



DRIVER HANDBOOK

HAVE A GOOD TRIP!

TravelCard 

Fuel 

Service 

Tires 

Road Assistance 

Accidents 

Insurance 

Rental 

Vehicle return 

Forms 

Emergency Calls

| | |
|---------------------|-----|
| Euro-Emergency Call | 112 |
| Fire | 122 |
| Police | 133 |
| Ambulance | 144 |

LeasePlan Austria (Mon-Thur: 7-17, Fri: 7-15)

| | |
|-----------|------------------------|
| Telephone | +43 1 601 02-0 |
| Fax | +43 1 601 02-100 |
| eMail | leaseplan@leaseplan.at |
| Website | www.leaseplan.at |

LeasePlan Road Assistance (0-24)

| | |
|-------------------------|----------------------------|
| Telephone (Inland) | 0800 214 01 44 (Toll-free) |
| Telephone (Europa-wide) | +43 1 214 01 44 |

LeasePlan Rental (Car Rental service)

| | |
|-----------|---------------------|
| Telephone | +43 1 601 02-310 |
| eMail | rental@leaseplan.at |

Welcome to your new car!



The handbook which you are holding in your hands is your faithful travel companion on all your trips. Most of the time it is quite happy being left in the glove compartment but sometimes during the lifetime of your car questions arise. At which point you will “dig it out” and discover that it can be very useful!

When on the go, one is always pleased to find well-marked roads. Similarly the LeasePlan guidelines and forms give you an excellent orientation. They are created as simply and clearly as possible. However if you still have questions or remarks please feel free to contact us.

Important!

All existing services which appear in this booklet are available at the point of issue.* Your company has chosen a selection of these services. To find out which specific services you can use please have a look at the enclosed **Information Sheet** - all services listed are **there** for you.

We wish you a safe and pleasant trip!

Your LeasePlan Team

* as of June 2004

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**Important telephone numbers
for the
TravelCard and
Cash Settlement Envelope section!**

Please direct all questions concerning the **TravelCard** to our

Contract Management department

Tel: +43 (0)1 601 02-250

Fax: +43 (0)1 601 02-100

Please direct all questions regarding the handling of **cash pay-
ments** to the

Finance & Bookkeeping Department

Tel: +43 (0)1 601 02-439

Fax: +43 (0)1 601 02-9439



The LeasePlan TravelCard

This “piece of plastic” will make your trips a cash-free joy.

Your TravelCard (with fuel card function) is accepted at the following ¹:

- Payment at gas stations - Europe-wide
- Payment at APCOA parking garages²
- Payment of tunnel and road fees at the following: Arlberg (S 16), Brenner (A 13), Karawanken (A 11, only when arriving from Austria), Pyhrn (A 9), Tauern (A 10)
- as identification at service centres and garages
- as identification at a Body Repair Shop
- as identification at tire centres

1: only if the service is agreed upon with your company

2: only with the Shell or OMV card

The LeasePlan TravelCard

Please pay attention to the following safety regulations!

Care

Keep your card(s) in a safe place and never together with your PIN-code. To protect the magnetic strip from being damaged keep it away from high temperatures (ie: no direct sunlight) or magnetic fields.

Validity

Your card has a limited validity. Sometime before the expiry date you will automatically receive a new card; the **PIN-code will stay the same**. We kindly ask you to return old or damaged cards to your fleet manager or us in order to prevent any misuse. LeasePlan can not assume any responsibility due to misuse.

Loss/Theft

Please contact us immediately if your LeasePlan TravelCard(s) are lost or stolen. Loss or theft to a Shell card requires a report to the police in order to deactivate the card.

The LeasePlan TravelCard

TravelCard does not function

If for any reason you have to pay in cash for a purchase we would ask you to arrange with LeasePlan to have your money returned by using the “Cash Settlement Envelope” (located in the pocket at the back of this booklet).

And how does it work?

- Settlement is once a month with LeasePlan using the “Cash Settlement Envelope”
- Note down the sum of all original receipts on the cover page
- Write down all necessary bank information being sure to include account number. Keep the first page (original) of the form for your own records and put the copy in the “Cash Settlement Envelope” and send it to LeasePlan

No name should appear on receipts under Euro 36,- (incl. VAT). In such a case the VAT should appear at least as a percentage.

For a sum of Euro 36,- (incl. VAT) or more, the original receipt should be submitted to:

LeasePlan Österreich Fuhrparkmanagement GmbH
Triester Strasse 70
1100 Wien

with the VAT noted separately.

TravelCard for rental or replacement vehicle

When using your LeasePlan TravelCard for a rental or replacement vehicle, please punch in '999 999" as your kilometre reading.

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**Important telephone numbers
for the
fuel handling section!**

Please direct all questions concerning **Fuel Handling** to our

Contract Management Department

Tel: +43 (0)1 601 02-250

Fax: +43 (0)1 601 02-100

Fuel handling with the TravelCard



Cash-free payments:

Please show your TravelCard when paying and punch in your PIN-code as well as the **actual kilometre reading**. The TravelCard with fuel card function will allow you - depending on the category agreed upon with your company - to purchase the following products or services without the hassle of paying in cash:

- Fuel
- Oils and fluids (ie: oil, antifreeze etc.)
- Car related items (ie: windscreen washer, light bulbs etc.)
- Car wash, interior cleaning etc.
- Purchase of the “vignette” (motorway fee sticker)

What if a technical problem occurs?

Occasionally technical problems can occur with the electronic payment system at gas stations. In such a case, the gas station employee will still process the payment without receiving cash (either manually or by processing it later on). However you should still sign the temporary or replacement receipt. If for any reason this is not possible then please pay in cash and send us the receipt with the completed form in the “Cash Settlement Envelope” (located in the pocket at the back of this booklet).

Fuel handling with the TravelCard

Which services at which gas stations?

The symbols and categories on your fuel card show you which services await you and at which gas stations.

LeasePlan TravelCard for Esso- and Shell-stations



| Services | Symbols |
|----------------|---------|
| All fuel types | |
| Oils | |
| Accessories | |
| Car wash | |
| Road fees | |

The

| Services | Categories |
|-------------------------------|------------|
| | 0 1 2 3 |
| All fuel types, APCOA Parking | x x x x |
| Road fees | x x x |
| Oils, car wash | x x |
| Shop articles | x |

Esso and/or Shell card is accepted at gas stations marked with the following symbols:

- Esso gas stations
- Shell gas stations
- Avanti gas stations



(all Austrian locations)

Fuel handling with the TravelCard

LeasePlan TravelCard for Routex-stations



| | Categories |
|--|----------------|
| Services | 61 62 63 64 65 |
| All fuel types, road fees, APCOA parking * | x x x x x |
| Oils | x x x x |
| Car wash | x x x |
| Car related items and services | x x |
| Shop articles | x |

* only with OMV-Card

The following gas stations are part of the Routex association:

- OMV gas stations
- BP gas stations
- Agip gas stations

The OMV and BP card are accepted at all gas stations with the symbol:



- The OMV card is also accepted at all Avanti-stations in Austria.

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**Important telephone numbers
for the
Service and
Maintenance section!**

Please direct all questions concerning **Service and
Maintenance** to our

Service Department

Tel: +43 (0)1 601 02-300

Fax: +43 (0)1 601 02-319



Your car needs servicing

Service intervals

Please ensure that you service your car at the correct maintenance intervals recommended by the manufacturer. Warranty and Kulanz claims directed towards the manufacturer can only be accepted if the exact recommended maintenance intervals are being adhered to.

