

Driver guide



Congratulations on taking delivery of your new vehicle! We've put together this guide to provide you with the key information you need for your company vehicle.

Please take a moment to read through the guide, which we hope you will find useful and worth keeping on hand for future reference.

We'd like to kindly remind you to always abide by the law and the highway code and that smoking or vaping in the vehicle is not permitted. For any further guidance, please refer to your company's vehicle policy.

On behalf of the SG Fleet team, we would like to wish you safe and happy motoring.





Contact the driver helpline
0344 85 45 123



Option 1
Breakdown



Option 2
Accident Management



Option 3
Tyres



Option 4
Servicing, repairs, MOTs and windscreens
You can also do this online visit sgfleet.com/uk



Option 5
Daily rental



Option 6
Foreign travel
You can also do this online visit sgfleet.com/uk



Option 7
Speak to an advisor



Option 1
Service booking



Option 2
MOTs



Option 3
Windscreens



Option 1
Customer service



Option 2
Technical queries

Breakdown

What happens if a breakdown occurs with my lease vehicle?

Please contact our breakdown provider via the driver helpline on 0344 85 45 123 and select option 1.

This will be managed by our service provider, utilising the complimentary manufacturer assistance programme if your lease vehicle is under warranty and where applicable.

When the breakdown provider arrives, they will assess the nature of the failure and advise on the necessary course of action.

Please note, if your vehicle is out of warranty, breakdown services are only available if your company has opted for this via SG Fleet. If you are unsure, please speak to a member of our team by selecting option 7, option 1.

What happens if my vehicle is off the road?

Our agreement with the roadside assistance provider may include the provision of a courtesy vehicle subject to availability, for the first 48 hours, however this will be clarified by the provider at the time of a breakdown event.

Courtesy vehicles are a complimentary service provided by manufacturer or a dealership while the leased vehicle is off the road for servicing and or repairs, including breakdown events. These are not a like for like for replacement vehicle and are subject to availability.

If your employer offers the option of a hire vehicle, please call the driver helpline on 0344 85 45 123 and select option 7, option 1 for advice from our customer service team.

Contact the driver helpline
0344 85 45 123



Option 1
Breakdown



Option 7 – Option 1
Hire vehicle enquiries



Motor incidents

If your car is involved in an accident and **SG Fleet** provide **accident management**, please call the helpline at your earliest convenience on 0344 85 45 123, option 2. If you are unsure of your company's accident management provision, please select option 7, option 1 for guidance from our customer service team.

In an out-of-hours emergency, please call the helpline and select option 2 where our provider will assist you until the next working day. Please note, this only applies if your company has opted for accident management via SG Fleet.

Contact the driver helpline
0344 85 45 123



Option 2
Accident management



Option 7 – Option 1
Customer service team

We recommend you follow the process for contacting your insurance or the accident management company at the scene if you can do so, if not, please ensure you have the following information to hand, as you may require this as part of the insurance process.



The full name, telephone number and addresses of all Third Parties and details of their insurers.



Please take pictures of the incident if safe to do so.



Vehicle registration number, make and model of all vehicles involved.



Make a note of the exact location of the incident. On a motorway note, the number of the nearest location post. You should note (i) the vehicle positions before and after the crash (ii) direction of travel of vehicles involved.



Keep a description of the other drivers, the number of passengers in each vehicle and sex/ages of all occupants.

Windscreens

If SG Fleet provides windscreen replacement, our repair service is available 24/7, 365 days a year. You will be directed to our windscreen partner, National Windscreens. Please call the driver helpline for a chipped, cracked or damaged windscreen if your company has opted for this service via SG Fleet.

You will not need to make a payment at the roadside, providing you have accessed the service via our driver helpline.

If you are unsure if SG Fleet provide this service, please call 0344 85 45 123 and select option 7, option 1 for guidance from our customer service team.

Contact the driver helpline
0344 85 45 123



Option 4 - Option 3
Windscreens



Option 7 – Option 1
Customer service team



Servicing

The following information applies **only** if your company has opted for this service provision with SG Fleet. If you are unsure, please select option 7, option 1, for guidance from a member of our team.

