

### VEHICLE MAINTENANCE

Please ensure your vehicle is maintained according to its manufacturers recommended service schedule. After each service we recommend you ensure the service book has been stamped, completed and returned with the vehicle.

General checks, such as tyre pressure, oil and coolant level inspections should be carried out frequently.

FAILURE to complete the above services can potentially lead to unnecessary expense to your employer or yourself.

### SERVICING YOUR VEHICLE

#### FULLY MAINTAINED CONTRACT

Please book the vehicle in with the most convenient appointed manufacturer dealership, provide the licence plate number, kilometre reading, work required, and advise it's a Summit Fleet vehicle.

#### NON MAINTAINED CONTRACT

When your contract excludes service and maintenance, YOU remain responsible for service and maintenance on the vehicle in accordance with the manufacturers recommended service schedule.

FAILURE to comply could lead to unnecessary expense to your employer or yourself.

### SUMMIT FLEET MAINTENANCE TEAM

(MON - FRI 8AM - 5PM)

Our experienced Maintenance Controllers can answer any further questions you may have regarding your service and maintenance requirements. For ASSISTANCE outside of the above hours please refer to "Summit Fleet 24 hour Roadside Assistance" (option 1 - 2) when calling our toll free number.

### BATTERIES & GLASS REPLACEMENTS

Summit Fleet has arranged preferential pricing with the following national suppliers for the replacement of batteries and glass:

Summit Roadside Assistance	1800 353 385
Marshall Batteries	1300 627 742
O'Brien Glass	13 16 16
NOVUS Auto Glass	1800 466 887



### TYRE MAINTENANCE & REPLACEMENTS

Summit Fleet have national accounts with the following major tyre suppliers:

Beaurepaires	13 23 81
Bridgestone	13 12 29
Dunlop	13 16 31
Goodyear	13 23 43
Bob Jane T-Marts	13 26 25
mycar anz	1300 772 579



You are welcome to make use of their Australia wide national networks/branches. Contact the selected supplier to arrange a booking.

If your contract includes tyre replacements, provide your the licence vehicle registration number and advise it's a Summit Fleet vehicle.

**Please Note:** For safety reasons Summit Fleet will not approve mismatched tyres. Replacement tyres will be the same quality, size and load rating to those originally fitted by the manufacturer.

### TRAFFIC INFRINGEMENTS

No one likes to receive traffic infringements; therefore, it is important to manage the potential consequences swiftly and efficiently.

Nearly all traffic camera infringement notices are received by Summit Fleet, these are processed, and nominations are directed to the related infringement bureau with the relevant company information for re-issue of the Infringement notice.

### VEHICLE REGISTRATION

Where vehicle re-registration is included in your contract, Summit Fleet will coordinate the renewal with the relevant state or territory transport body.

For vehicles that require a roadworthy inspection prior to registration renewal, Summit Fleet will be in contact to ensure timely execution, enabling the registration renewal. It is important to update changes in address or contact details to ensure the annual renewal reaches its correct destination.

It is an offence to drive an unregistered motor vehicle, the offending driver is held responsible.

#### CAN I CHECK IF MY VEHICLE IS REGISTERED?

Summit Fleet will provide a confirmation notification to you or your company's fleet manager to advise the registration has been renewed. Alternately, you can check with individual state or territory transport bodies. All transport bodies have the functionality to check the vehicle registration status on their websites.

### 24 HOUR ASSISTANCE

#### CALL 1800 FLEETLEASE (1800 353 385)

If your contract includes one or both of Summit Fleet's assistance services (listed below), you will have access to these services 24 hours, 7 days a week.

#### SUMMIT FLEET 24 HOUR ACCIDENT MANAGEMENT

(Press 1 - 1)

In the event of an accident, call the Accident Management toll free helpline. Your call will be handled by an experienced team who can guide and support you through your claims process. Recovery and transportation can be arranged if required.

**Tip:** the below lists some information (but not limited to) to collect in the case of an incident/accident that will assist with your claim. This information should be collected from all vehicles/parties involved.

- Date and time of incident
  - Driver's name, address, phone & licence number
  - If the driver is not the owner of the car, the name, address of the owner
  - The involved car's registration number/s
  - Any other information necessary to identify the car – make, model, colour etc
  - Incident location (note any cross streets, traffic conditions, weather, street lighting, anything else you may help with your claim)
  - Note any damage to property
  - Witness name, phone and address
  - Police report reference and/or name of attending officers (if reported or policy attended)
  - Take photos of the scene
- Remember to also provide your details.