What kind of work can be done?

The below services can be carried out at any brand name garage or service centre authorised by the car manufacturer.

- all maintenance and service work
- Wear and tear repairs

Your car needs servicing?

Please be aware of the following steps:

- make an appointment with an authorised garage or service centre
- When making an appointment clearly let them know that a LeasePlan vehicle is involved
- Upon arrival at the garage show your LeasePlan TravelCard
- Please completely fill out the relevant part of the “Service/Tire Form” (simply tear out one of the forms located in the “Forms” section of this booklet)
- Drop the completed form at the garage before work is started on the vehicle

TravelCard Purpose Use of TravelCard

In this case your TravelCard serves as identification. The consumed products and services are invoiced to your company via LeasePlan.

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**Important telephone numbers
for the
Tires section!**

Please direct all questions concerning **Tires** to our

Service Department

Tel: +43 (0)1 601 02-300

Fax: +43 (0)1 601 02-319

Tires



What kind of work can be done?

- Tire replacement (note that the dimension of summer tires has to correspond to the original set when the car was delivered)
- Winter tires in the smallest dimension of the officially registered type
- Mounting and installation
- Exchange (ie: summer to winter or vice-versa)
- Tire storage
- One set of steel rims for winter tires (with a contract over 24 months)

Please be aware of the following steps:

- You can only make use of the LeasePlan tire partners (please choose the one most convenient for you from the list on the next page entitled “Our Tire Partners”)
- Upon arrival at the tire partner show your LeasePlan TravelCard
- Please completely fill out the relevant part of the “Service/Tire Form” (simply tear out one of the forms located in the “Forms” section of this booklet)
- Drop the completed form at the tire partner before work is started on the vehicle

Tire exchange

Tire damage

If your car has been delivered with winter tires ...

... then correct dimension summer tires are available. If you have questions please contact our Service Department.

Tire damage ...

... such as incidents involving run over nails, sidewalk damages etc. are handled following the same procedure as accident damages. If such a damage occurs please completely fill out the relevant part of the "Collision/Damage Form" (simply tear out one of the forms located in the "Forms" section of this booklet)

TravelCard purpose

In this case your Travelcard serves as identification. The consumed products and services are invoiced to your company via LeasePlan.

»» Our tire partners are listed on the following pages

Our Tire partners



BEI UNS SIND SIE
DIE NUMMER 1

Tel. 06212-41 10
Fax 06212-41 10-4
e-mail: top-reifen-team@aon.at
www.top-reifen-team.at

The logo consists of a square frame containing the word "TOP" in large, bold, black letters, with a red circle around the "O". Below "TOP" are the words "REIFEN" and "TEAM" in smaller, black, uppercase letters, with "TEAM" on a red rectangular background.

pointS Reifen Partner

pointS Reifen - Räder - Service GmbH

... da bin ich mir sicher!

The logo features a blue rectangular background. On the left is a circular icon with three curved lines. To its right, the word "pointS" is written in white, lowercase letters, followed by "Reifen Partner" in a white, italicized font. Below this, "pointS Reifen - Räder - Service GmbH" is written in a smaller, white font.

VIBORG
SERVICECENTER

The logo features the word "VIBORG" in large, bold, red, uppercase letters. Below it, the word "SERVICECENTER" is written in smaller, black, uppercase letters. The letters "I" and "B" in "VIBORG" are partially overlaid by a black and white geometric pattern consisting of a series of downward-pointing chevrons.

Our Tire partners

VIENNA

| | | | |
|------------------------------|-------------------------------|---------------------------------|------------------|
| Wien 1 – Innere Stadt | Tiefer Graben 23 | Endel & Auer – Point S | 01 / 533 25 70 |
| Wien 2 – Leopoldstadt | Helenengasse 5 | Reifen Regen – Point S | 01 / 214 79 21 |
| Wien 3 – Landstraße | Franzosengraben 4 | Kohout – Top Team | 01 / 798 44 88 |
| | Rennweg 76 | Viborg | 01 / 798 13 10 |
| Wien 4 – Wieden | Frankenberggasse 2-4 | Sigwald – Top Team | 01 / 505 42 27 |
| | Margaretenstraße 25 | Viborg | 01 / 587 04 03 |
| Wien 5 – Margarethen | St.-Johann-Gasse 10 | Reifen John | 01 / 544 83 81 |
| Wien 10 – Favoriten | Buchengasse 128 | Gummizwerg | 01 / 604 43 83 |
| | Herndlгasse 15 | Bretschneider – Point S | 01 / 604 52 07 |
| | Neilreichgasse 46 | Viborg | 01 / 604 22 03 |
| | Quellenstraße 149 | Profi-Reifen | 01 / 602 52 42 |
| Wien 11 – Simmering | Alberner Hafenzufahrtsstr. 17 | Graninger & Mayr | 01 / 728 91 80 |
| Wien 12 – Meidling | Aßmayergasse 76 | Profi-Reifen | 01 / 813 24 67 |
| | Breitenfurter Straße 149 | Viborg | 01 / 804 16 66 |
| | Grieshofgasse 14 | Müllner – Point S | 01 / 813 96 87 |
| Wien 14 – Penzing | Zehetnergasse 25 | Profi-Reifen | 01 / 914 90 55 |
| Wien 15 – Fünfhaus | Viktoriagasse 19 | Pneumat – Point S | 01 / 894 25 52 |
| Wien 16 – Ottakring | Stöberplatz 5 | Reifenhaus Eichlinger – Point S | 01 / 485 73 76-0 |
| | Wurlitzergasse 25-27 | Viborg | 01 / 486 23 11 |
| Wien 20 – Brigittenau | Salzachstraße 39 | Pneuservice – Point S | 01 / 332 20 23 |
| Wien 21 – Floridsdorf | Aderklaaerstraße 4 | Edler Reifen – Point S | 01 / 258 26 74 |
| | Mühlschüttelgasse 61 | Viborg | 01 / 259 30 23 |
| | R. Virchowstraße 21 | Profi-Reifen | 01 / 270 17 35 |
| | Vohburggasse 2 | Viborg | 01 / 278 63 71-0 |
| | Wagramer Straße 185 | Profi-Reifen | 01 / 258 32 16 |
| Wien 23 – Liesing | Akaziengasse 40 | Viborg | 01 / 699 45 35 |
| | Breitenfurter Straße 245-247 | Reifen John | 01 / 804 16 07 |
| | Breitenfurter Straße 370 | Profi-Reifen | 01 / 869 06 37 |
| | Deutschstraße 8 | Weichberger – Top Team | 01 / 616 80 80 |
| | Gregorygasse 1 | Hannak – Point S | 01 / 804 21 43 |
| | Pfarrgasse 83 | Reifen Bruckmüller | 01 / 617 44 20 |
| | Triester Straße 208-210 | Sigwald – Top Team | 01 / 667 12 21-0 |
| | Triester Straße 342 | Brawenec – Point S | 01 / 699 17 05 |