This provision is available for all your servicing and mechanical repairs. The servicing dealer may be able to offer a collection and delivery service or a courtesy vehicle (subject to vehicle availability). This requirement must be specified at the time of booking to ensure availability and sufficient notice will be required, so please plan ahead where possible.

Please check your vehicle handbook for service intervals and pay attention to any warning lights or messages in your vehicle that may inform you that a service or maintenance is due, (most vehicles are now on a variable service schedule and the warning light/ message might be the only reminder you receive) or fluid levels such as AdBlue, oil and screen wash. If you are ever unsure, please call the driver helpline and select option 7, option 2, to speak to a technical advisor.

A service or mechanical repair booking can be made through the driver helpline or you can book online via our website.

Please note, while we can help to facilitate servicing and maintenance requirements, it is ultimately your responsibility to ensure the vehicle is serviced and maintained in line with manufactures recommendations. SG Fleet will not cover consumable items outside of the vehicles servicing schedules.

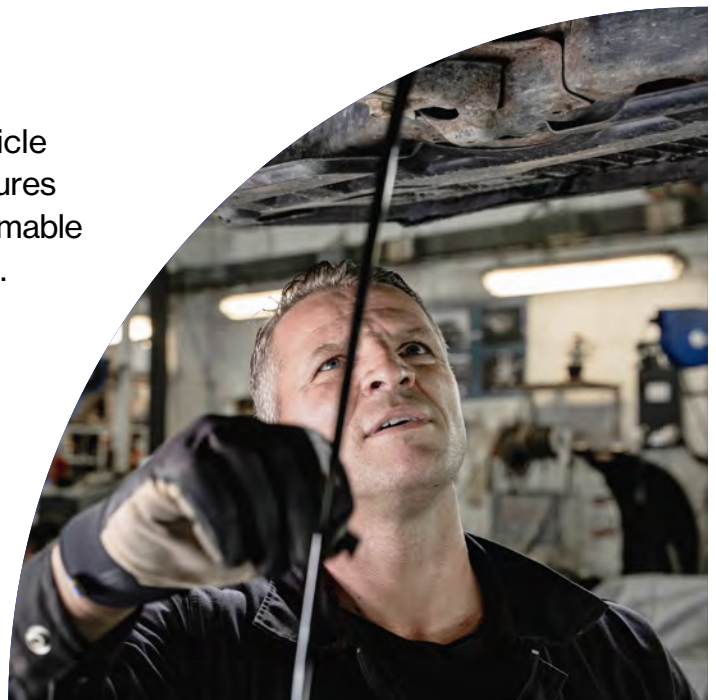
Contact the driver helpline
0344 85 45 123



Option 4 – Option 1
Service booking

You can also do this online.
Visit sgfleet.com/uk

[Book now](#)



Servicing

MOT

You can either book an MOT through our website or call the driver helpline on 0344 85 45 123 and select option 4, then option 2.

An MOT test is not required in the first three years from the date of first registration.

When an MOT is required, you will receive either an email or SMS reminder approximately six weeks before your vehicles MOT due date as long as you have provided us with up-to-date email/mobile contact information. It is your responsibility to ensure that the vehicle has a valid MOT, and the vehicle should not be driven if the MOT has lapsed. An MOT can be carried out a maximum of 4 weeks prior to the MOT renewal date.

Tyres

For tyre replacements, you can either book through our website or call the driver helpline on 0344 85 45 123 and select option 3. Our preferred tyre provider is Kwik Fit and in certain areas, a seven-day mobile service is available, however, this is not an emergency tyre fitting service and must be pre-booked.

Tyre replacements are covered under the vehicle contract for normal wear and punctures.

Please ensure that you have your tyre size to hand, you can find this on the side of the wheel.

If you have a roadside puncture, do not have a spare or are unable to fit a spare, please refer to the breakdown assistance process.

The minimum legal tread depth is 1.6mm and under no circumstances should you drive your vehicle on tyres below the legal limit.

