



Servicing, Breakdown & Accident Procedure Handbook

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Authorised Repair & Service Centres

Name	Account Number	Contact Number	Location	Useful For
R2 Garage	n/a	0161 794 0227	15 Bridge Street, Manchester, M27 4DN	Everything
KwikFit	N2092J	0800 222 111	National	Servicing, Brakes, MOT's
KwikFit Tyre Management	P2943Q	0330 123 1520	National and Mobile	Tyres, Brake Inspections, MOT's
ATS Euromaster	900629	0370 066 3621	National	Tyres, Servicing, Brakes, Minor Maintenance
Halfords Autocentre	2058	0800 037 3838	National	Tyres, Servicing, Brakes, Minor/Major Maintenance
National Windscreens	BN3434	0800 616 122	National	Windscreens
Breakdown	Vehicle Reg	0330 123 1231	National	Minor Maintenance & Towing Vehicle to R2 Garage for Major Problems

Routine Servicing

When Will My Car Need Servicing?

Vehicles are required to be serviced as per manufacturer guidelines, this changes from model to model, The vehicle condition report you signed will show when your car is due a service. It is your responsibility to ensure this is done on time.

If a service is more than 1000 miles or 1 Month late the manufacturer's warranty becomes void. Problems with the vehicle may also arise because of this, both short term and long term. This will bring a £250 charge and any reasonable cost of repairs needed as a result.

Why Is the Service Light Showing When the Car is Not Due a Service?

On occasion, the service centres forget to reset the service light or oil deterioration warning. There is no need to panic, it's an easy fix. Do the following:

Minor Maintenance

Bulbs and Windscreen Wipers

- The above items are not covered by the manufacturer's warranty or the Surepass maintenance package.
- Please replace these as required and obtain a receipt, you will be able to offset these expenses against tax.

Windows and Windscreens

- Contact National Windscreens.
- If the glass is repairable Surepass will pay the full amount.
- If it is not repairable, you have the choice of paying the insurance excess, and losing any no claims bonus, or paying the full amount.
- If repairs are needed outside of normal business hours there may be an emergency call out charge, payable by yourself.

Tyres

- Surepass has a no quibble tyre policy, meaning so long as your tyre is worn to 2mm, has side wall damage, or has an irreparable puncture, we will cover the cost of the replacement of the tyre.
- KwikFit have the most convenient method of booking, with the option of booking an hourly slot online or picking a morning/afternoon/evening KwikFit Mobile slot.
- For a tutorial visit: <http://www.surepasscarhire.co.uk/downloads/>

- Visit: <https://fleetbookings.kwik-fit.com/tyres> to book - You will need your vehicle registration and tyre size.
- Only budget tyres are authorised, you may need to pay the difference if no budgets are in stock.

Brakes

- Surepass recommends having them checked every 12,000 miles.
- You should be able to get two sets of pads to every set of discs, if your car is due discs next it is fine to wait until the pads are fully worn.
- If the car is only due pads, it is important not to let them get to metal on metal as this will mean the discs may need changing prematurely. **If you allow this to happen, Surepass reserves the right to charge you for the discs.**
- Under all circumstances, Surepass will authorise pads to be replaced when 80% worn. Some instructors get 80,000 miles out of their pads, some get 30,000.
- R2 Garage, KwikFit, ATS and Halfords will all perform free brake inspections.

Oil

- You should check the oil at least once a week.
- This should be done when the car is cold e.g. first thing in the morning, and should be done on a level surface.
- Oil should then be topped up as required. As a rule of thumb, the two indicators on the dip stick representing minimum and maximum is about 1 litre.
- Take care to ensure the oil you use is suitable for the engine.
- Keep the receipt for the oil, this can be offset against tax.
- If your car is showing too much oil in the engine you must take it to a garage to get drained at your own expense.
- **Running the car with not enough oil can cause extensive damage to the engine, turbo and various other components, it is easy to prove the engine has been running with not enough oil which can subsequently leave you liable for repairs.**

Timing Chain

- If your car has a timing chain we have set mileages that it needs to be changed.
- If the timing chain snaps it means the car will be off the road for at least a week.
- R2 Garage can replace timing chains in a day and provide a replacement car for you to use whilst the work is being done.
- Halfords can also do the work but no replacement car will be provided.