LOWER AUSTRIA

| | | | |
|-----------------------------|--------------------------|------------------------|------------------|
| Amstetten | Am Frachtenbahnhof 1 | Profi-Reifen | 0 74 72 / 622 95 |
| Baden | Wiener Straße 83 | Profi-Reifen | 0 22 52 / 897 61 |
| Berndorf | Leobersdorfer Straße 153 | Profi-Reifen | 0 26 72 / 877 69 |
| Bruck an der Leitha | Altstadt 29 | Reifen-Ritz – Top Team | 0 21 62 / 622 87 |
| Brunn am Gebirge | Wiener Straße 50 | Profi-Reifen | 0 22 36 / 323 90 |
| Ennsdorf/Windpassing | Mauthausenerstraße 11b | Wanggo – Top Team | 0 72 23 / 830 92 |
| Gmünd | Volksheimgasse 1 | Profi-Reifen | 0 28 52 / 531 91 |
| Hollabrunn | Aspersdorfer Straße 16 | Profi-Reifen | 0 29 52 / 39 56 |
| Horn | Prager Straße 34 | Profi-Reifen | 0 29 82 / 24 74 |
| Mauer bei Amstetten | Dieselstraße 8 | Weichberger – Top Team | 0 74 72 / 252 19 |

| | | | |
|--------------------------------|------------------------------|----------------------------|--------------------|
| Mödling | Goethegasse 61 | Brawenec – Point S | 0 22 36 / 479 27 |
| Oberndorf an der Melk | Wieselburger Straße 2 | Weichberger – Top Team | 0 74 83 / 7000-0 |
| Oeynhausen | Triester Straße 131 | Viborg | 0 22 52 / 206 162 |
| Prinzersdorf | Wiener Straße 2 | Gral – Point S | 0 27 49 / 25 50 |
| Purgstall an der Erlauf | Merkenstetten Stock 11 | Weichberger – Top Team | 0 74 89 / 24 81 |
| Raasdorf | Altes Dorf 1 | Reifen John | 0 22 49 / 893 87 |
| Schwechat | Wismayrstr. 4 | Reifen John | 01 / 707 12 34 |
| Stockerau | Horner Straße 5 | Reifen Bernhaupt – Point S | 0 22 66 / 621 71 |
| Strasshof | Hauptstraße 18 | Sigwald – Top Team | 0 22 87 / 31 41 |
| St. Pölten | Dr. Ferdinand Porsche-Str. 9 | Viborg | 0 27 42 / 741 40 |
| | Kremser Landstraße 74 | Reifen John | 0 27 42 / 366 468 |
| St. Pölten-Spratzern | Mariazeller Straße 182 | Weichberger – Top Team | 0 27 42 / 721 48-0 |
| Traiskirchen | Wiener Straße 79 | Profi-Reifen | 0 22 52 / 523 57 |
| Vösendorf | SCS (Shopping City Süd) | Profi-Reifen | 01 / 699 25 76 |
| Wiener Neustadt | Marktgasse 10 | Profi-Reifen | 0 26 22 / 246 95 |
| | Wiener Straße 119 | Reifen Ritz – Top Team | 0 26 22 / 222 35 |
| Wieselburg | Wiener Straße 6 | Weichberger – Top Team | 0 74 16 / 537 19-0 |
| | Zur Autobahn 2 | Weichberger – Top Team | 0 74 16 / 587 88 |

BURGENLAND

| | | | |
|-------------------------------|----------------------------|--------------------------|--------------------|
| Eisenstadt | Mattersburger Straße 17 | Profi-Reifen | 0 26 82 / 656 57 |
| | Ruster Straße 134 | Reifen-Ritz – Top Team | 0 26 82 / 622 35-0 |
| Frauenkirchen | Mönchhoferstraße 1 | Reifen-Ritz – Top Team | 0 21 72 / 31 85 |
| Gols | Eisgrübl 1 | Reifen-Ritz – Top Team | 0 21 73 / 22 35-0 |
| Güssing | Stremtalstraße 1 | Gummi Kreisel – Top Team | 0 33 22 / 421 26 |
| Jennersdorf | Hauptstraße 41 | Gummi Kreisel – Top Team | 0 33 29 / 480 60 |
| Marz | Bundesstraße | Reifen-Ritz – Top Team | 0 26 26 / 623 30 |
| Oberpullendorf | Burgenlandstraße 24 | Reifen-Ritz – Top Team | 0 26 12 / 424 02 |
| Oberwart | Eisenstädter Straße 38 | Paukner – Top Team | 0 33 52 / 324 21 |
| Pinkafeld | Königsberger Straße 26 | Paukner – Top Team | 0 33 57 / 420 40 |
| St. Martin an der Raab | Nr. 127 | Reifen Gert – Point S | 0 33 29 / 484 44 |
| Unterwart | Steinamangerer Straße 321a | Gummi Kreisel – Top Team | 0 33 52 / 340 14-0 |

STYRIA

| | | | |
|------------------------------|--------------------------|-------------------------------|--------------------|
| Bruck an der Mur | Leobener Straße 44a | Profi-Reifen | 0 38 62 / 526 09 |
| | Maurergasse 2-4 | Edler Reifen – Point S | 0 38 62 / 511 24-0 |
| Deutschlandsberg | Radlpaßstraße 8 | Reifen Weichberger – Top Team | 0 34 62 / 431 10 |
| Feldbach | Europastraße 40 | Reifentechnik GmbH – Top Team | 0 31 52 / 28 41 |
| | Mühdorf 319 | Plankenauer – Top Team | 0 31 52 / 29 42-0 |
| Feldkirchen/Kahlsdorf | Triester Straße 379 | Reifen Weichberger – Top Team | 0 31 35 / 515 80 |
| Fohnsdorf | Marktstrasse 2 | Plankenauer – Top Team | 0 35 72 / 830 41-0 |
| Fürstenfeld | Körmender Straße 2 | Gummi Kreisel – Top Team | 0 33 82 / 522 13 |
| Gleisdorf | Hartberger Straße 3 | Reifentechnik GmbH – Top Team | 0 31 12 / 21 14 |
| Graz | Bahnhofgürtel 7 | Reifen Weichberger – Top Team | 0 316 / 713 861 |
| | Elisabethinergasse 31 | Plankenauer – Top Team | 0 316 / 71 45 86-0 |
| | Harterstraße 50 | Profi-Reifen | 0 316 / 71 15 06 |
| | Kärntner Straße 108 | Viborg | 0 316 / 27 23 20 |
| | Kärntner Straße 392 | Reifen Gert – Point S | 0 316 / 25 39 00 |
| | Keplerstraße 15 | Reifen Dworschak – Point S | 0 316 / 71 43 73 |
| | Puntigamer Straße 153 | Reifen John | 0 316 / 29 30 30 |
| | Raiffeisenstraße 131-133 | Viborg | 0 316 / 47 12 18-0 |
| | Strassganger Straße 111 | Räder Nais – Point S | 0 316 / 57 76 77 |

| | | | |
|----------------------|-----------------------------|---------------------------|---------------------|
| Graz/Liebenau | Liebenauer Gürtel 6 | Profi-Reifen | 0 316 / 47 24 40 |
| Gröbming | Hauptstraße 536 | Profi-Reifen | 0 36 85 / 223 69 |
| Hartberg | Bahnhofstraße 15 | Reifen Zelesner – Point S | 0 33 32 / 631 90 |
| | Ressavarstraße 6 | Gummi Kreisel – Top Team | 0 33 32 / 623 46 86 |
| Kapfenberg | Schirmitzbühelstraße 6 | Profi-Reifen | 0 38 62 / 312 71 |
| Leibnitz | Marburger Straße 38 | Profi-Reifen | 0 34 52 / 834 27-0 |
| Leoben | Ferdinand Hanusch-Straße 19 | Viborg | 0 38 42 / 210 15 |
| | Kärntner Straße 18 | Profi-Reifen | 0 38 42 / 818 14 |
| Murau | Bundesstraße 14a | Plankenauer – Top Team | 0 35 32 / 27 12-0 |
| Voitsberg | Packer Bundesstraße 1 | Profi-Reifen | 0 31 42 / 226 97 |
| Wagna | Marburger Straße 98 | Plankenauer – Top Team | 0 34 52 / 836 91-0 |
| Weiz | Gleisdorfer Straße 39 | Gummi Kreisel – Top Team | 0 31 72 / 27 86 |
| Zeltweg | Flatschacherweg 3 | Profi-Reifen | 0 35 77 / 228 11 |