You should not admit any liability to the other parties involved.<sup>1</sup>

(1) Reference sources - [lawaccess.nsw.gov.au](http://lawaccess.nsw.gov.au), [lawhandbook.sa.gov.au](http://lawhandbook.sa.gov.au), [legalaaid.vic.gov.au](http://legalaaid.vic.gov.au), [legalaaid.wa.gov.au](http://legalaaid.wa.gov.au), [legislation.qld.gov.au](http://legislation.qld.gov.au) (PDF), [legislation.act.gov.au](http://legislation.act.gov.au) (PDF).

#### SUMMIT FLEET 24 HOUR ROADSIDE ASSISTANCE

(Press 1 - 2)

Once a call has been made for assistance on the toll free helpline, a mobile service provider will be dispatched to your location. They will assess the vehicle and perform repairs to have it back on the road where possible.

This service covers basic, minor roadside breakdowns and repairs such as: flat tyres, fuel, lock-outs and flat batteries.

If the vehicle is unable to be rectified on the roadside, transportation to the nearest authorised repairer will be arranged to complete the necessary repairs.

### FUEL CARDS

Summit Fleet has national accounts with major fuel card networks.



If you have a fuel card arranged by Summit Fleet, present this card when you pay for your fuel.

Please also provide your current odometer reading whilst you finalise your transaction.

### FUEL CARD SECURITY

To ensure card security and prevention of fraud, your card requires a PIN to be set prior to its first use. When you receive your fuel card, please follow the instructions provided with your card to set up your PIN. Remember, keep your PIN safe at all times and do not write your PIN on the card or in obvious places.

If have forgotten your PIN and need help resetting the number, please call 1800 FLEETLEASE Option 1 - 3.

#### LOST, STOLEN OR DAMAGED FUEL CARDS

Please ensure that any lost or stolen fuel cards are reported to Summit Fleet immediately. This will allow Summit Fleet to cancel the card to avoid any unauthorised use.

Please call 1800 FLEETLEASE Option 1-3.

### TOLL MANAGEMENT

Toll roads are roads that drivers must pay to use. All toll roads are managed with electronic tolling systems.

If Toll Management has been arranged via Summit Fleet your vehicle will be set up with one of the following two tolling options.

#### PHYSICAL E-TAGS

E-tags will be sent to your allocated company's fleet manager for distribution to you.

The E-tag device must be affixed to the windscreen to ensure it works correctly when you travel on the toll roads. Failure to install the device correctly may prevent the device from being detected when passing through the toll points. This may incur a vehicle/video matching fee or send out a toll invoice or notice (additional fees may apply).

The E-tag should only be used in the vehicle that it is designated to be installed in, and remain in that vehicle at all times.

#### VIDEO TOLLING

Your vehicle may be set up for Video Tolling which negates the need to install a physical E-tag device. Summit Fleet will register your vehicle registration number with the toll provider to ensure vehicle matching can be completed when a toll road is used.

When you travel on a toll road, your vehicle registration number will be captured when passing through the toll points. The toll provider will then match your vehicle to the vehicle that has been registered in their system and apply the toll charges to the corresponding account.

If you are unsure if you have Video Tolling registered for your vehicle, please contact your company's fleet manager for further information.

#### WHAT IF MY VEHICLE DOES NOT HAVE SUMMIT FLEET'S TOLL MANAGEMENT PRODUCT?

You may have alternate arrangements for your toll/E-tag requirements. Please check with your company's fleet manager to confirm what your tolling arrangements are.

If your vehicle does not have Summit Fleet's toll management product or no other tolling arrangements are in place you may receive a toll notice for each use of the toll roads. These notices often incur an additional charge.

### NOVATED LEASE CONTRACTS

Toll Management cannot be included in Novated Lease Contracts. Drivers of Novated vehicles must arrange an E-tag directly with the any tolling provider (unless otherwise arranged with the employer).

*This Driver Information Guide has also been developed for use on your smartphone device and can be accessed by scanning the QR code below using a QR Code Reader app or via your web browser at [summitfleet.com.au/driver-information](http://summitfleet.com.au/driver-information).*