Contact the driver helpline
0344 85 45 123



Option 4 – Option 2
MOT



Option 3
Tyres



MOT or tyres
Book online

To arrange an online booking,
visit sgfleet.com/uk

Book now

Short-term rental bookings

If you are unsure whether your company utilises our rental service, please call the driver helpline on 0344 85 45 123, option 7, option 1 to speak to a member of the customer service team for guidance.

If you are confident that your company utilises our rental service, call the driver helpline and select option 5 to speak to our rental bookings team direct.

Contact the driver helpline
0344 85 45 123



Option 5
Rental booking

Foreign travel

If you wish to take your vehicle abroad, please call the driver helpline on 0344 85 45 123, option 6.

You will need to speak to the team and request a letter of authority - form VE103 - prior to travelling abroad. Please apply at least 14 days before the date of travel and be aware that in peak periods it can take up to 4 weeks for this document to be processed. By calling this number you will be able to talk to our Foreign Travel team who will take you through the process of applying for a vehicle letter of authority (VE103). This document gives you formal permission to take the vehicle outside of the UK and will be required at borders, ports or if stopped by local authorities whilst travelling.

You must also inform your employer who will advise of any other need such as insurance requirements.

Please note that we will not be liable for any cost arising from use of the vehicle outside of the UK.

You are only able to take the vehicle outside of the UK for a maximum of 28 days in a 90-day rolling period.

Contact the driver helpline
0344 85 45 123



Option 6
Foreign travel

FAQs



What happens in the event of fines and charges?

Any fines and charges relating to your vehicle, e.g., parking fines, fixed penalty notices, traffic camera offences, congestion charges, will be processed by our Fleet Administration team in line with your company's requirements. Please refer to your internal company vehicle policy for guidance and clarity.

We are legally obliged to provide any details that we have available (such as driver details), on demand from the police, to help identify the driver of any vehicle.

If you have any queries, please call the driver helpline on 0344 85 45 123 and select option 7, option 1.

Low emission zones

If you use your vehicle in low emission zones, it is your responsibility to read and understand the process for doing so. It is likely that if your vehicle attracts reduced or nil charges, that it must be registered with the relevant authority in advance.

If you need any documentation from SG Fleet to be able to do this or for any guidance on this matter, please call the driver helpline and select option 7, option 1.

How do I know my vehicle has an up-to-date Road Fund Licence?

Every 12 months, we will automatically renew the vehicles Road Fund Licence (RFL).



You can also check your vehicles RFL and MOT status on the DVLA website

[Find out more](#)

My lease vehicle has developed a fault, what happens next?

You will need to book an appointment to take the vehicle to your nearest approved dealership to allow them to inspect the vehicle.

This can be arranged via our driver helpline 0344 85 45 123, option 4, option 1.

FAQs

What happens at the end of the lease?

At the end of your lease, if the vehicle is not being replaced with a new one, a member of our team will be in touch with you or your employer to discuss collection of your vehicle.

Our collection agents will then contact you to make arrangements to conduct a thorough inspection before collecting the vehicle.

If you are required to return the vehicle at any time, please keep the following in mind.

Please ensure that all documentation is available with inspection and returned with the vehicle as follows:

- Vehicle/driver handbook
- All keys (including the master key/spare key)
- Satellite navigation memory card or disc (where applicable)
- All electric charging cables that the vehicle was originally supplied with

Ensure that you have disconnected the vehicle from any online vehicle applications as we are not responsible for any data you have put into the vehicles operating system (i.e., credit card information, personal contacts, diary, messages)

Please ensure all in car connectivity (in car applications) have all of your personal details deleted and that you have removed yourself from the vehicle.

We will also ask that you sign a formal report confirming the vehicle condition at the point of its collection from you. Your vehicle will be assessed against the BVRLA fair wear and tear guide which you can find below.



Your vehicle will be assessed against the BVRLA fair wear and tear guide.