CARINTHIA

| | | | |
|-----------------------------|--------------------------|-------------------------------------|--------------------|
| Feldkirchen | Eppensteiner Straße 2 | Viborg | 0 42 76 / 20 57 |
| Fürnitz | Kärntner Straße 46 | Reifen John | 0 42 57 / 44 50-0 |
| Klagenfurt | Feldkirchner Straße 38 | Plankenauer – Top Team | 0 463 / 51 20 71-0 |
| | Flatschacher Straße 205 | Profi-Reifen | 0 463 / 323 66 |
| | Harbacher Straße 2 | Plankenauer – Top Team | 0 463 / 322 43-0 |
| | Rosenthaler Straße 108 | Lamprecht – Point S | 0 463 / 22 07 07 |
| | Völkermarkter Straße 182 | Reifen Wadel | 0 463 / 331 59 |
| | Krastowitzstraße 9 | Viborg | 0 463 / 33 02 17 |
| Spittal an der Drau | Koschatstraße 38 | W. Truskaller Reifen Sepp – Point S | 0 47 62 / 29 69 |
| | Villacher Straße 104 | Plankenauer – Top Team | 0 47 62 / 32 21-0 |
| St. Veit an der Glan | Friesacher Straße 19 | Plankenauer – Top Team | 0 42 12 / 20 77-0 |
| | Klagenfurter Straße 51 | Profi-Reifen | 0 42 12 / 55 11 |
| | Villacher Straße 75 | Viborg | 0 42 12 / 27 45 |
| Villach | Gaswerkstraße 19 | Plankenauer – Top Team | 0 42 42 / 246 51-0 |
| | Udinestraße 11 | Profi-Reifen | 0 42 42 / 410 23 |
| | Ossiacher Zeile 76 | Viborg | 0 42 42 / 444 00 |
| | Richtstraße 45 | Plankenauer – Top Team | 0 42 42 / 343 98-0 |
| | Steinwenderstraße 15 | Lamprecht – Point S | 0 42 42 / 263 14 |
| | Triglavstraße 21 | Lamprecht – Point S | 0 42 42 / 324 67 |
| Völkermarkt | Klagenfurter Straße | Plankenauer – Top Team | 0 42 32 / 29 20-0 |
| | Klagenfurter Straße 47 | Profi-Reifen | 0 42 32 / 284 40 |
| Wolfsberg | Auenfischerstraße 36B | Viborg | 0 43 52 / 352 41 |
| | Grazer Straße 2 | Profi-Reifen | 0 43 52 / 25 97 |
| | Grazer Straße 19 | Plankenauer – Top Team | 0 43 52 / 23 35-0 |
| | Klagenfurter Straße 79 | Reifen John | 0 43 52 / 815 77 |

TIROL

| | | | |
|------------------|--------------------------|------------------------|--------------------|
| Haiming | Alte Bundesstraße 39 | Kapeller – Point S | 0 52 66 / 883 00 |
| Imst | Langgasse 78/89 | Achleitner – Top Team | Ab Oktober 2003 |
| Innsbruck | Fürstenweg 84 | Profi-Reifen | 0 512 / 28 17 42 |
| | Grabenweg 10 | Profi-Reifen | 0 512 / 39 14 10 |
| | Roßbaugasse 5b | Achleitner – Top Team | 0 512 / 34 80 49 |
| | Speckbacher Straße 57-59 | Achleitner – Top Team | 0 512 / 58 48 52 |
| Kufstein | Willy-Graf-Straße 4 | Achleitner – Top Team | 0 53 72 / 643 140 |
| | Willy-Graf-Straße 15 | Reifen John | 0 53 72 / 629 06 |
| Lienz | Kärntner Straße 86 | Plankenauer – Top Team | 0 48 52 / 633 83-0 |

| | | | |
|----------------------------|----------------------------|-------------------------|--------------------|
| Reutte | Mühlerstraße 45 | Achleitner – Top Team | 0 56 72 / 652 77 |
| Rum/Innsbruck | Flurstraße 3 | Viborg | 0 512 / 26 24 26 |
| Schwaz | Berghoferstraße 39 | Viborg | 0 52 42 / 624 20 |
| St. Johann in Tirol | Salzburger Straße 25 | Achleitner – Top Team | 0 53 52 / 629 75 |
| Schlanders | Gewerbegebiet 26e | Profi-Reifen | 0 52 88 / 871 66 |
| Telfs | Untermarktstraße 66 | Achleitner – Top Team | 0 52 62 / 624 540 |
| Thaur | Bert-Köllenspergerstraße 8 | Reifen Team – Point S | 0 52 23 / 578 00-0 |
| Wörgl | Innsbrucker Straße 94 | Achleitner – Top Team | 0 53 32 / 78 11-0 |
| | Salzburger Straße 30 | Reifen Lutz – Point S | 0 53 32 / 736 35 |
| Zams | Auweg 15 | Reifenservice – Point S | 0 54 42 / 683 83 |

VORARLBERG

| | | | |
|------------------|----------------------|---------------------------|--------------------|
| Bludenz | Brunnenfeld | Reifen Forster – Top Team | 0 55 52 / 631 69 |
| | St. Peter 9 | Profi-Reifen | 0 55 52 / 625 52 |
| Dornbirn | Dr.A.Schneider Str.5 | Reifen Fischer – Point S | 0 55 72 / 226 540 |
| | Wallenmahd 5 | Profi-Reifen | 0 55 72 / 280 29 |
| Feldkirch | Reichsstraße 136 | Profi-Reifen | 0 55 22 / 766 63 |
| Hard | Landstraße 111 | Profi-Reifen | 0 55 74 / 736 50 |
| Klaus | Trietelstraße 14 | Reifen Forster – Top Team | 0 55 23 / 649 33 |
| Lauterach | Harderstraße 8 | Reifen Fischer – Point S | 0 55 74 / 715 28 |
| Lochau | Landstraße 57 | Reifen Forster – Top Team | 0 55 74 / 423 62-0 |

