOUR VEHICLE AND CONTRACT

Make
Model
Reg. Number
Chassis Number
Engine Number
CO2 Reading
Date of First Registration
Normal Warranty Expiry
M.O.T. Due Date
Paint Colour
Extras Fitted
Full or Non-Maintenance
Annual Mileage Allowance
Vehicle Return Date

Visit the Bussey Vehicle Leasing website on:

busseyvehicleleasing.co.uk