[Find out more](#)

Any damage or missing items that falls outside of these guidelines will be chargeable. If you have questions on this process, please refer to your employer or call our driver helpline on 0344 85 45 123, option 7, option 1.

Driver obligations

Remember you are representing your employer when driving on company business, please drive in a safe and courteous manner at all times. You must also ensure the vehicle is roadworthy and legal to drive.

It is your responsibility, as the driver, to ensure the vehicle is serviced at the manufacturer's recommended intervals by an SG Fleet approved garage and, where applicable, that the vehicle has a current MOT.

Remember to complete visual checks of the vehicle and review your fluid levels regularly to maintain the effective running of your vehicle.

Your regular checks should include; oil levels, coolant levels, washer levels, tyre pressure and condition, windscreen (chips/cracks), lights and indicators must all be checked regularly. You may also need to top up the AdBlue levels in diesel vehicles from time to time.

You should follow the manufacturer guidelines on oil refills and the quality of oil to use. Failure to do so could significantly impact the performance of your vehicle in several ways, such as; increased engine wear, overheating, exhaust emissions, blocking or restricting exhaust catalysts and diesel particulate filters. This could also affect your fuel consumption.

Please also pay attention to any requests to update the vehicle's software – these often appear on the main infotainment display. You are responsible for ensuring that your vehicle is running the latest software version as this can affect the warranty and operational performance of the vehicle. If the warranty is affected for any reason, this could lead to wear and tear charges being applied at the end of the lease period.

FAQs

How do I transfer a personalised number plates?

If your company allows you to allocate a cherished number plate and you wish to transfer a number plate onto our vehicle, you must first gain authorisation from us by calling 0344 85 45 123, option 7, option 1.

To assign a cherished registration number, we will complete the process for you as we are unable to release the registration documents to a third party. The registration number will be assigned to the vehicle, there are no administration fees from SG Fleet to this service however, you will need to cover any costs that are received from the DVLA to avoid additional costs at contract end, please allow two months for the process to remove a cherished registration plate.

If you do not arrange for the removal of your personalised number plate prior to the collection of your vehicle at the end of its contract, the vehicle will be sold with the number plate that it is returned with. In a number of cases it is now very difficult for us to spot a personal number plate and we accept no liability for the loss and replacement of your personalised number plate should you fail to legally unassign it from our lease vehicle.

Do I need to insure my vehicle?

Please refer to your employers company vehicle policy/driving for work policy to check who has responsibility for insuring your vehicle.

Can I just turn up to a Kwik Fit centre and have my tyres fitted?

You may be fortunate in that your vehicle has a common tyre size/profile and that all Kwik Fit centres hold a good stock of these for emergency purposes (i.e., flat tyre/slow puncture). However, the increase in electric vehicles has seen a growing use of specific tyres for individual vehicles and this is becoming more commonplace. As a result, it's difficult to hold a stock of all the tyres required at any one time and Kwik Fit operate a pre-book service for tyres (i.e., tyres that are wearing low) a mobile service (which is normally within 48hrs) and a drive in service. However, if you arrive unannounced you may have to wait for your vehicle to be attended to and the tyres may need to be sourced from one of Kwik Fit's local hubs.

Can I fit non-standard equipment to my vehicle?

You should not make any permanent changes to the vehicle from new. Any consequential damage arising from the installation of extras must be repaired at your cost. At the end of the contract, any visible holes in the bodywork or trim must be repaired to the standard required by the BVRLA, and any electrical alterations or detailing must be restored to the original standard.

The costs to fit/purchase and maintain 'extras' are solely at your expense and risk. Should you decide to fit a non-standard item to the vehicle (at your risk) we recommend that any change is carried out by an approved/qualified installer and that they conform to all legal requirements.

If such a change invalidates the vehicle warranty (i.e., mechanical, paint) this is done so at your risk and any costs incurred as a result of this will be charged directly to you. By modifying the vehicle in any way from its delivered condition you accept all direct and indirect risks.

In the first instance, please refer to your employer.

Want to find out more?



We're here to help and advise with any guidance you might need, so please contact us:

Call 0344 85 45 123