SALZBURG

| | | | |
|-----------------------------|-----------------------------|-----------------------------|--------------------|
| Bischofshofen | Gasteiner Straße 34 | Antosch -Top Team | 0 64 62 / 23 95 |
| Bürmoos | Ringofenstraße 5 | Reifen Winkler – Point S | 0 62 74 / 70 39 |
| Hallein | Salzachtal Bundesstr. Süd 9 | Antosch – Top Team | 0 62 45 / 798 20-0 |
| Saalfelden | Zeller Bundesstraße 7 | Reifen John | 0 65 82 / 720 89 |
| Salzburg | Bayerhamerstraße 30-34 | Plankenauer – Top Team | 0 662 / 87 62 66-0 |
| | Elisabethstraße 9 | Reifen John | 0 662 / 87 24 19 |
| | Rupertgasse 22 | Czaika-Pattermann – Point S | 0 662 / 87 26 75 |
| | Saalachstraße 1 | Reifen John | 0 662 / 43 52 16-0 |
| | Sterneckstraße 42 | Reifen Team – Point S | 0 662 / 87 13 83 |
| Straßwalchen | Braunauerstraße 25 | Achleitner – Top Team | 0 62 15 / 58 18 |
| St. Johann im Pongau | Reinbach 223 | Reifen Team – Point S | 0 64 12 / 81 34 |
| | Steggasse 3 | Antosch – Top Team | 0 64 12 / 200 06 |
| Tamsweg | Hans-Schmid-Str. 526 | Reifen Team – Point S | 0 64 74 / 297 32 |
| | Zinsgasse 564 | Plankenauer – Top Team | 0 64 74 / 21 20-0 |
| Wals – Himmelreich | Bundesstraße 10 | Reifen Lindner – Point S | 0 662 / 85 22 31 |
| Wals – Siezenheim | Gewerbehofstraße 359 | Reifen Bruckmüller | 0 662 / 85 29 29 |
| Zell am See | Loferer Bundesstraße 51 | Profi-Reifen | 0 65 42 / 724 96 |

UPPER AUSTRIA

| | | | |
|-------------------|-------------------|----------------------|------------------|
| Annsfelden | Gewerbepark 13 | Reifen John | 0 72 29 / 800 90 |
| Asten | Wienerstraße 31a | Reifen Bruckmüller | 0 72 24 / 676 76 |
| Braunau | Laabstraße 20 a | Doblhofer – Top Team | 0 77 22 / 632 86 |
| Eferding | Goldenberg 16 | Wanggo – Top Team | 0 72 72 / 26 39 |
| | Unterer Graben 6 | Profi-Reifen | 0 72 72 / 23 12 |
| Enns | Bundesstraße 1 | Profi-Reifen | 0 72 23 / 822 92 |
| Geretsberg | Geretsberg Nr. 28 | Reifen John | 0 77 48 / 71 24 |

| | | | |
|----------------------------|-------------------------|--------------------------|-----------------------|
| Gmunden | Bahnhofstraße 78 | Viborg | 0 76 12 / 632 38 |
| | Höhenweg 6 | Profi-Reifen | 0 76 12 / 638 50 |
| Kremsmünster | Hauptstraße 29 | Reifen Bruckmüller | 0 75 83 / 77 11-0 |
| Lambach | Linzer Straße 11 | Profi-Reifen | 0 72 45 / 289 54 |
| Linz | Freistädterstraße 401 | Wanggo – Top Team | 0 732 / 73 23 61/60 |
| | Holzstraße 1 | Reifen Bruckmüller | 0 732 / 77 53 51 |
| | Pummererstraße 22 | Kubesch – Point S | 0 732 / 77 91 73-0 |
| | Salzburger Straße 244 | Reifen John | 0 732 / 38 20 71 |
| | Salzburger Straße 266 | Profi-Reifen | 0 732 / 37 07 82 |
| | Zamenhofstraße 4 | Reifen John | 0 732 / 66 72 81 |
| Linz-Urfahr | Wildbergstraße 15-17 | Wanggo – Top Team | 0 732 / 73 23 61-0 |
| Mattighofen | Braunauer Straße 3c | Hollerweger – Point S | 0 77 42 / 24 91 |
| Nußdorf am Attersee | Dorfstraße 16 | Hollerweger – Point S | 0 76 66 / 806 30 |
| Pasching/Traun | Haidbachstraße 72 | Wanggo – Top Team | 0 72 29 / 736 36 |
| Perg | Naarnerstraße 15 | Profi-Reifen | 0 72 62 / 523 37 |
| Ried im Innkreis | Kürsingerstraße 1 | Doblhofer – Top Team | 0 77 52 / 854 51 |
| Schärding | Linzer Straße 441 | Profi-Reifen | 0 77 12 / 24 33 |
| Schwannstadt | Linzer Straße 13 | Profi-Reifen | 0 76 73 / 24 44 |
| Sierning | Ruthnergasse 23 | Reifen Bruckmüller | 0 72 59 / 23 44 od.45 |
| Steyr | Haager Straße 42-44 | Reifen John | 0 72 52 / 724 44-0 |
| | Resthofstraße 26 | Reifen Stummer – Point S | 0 72 52 / 710 57 |
| | Wolfenstraße 1 | Profi-Reifen | 0 72 52 / 868 88 |
| Vöcklabruck | Linzer Straße 22 | Profi-Reifen | 0 76 72 / 727 03 |
| Wels | Reitschulgasse 3 | Reifen Bruckmüller | 0 72 42 / 617 75-0 |
| | Salzburger Straße 240 | Reifen John | 0 72 42 / 538 61-0 |
| | Schießstättenstraße 27a | Viborg | 0 72 42 / 430 11 |
| | Schubertstraße 23 | Profi-Reifen | 0 72 42 / 416 09 |

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**Important telephone numbers
for the
Road Assistance section!**

If you happen to be involved in an **accident** or have a **problem with the vehicle** and you need **help** or have questions concerning 'Accident Damages' and/ or 'Glass Damages', please contact us during our opening hours

Montag-Donnerstag 07:00–17:00 Uhr

Freitag 07:00–15:00 Uhr

at the following

LeasePlan Österreich

Tel: +43 1 601 02-0

Fax: +43 1 601 02-100

If for any reason your vehicle is unable to be driven, please call

LeasePlan Road Assistance

Austria (tollfree) 0800 214 01 44

Europe-wide +43 (0)1 214 01 44

Help in case of break- down, accident or theft



LeasePlan Road Assistance - Help when nothing seems to work!

LeasePlan Road Assistance guarantees your mobility. It is at your disposal in emergency situations 24 hours a day, 365 days a year Europe-wide. All LeasePlan Road Assistance employees speak both German and English.

Austria (Toll-free)
Europe-wide

0800 214 01 44
+43 1 214 01 44

When can you take advantage of LeasePlan Road Assistance?

- Your vehicle is not able to reach the next garage or driving it to the next garage will enlarge or worsen the damage to the car.
- The maximum officially registered weight of your vehicle is 3.5 t
- You have a valid LeasePlan TravelCard

Help, in case of breakdown, accident or theft

Services in case of breakdown, accident or own fault

When loss of vehicle use is due to a technical defect or own fault (ie: empty gas tank, wrong gas - petrol instead of diesel, key problems etc.) and /or after an accident:

- » Technical assistance on location
- No repair on location possible
 - » towing service to the closest approved garage or body repair shop (in case of body damage)
- Replacement car * after technical defect or accident
 - » repair completed on same day : if desired replacement car can be arranged
 - » repair can not be completed on same day: a complementary replacement car can be arranged for a maximum of 3 days
- Hotel stays after technical defect or accident
 - » as an alternative to a replacement car: a maximum of 3 nights in a hotel including breakfast; minimum distance of 100 km from hometown
- Further travel or return to hometown after technical defect or accident
 - » coverage of costs for further travel or return to hometown by taxi, airplane or public transportation; minimum distance of 100km from hometown and duration of repair exceeds 3 days

1: When using your LeasePlan TravelCard for a rental or replacement vehicle, please punch in "999 999" as your kilometre reading.