Breakdown Procedure

What is a Breakdown?

Your vehicle has broken down when it fails to drive due to mechanical failure caused by the normal wear and tear or failure of a vehicle component. Driver Error i.e. using the wrong fuel type, not maintaining correct oil levels or not having the vehicle serviced at the required intervals, will require you to resolve the problem at your own expense, the Booking Line should be made aware of the problem and may be able to offer advice.

I've Broken Down, what do I do?

- Phone the help line on 0161 728 6060.
- The customer account manager will then phone the breakdown company if necessary.
- The Breakdown Company fix the majority of problems roadside.
- **When the Breakdown company attends and have looked at the car it is vital that you contact the account manager so that a decision can be made on what to do with the vehicle.**
- If you breakdown outside of booking line hours, phone the breakdown company and if able, arrange for them to take you home with the intention of them coming out again in the morning. Report the breakdown as soon as the booking line opens (weekdays from 9am, weekends from 10am).
- Should your vehicle need recovering we will endeavour to get you on the road as soon as possible. Prioritisation of your breakdown depends on the level of Breakdown cover you have with us.
- If you continue to use the vehicle, you may not be entitled to a replacement vehicle.

Basic Breakdown Cover (Free)

- Surepass will get you in a replacement car after your vehicle has been in an approved repair centre for 2 full working days.
- i.e. If your car goes in the garage Monday lunch time you will receive a replacement car Wed evening or very early Thursday morning.
- No compensation is paid for lessons lost or driving tests cancelled because of the vehicle breakdown.

Extra Breakdown Cover

- Surepass will get you in a replacement car after your vehicle has been in an approved repair centre for 1 full working day.
- If we don't get you in a replacement car you will be entitled to compensation at £50 per day.
- Driving tests that have been cancelled due to a breakdown will be refunded.
- Phone the booking line to discuss upgrading.

R2 Garage

- R2 Garage is based in Manchester and is our main source for repairs and servicing. They have seen every problem on the cars that we offer, and repair the cars quicker than other garages due to their extensive knowledge and prioritisation of our cars. We often keep spare vehicles here for you to use whilst your car is being repaired.
- If your car needs any serious repairs done we will often have the car recovered here by the Breakdown Company to minimise the time you spend without your own car.
- The garage operates Mon-Fri 7am-7pm.

Accidents

If you are involved in any accident no matter how small or who is at fault:

1. If anyone is injured seek medical attention & contact the police.
2. If safe to do so, exit the vehicle and start recording a video of the surroundings taking in as much information as possible. i.e. road names, other parties, vehicle positions.
3. Obtain telephone number, registration number, address, insurance company name (if available) & policy number (if available) from the third party.
4. Take the names and addresses of any witnesses.
5. Do not admit liability.
6. Telephone Surepass Ltd on 0161 728 6060 between 09:00 - 20:00 weekdays and 10:00 - 16:00 weekends with the accident details.
7. Visit <https://surepasscarhire.co.uk/downloads/> and fill out the online accident report form.

Surepass nor its insurance company offer a free replacement car In the event of damage caused by a road traffic accident,

if a claim can be made from a 3rd party Surepass may be able to offer you a car at a cost of £30 per day with nothing for you to pay whilst it is going through the 3rd parties insurance.

Most serious accidents require extensive paperwork to be completed, reports to be sourced, legal advice taken and negotiations with a third party. They are not matters that can be easily resolved, please be patient.

Our Insurance Details are:

Aviva

Policy Number **52FLW4003202**