Help in case of breakdown, accident or theft

- Return of vehicle after technical defect or accident
 - » minimum distance of 100km from hometown and duration of repair exceeds 3 days: return of vehicle to hometown
- Uneconomical to return car after an accident in a foreign country
 - » takeover of all formal paperwork, payment of customs and scrapping of the vehicle

Services in case of theft:

- » a complementary replacement car for a maximum of 3 days or
- » coverage of costs for further travel or return to hometown by taxi, airplane or public transportation

Please be aware of the following:

The above-mentioned services are only without charge when their organisation is carried out through the telephone numbers listed on the previous page - later coverage of costs is not possible. At peak times we ask you to be patient if for any reason your call is not answered immediately. Please be aware that each new call will automatically be placed at the end of the waiting line.

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**Important telephone numbers
for the Accident,
Body damage or Glass damage section!**

If you happen to be involved in an **accident, incur body damage or glass damage** and you need help or have questions, please contact us during our opening hours

| | |
|-------------------|-----------------|
| Montag-Donnerstag | 07:00–17:00 Uhr |
| Freitag | 07:00–15:00 Uhr |

at the following

Insurance Department

Tel: +43 (0)1 601 02-370

Fax: +43 (0)1 601 02-470

Of course you can always reach **LeasePlan Road Assistance**
0 - 24, 365 days a year

LeasePlan Road Assistance

| | | |
|---------------------|------|-----------|
| Austria (Toll-free) | 0800 | 214 01 44 |
|---------------------|------|-----------|

| | | |
|-------------|----------|-----------|
| Europe-wide | +43 (0)1 | 214 01 44 |
|-------------|----------|-----------|

Accident, Body Damage, Glass Damage - what to do?



Call LeasePlan as soon as possible at (01) 601 02 370

Please inform LeasePlan of the accident by telephone and give the following information:

- license plate number of car
- location of car
- description of what happened
- estimation of extent of damage

... then LeasePlan takes over the complete process

- retrieval of car
- organisation of a replacement car through the LeasePlan Rental Car Service
- organisation of all further appointments or work
- fastest possible handling of damage

Your car doesn't drive anymore?

If your car is not able to be driven for any reason, help is on the way 365 days a year through LeasePlan Road Assistance (see the previous section). Alternatively you can also contact our Body Repair Shop specialists who offer emergency services directly.

Accident

Please be aware of the formal and legal requirements:

- Please completely fill out the relevant part of the “Accident Report” (located in the pocket at the back of this booklet).
- Send the original directly to LeasePlan
- Please completely fill out the relevant part of the “Collision/Damage Form” (simply tear out one of the forms located in the “Forms” section of this booklet)
- Upon arrival at the garage show your LeasePlan TravelCard
- Drop both the completed form “Collision/Damage Form” and the copy of the “Accident Report” at the garage before work is started on the vehicle
- Report break-in, theft, collision with animals etc. immediately to the next Police Department and forward a copy of the Police report to LeasePlan **(in case of theft please send the original)**.

In the case of an accident the repair work order can only be authorised by **the legal owner of the vehicle**. **Therefore authorisation** of work has to be approved **by LeasePlan**.

Body Damage?

LeasePlan “Body Repair Shops“

A special **LeasePlan service**. Body or paint damages are best repaired at one of our LeasePlan Body Repair Shop Partners. These carefully chosen independent partners are specialists in repairing body, paint and glass damages. Investing constantly in training of personnel as well as new methods in this area, LeasePlan Body Repair Shop Partners have both the technical and human resources to meet every job. The quality is therefore excellent. All work carried out is covered by a 2 year warranty.

The advantages are obvious!

- **Comfortable:** one telephone call to LeasePlan is all it takes - we take care of everything else
- **Full service:** pick-up and delivery service, replacement car organisation, coordination of appointments, active **betreuung ...**
- **Advantages:** fast appointments, short repair time, latest repair methods, lower repair costs
- **Improvement:** better insurance loss ratios
- **Value:** optimal resale due to controlled, high quality repair

The LeasePlan Insurance Department is pleased to coordinate damage handling for you. Tel.: (01) 601 02 - 370

»» **Our Body Repair Shop partners are listed on the following pages**

Our Body Repair Shop partners

**Karosserie
Glonner**
www.glonner.at
tel 05373/42577

KOLLROSER
Karosseriefachbetrieb - Lackierfachbetrieb

8054 Perka, Sportplatzgasse 30, Tel.: (0316) 28 19 29, Fax: (0316) 28 19 29-17
E-mail: kollrosere@gmx.at
www.kollroserat

Sicherheit
durch Facharbeit



Die Lackierwerkstatt Alex Guillaume Ellinger GmbH & Co KG
A-1220 Wien, Rennbahnweg 80, Tel.: 01 / 259 36 36, www.autopark-wien.at

Herk GmbH Karosserie & Lack

8720 Knittelfeld, Marktgasse 13, Phone: 03512 82759 0



HILLINGER

Rufen Sie unsere 24-Stunden Abschlepp-Hotline unter 0664 / 2527 853

Äußeres Hirschfeld 8, 7100 Neusiedl / See
Telefon: 02167 / 2176, Fax: 02167 / 2176 - 4
E-mail: office@auto-hillinger.at



Ihre Mobilität
ist uns wichtig!

www.bruckner.at
Eichetstraße 5-7
5020 Salzburg
Tel. 0662/7825555 · Fax -15



Unfallreparatur, Autolackierung, Autoglas



Kreilhuber
5280 Braunau, Aching 63
Tel. 07722/87318-0, Fax 87318-7
www.kreilhuber.at e-mail: hans@kreilhuber.at



Hans Kreilhuber
Ingenieur für Kraftfahrzeug- und Maschinenbau
Karosseriebaumeister
Privat: Aching 40 - 5280 Braunau
Telefon: 07722/87318-16 · Mobil: 0576/6263414

DIE KAROSSERIE- UND LACKEXPERTEN



WOLFGANG WALDEMEIER
Ziegeleistraße 8, A-9020 Klagenfurt
Tel. 0463/713 32 • Fax 0463/713 32-15
eMail: wolfgang.waldemeier@aon.at
www.waldemeier-identica.at



MALER UND ANSTREICHER — AUTOLACKIER MEISTERBETRIEB — ARBEITSNHILFEN VERMIETUNG — TAUBENANGHEHR
30631 Legau · Linthwäld 16 · tel.: 03145-2129 · fax: 03145 18 · e-mail: gnd.werner@post.at · www.gnd.at

H HONDA S SUZUKI TUV

KAROSSERIE-FACHBETRIEB
Telefon: 0 76 62/62 00
Telefax: 0 76 62/62 01
e-mail: legat.karosserie@post.at

AUTOVERWERTUNG
Telefon: 0 76 62/63 00
Telefax: 0 76 62/68 53
e-mail: legat.verwertung@post.at

Abschleppdienst — Rund um die Uhr — Tel.Nr. 0 76 62/62 00

LEGAT

Kfz
KOLLEKTOR

AUTOHAUS SEEWALCHEN GES.M.B.H.
4863 Seewalchen, Industriegebiet
Tel.: 07662/6100, Fax: 07662/6101
e-mail: legat.autohaus@aon.at
www.auto-1legat.at

Our Body Repair Shops

| | | | | | Notdienst 0-24h |
|-------------------------|---------------------------------|---|---|---|-------------------------------------|
| Wien | Hillinger Ellinger | Neusiedl/See Wien | Äußeres Hirschfeld 8 Rennbahnweg 80 | 0 21 67 / 21 76 01 / 259 36 36 | 0 664 / 252 78 53 01 / 259 36 36 |
| Niederösterreich | Hillinger Kormesser Heiss | Neusiedl/See Zwettl Brunn/Gebirge | Äußeres Hirschfeld 8 Moidrams 70 Wolfholzgasse 26 | 0 21 67 / 21 76 0 28 22 / 569 45 0 22 36 / 315 59 | 0 664 / 252 78 53 Nein Nein |
| Burgenland | Hillinger | Neusiedl/See | Äußeres Hirschfeld 8 | 0 21 67 / 21 76 | 0 664 / 252 78 53 |
| Steiermark | Herk Jost | Knittelfeld Ligist | Marktgasse 13 Unterwald 16 | 0 35 12 / 827 59 0 31 43 / 21 29 | 0 699 / 133 131 33 Nein |
| Steiermark | Kollroser | Pirka | Sportplatzgasse 30 | 0 316 / 28 19 29 | 0 316 / 28 19 29 |
| Kärnten | Waldemeier | Klagenfurt | Ziegeleistraße 8 | 0 463 / 713 32 | Nein |
| Tirol | Glonner Schmarl | Ebbs/Kufstein Rum/Innsbruck | Theaterweg 3 Florianistraße 1 | 0 53 73 / 425 77 0 512 / 26 11 13-0 | Nein 0664 / 440 42 20 |
| Vorarlberg | Walser | Rankweil | Bundesstraße 74 | 0 55 22 / 772 90 | Nein |
| Salzburg | Bruckner | Salzburg | Eichetstraße 5-7 | 0 662 / 82 55 55-0 | Nein |
| Oberösterreich | Kreilhuber Faux Legat | Braunau Linz Seewalchen | Aching 63 Pummererstraße 14 Industriegebiet 4 | 0 77 22 / 873 18 0 732 / 77 70 53 0 76 62 / 62 00 | Nein Nein 0 76 62 / 62 00 |

Our **Car glass** specialist in the area of Vienna

Autoglas full-service GmbH

Pfarrgasse 81

1230 Wien

Tel. 0800 101010 (österreichweit gebührenfrei)

(01) 617 39 60

Fax (01) 617 39 61 - 20

eMail full-service@autoglas.co.at

Glass Damage?

Damages on the windshields

If stones or the like have damaged your windshield, it can most likely be fixed. A complete replacement of the windshield is not necessary. If such a case occurs you should stick the “chip plaster” (located in the pocket at the back of this booklet) on the exterior surface of the windscreen immediately. Please try to have the damaged windshield repaired as soon as possible before a crack starts to appear.

Windshield repair usually requires no insurance deductible!

If the windscreen is damaged to the extent that no repair is possible, it will be completely replaced.

Here it is also necessary that an “Accident Report” and a “Collision/Damage Form” be filled out.

»» LeasePlan partners can be found on the previous page (Body Repair Shop partners) and - for Vienna and surrounding area - on the next page.

Our **Car glass partners**

Glasschaden?

auto glas

FULL · SERVICE

Steinschlagreparatur

Scheibentausch

professionell • preiswert • schnell



0800 10 10 10

1230 Wien • Pfarrgasse 81 • www.autoglas.co.at

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**Important telephone numbers
for the
Insurance section!**

Please direct all administrative questions concerning your **personal insurance data** or **international trips** to our

Contract Management Department

Tel: +43 (0)1 601 02-250

Fax: +43 (0)1 601 02-100

For questions regarding the handling of accidents, tires damages and road assistance or the repair of collision damages contact the

Insurance Department

Tel: +43 (0)1 601 02-370

Fax: +43 (0)1 601 02-470

Insurance



If insurance handling through LeasePlan has been agreed upon with your company, you will find your insurance data and your “orange” insurance card in the accompanying letter.

In the case of accident handling, please mention your license plate number and the name of your insurance company. To discover the extent of your coverage, contact the person responsible for fleet management in your company or LeasePlan directly.

Planning a trip to a foreign country? Don't forget the following!

- The **Green Insurance Card**
Although you can usually use your license plate number as proof of insurance coverage in most European countries, it is still recommended that you bring your “Green Insurance Card” along when leaving the country.

The importance/validity of the “Green Insurance Card” when traveling outside of the European Union is increasing/growing: the accepted area being constantly extended. It is a must to have the card for the following countries: Albania, Andorra, Bosnia and Herzogovenia, Bulgaria, Estland, Letland, Malta, Macedonia, Republic of Moldova, Poland, Romania, Serbia -Montenegro, and the Ukraine. A special “Green Insurance Card” has to be issued for travel in Turkey.

If you happen to forget the card or the country code is incorrectly filled in, you will be compelled to take out a so called “border insurance”. The card is not accepted in Belarus (White Russia), Lithuania, and the Russian Federation.

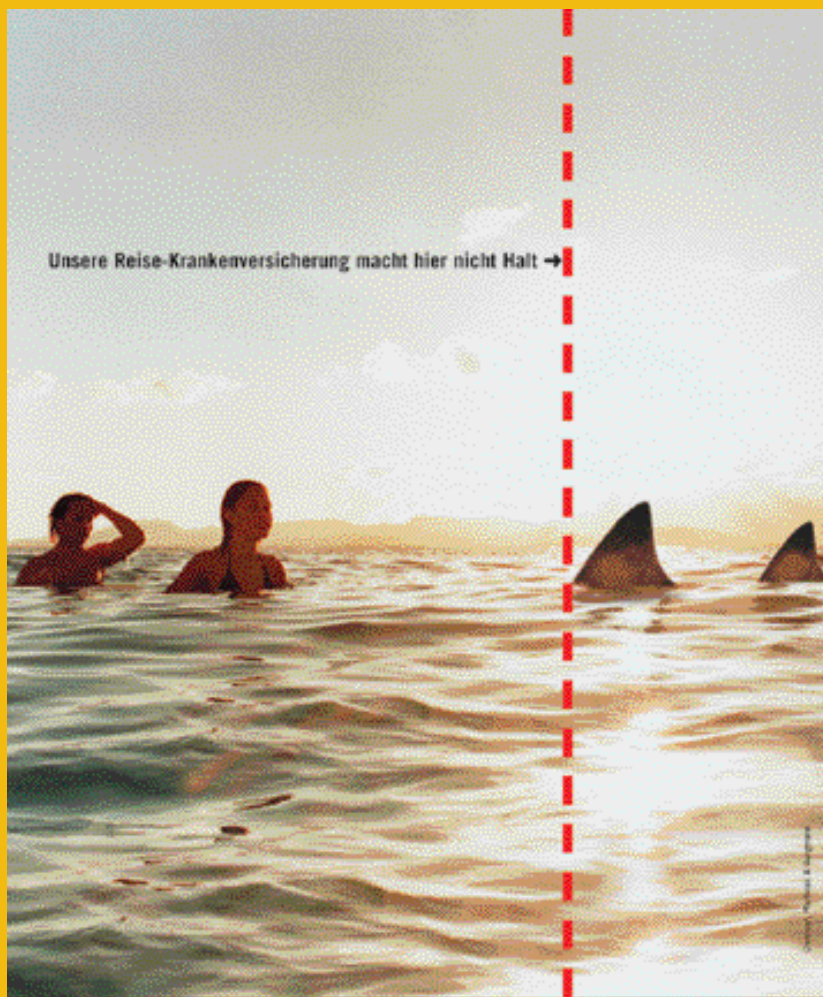
Insurance

- **Permission to drive a car not belonging to you in foreign country**
Drivers making use of a vehicle not registered in their name outside of the country should ensure that they have a fully completed “User Permission” form with them. This is used as a form of identification in order to show that the mentioned driver is entitled to use the car. Übrigens, Note that Italy expects this form to be in Italian.

You can easily download the form in German/French/English as well as an Italian/German version from our website:

www.leaseplan.at

Our Insurance partner



Unsere Reise-Krankenversicherung macht hier nicht Halt →

Mit dem unbegrenzten Reise-Krankenversicherungsschutz
Machen Sie Ihren Urlaub sorgenfrei genießen. Serviceline:
0800/208 800, www.wienerstaedische.at

**WIENER
STÄDTISCHE** 
IHRE SORGEN MÖCHTEN WIR HABEN.

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**Important telephone numbers
for the
Rental car section!**

When you require a **rental car** please call our

LeasePlan Rental Department

Tel: +43 (0)1 601 02-310

Fax:+43 (0)1 601 02-100

eMail: rental@leaseplan.at

Please direct all questions regarding the handling of **cash pay-
ments** to the

Finance & Bookkeeping department

Tel: +43 (0)1 601 02-439

Fax:+43 (0)1 601 02-9439

Need a Rental car?



It's easy!

If for any reason you need a rental car, LeasePlan will organise the right car - from compact to luxury class - for you. Upon request a vehicle pick-up and delivery service is offered Austria-wide.

Please be aware of the following:

- To receive information regarding your inanspruchnahme to this LeasePlan service, contact the person responsible for fleet management in your company directly.
- Inform LeasePlan of what you require by telephone, fax or email
- LeasePlan will then arrange an appropriate vehicle
- Our Rental Department will send confirmation of reservation

TravelCard Purpose Use of TravelCard

When using your LeasePlan TravelCard for a rental vehicle, please punch in "999 999" as your kilometre reading.

Our **Rental car partner**



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**Important telephone numbers,
for the
Car return section!**

Please direct all questions concerning the **return of your car** to
our

Used Vehicle Remarketing Department

Tel: +43 (0)1 601 02-320, 321, 322

Fax:+43 (0)1 601 02-319



Car return

When you return a LeasePlan vehicle, you are responsible for cleaning outside and inside and ensuring that at least 5 litres of fuel are in the tank.

Pick-up of the car will be arranged by the LeasePlan Used Vehicle Remarketing Department. At this point together with the responsible LeasePlan partner, a “Vehicle Takeover Protokoll”

Upon return of the vehicle please make certain that all of the following are included:

- TravelCard(s)
- Signed Schadensmeldung for damages which have not been repaired yet - when the car is covered by a full comprehensive insurance
- Second set of tires, spare tire
- Trunk or storage room cover
- All sets of keys
- Radio-code card
- Service Manual
- Current official Safety Certificate gem. §57a
- Vignette receipt
- User Manual
- Driver Handbook
- Registration Documents and license plates - when the car will be “deregistered” by LeasePlan

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Important telephone numbers for the Extra Forms!

If you need more 'Service/Tire Forms', 'Collision/Damage Forms', 'Accident Reports' or 'Cash Settlement Envelopes' please call our

Contract Management

Tel: +43 (0)1 601 02-250

Fax:+43 (0)1 601 02-100

The **forms** 'Service/Tire', 'Collision/Damage', 'International Accident Reports' as well as 'User Permission' for trips in foreign countries can be **downloaded** from our homepage: **www.leaseplan.at**

Vom/n (der) Fahrer/in auszufüllen:

| | |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|

Unfallsdatum

Kfz-Kennzeichen

Kunde (Firma)

| | |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|

Name des/r Fahrers/in

Versicherung

Zutreffendes bitte ankreuzen:

- Fremdverschulden Teilverschulden Eigenverschulden
- Steinschlag / Bruch am Scheinwerfer, Cellonen, Außenspiegel, Windschutzscheibe
- Randsteinschäden, Fremdkörper oder Nagel eingefahren
- Mutwillige Beschädigung, Antenne abgebrochen
- Marderbiss Einbruch
- geparktes Auto durch Unbekannt beschädigt
- Sonstiges: _____

Unfallhergang/beschädigte Kfz-Teile

Datum, Unterschrift des/r Fahrers/in

Wichtige Informationen für die Werkstatt:

- ➔ LeasePlan kann nur dann die Zahlung garantieren, wenn die durchzuführenden Arbeiten vorab von uns unter

Tel. (01) 60102-370, Abteilung Versicherung

genehmigt wurden **und eine Kopie der Schadensmeldung** vom Fahrer vorliegt.

- ➔ **Ohne Freigabe reparieren Sie auf eigenes Risiko!**
- ➔ Berücksichtigen Sie bitte unbedingt den Ersatzteilerabatt für Großabnehmer.
- ➔ Die in Einzelpositionen gegliederte Rechnung stellen Sie bitte auf unseren Firmennamen aus und schicken sie zusammen mit diesem **Havarieschein und einer Kopie der Schadensmeldung** an folgende Adresse:

LeasePlan Österreich Fuhrparkmanagement GmbH
Abteilung Versicherung
Triester Straße 70
A 1100 Wien

Freigabe-Nr.

Stempel der Werkstätte:

Vom/n dem/r Fahrer/in auszufüllen:

Kfz-Kennzeichen

km-Stand aktuell

Name des/r Fahrers/in

Durchzuführende Arbeiten

Datum, Unterschrift des/r Fahrers/in

Wichtige Informationen für die Werkstatt:

- ➔ Bei Aufträgen im Wert von mehr als EUR 300,- (inkl. MwSt.) garantiert LeasePlan nur dann die Zahlung, wenn diese vorab unter **Tel. (01) 60102-300 - Abteilung Kfz-Service** von uns genehmigt wurden. In jedem Fall **muss** bei Servicearbeiten, die nicht aufgrund des Km-Standes erfolgen, angerufen werden.
- ➔ Dieser Service-/Reifenschein ist nur in Verbindung mit einer gültigen LeasePlan TravelCard zu akzeptieren.
- ➔ Servicearbeiten und Verschleißreparaturen dürfen ausschließlich nur bei autorisierten Vertragswerkstätten des Herstellers unter Beachtung der vorgeschriebenen Serviceintervalle durchgeführt werden.
- ➔ Berücksichtigen Sie bitte den Ersatzteilerabatt für Großabnehmer.
- ➔ Ölwechsel bei Gratisinspektionen und bei vom Hersteller nicht vorgeschriebenen Kilometerständen können von uns nicht bezahlt werden.
- ➔ Ölbefüllung bitte ausschließlich mit den preisgünstigsten vom Hersteller freigegebenen Mineralölen.
- ➔ Kontrollen für Durchrostungsgarantie durchführen.
- ➔ Der Reifenbezug darf nur über LeasePlan-Reifenvertragspartner und nur nach Vorabgenehmigung durch LeasePlan (siehe o. a. Tel.-Nr.) erfolgen.
- ➔ Die im Einzelnen zu spezifizierende, auf unseren Namen auszustellende **Rechnung** schicken Sie bitte zusammen mit diesem **Service-/Reifenschein** an folgende Adresse:

LeasePlan Österreich Fuhrparkmanagement GmbH
Abteilung Kfz-Service
Triester Straße 70
A 1100 Wien

Freigabe-Nr. für Aufträge über EUR 300,- (inkl. MwSt.)