

# Service Guide.

Useful information when you are out and about.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A B C D E F G H I J K  
L M N O P Q R S T U V W X Y Z A B C D E F G H I J K L M N O  
P Q R S T U V W X Y Z A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A B C D E F G H I J K L



24-hour service hotline: +49 (0)180 5 60 30 10\*

Please keep this  
guide in the  
vehicle glove box.

A B C D E  
F G H I J  
K L M N O P  
Q R S T U  
V W X Y Z

Alphabet

\*Calls charged at 14 cents per minute from German landlines.  
Calls from German mobiles may cost up to 42 cents per minute.

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+49 (0)180 5

U V W X Y Z A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
Z A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A B C D E  
L M N O P Q R S T U V W X Y Z A B C D E F **S E R V I C E** G H I J  
P Q R S T U V W X Y Z A B C D E F G H I J K L M N O P Q R S T  
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A B C D E F

## Alphabet Fuhrparkmanagement GmbH

Heidemannstraße 164, 80788 Munich, Germany

24-hour service hotline: **+49 (0)180 5 60 30 10\***

For more information, please visit our website:

**[alphabet.de](http://alphabet.de)**

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Calls from German mobiles may cost up to 42 cents per minute.

ABCDE  
FGHIK  
LMNOP  
QRSTU  
VWXYZ

**Alphabet**

A B C D E H O T L I N E F G H I J K L M N O P Q R S T U V W X Y  
F G H I J K L M N O P Q R S T U V W X Y Z A B C D E F G H I J K L  
S T U V W X Y Z A B C D E F G H I J K L M N O P Q R S T U V W

# 24-hour service hotline.

**+49 (0)180 5 60 30 10\* – a single number for all your needs.**



Staffed by our professional, helpful, dedicated and multilingual team, the Alphabet customer service line is not only your first port of call for answers to any questions relating to your contract and services, but also for rapid breakdown assistance or in the event of an accident.

## How can the customer service line help me?

- In the event of a breakdown or an accident, we'll provide you with rapid assistance without any fuss, whether you're in Germany or abroad.
- We'll arrange breakdown assistance or recovery services to be dispatched.
- We'll provide you with contact details of local medical services, arrange for you to be transferred to a hospital near your home or book a rental car for you.
- We'll provide assistance if your travel documents are stolen whilst you're abroad, helping you to recover them or obtain replacements.
- If you lose your AlphaFuel Card, we'll block it and arrange a replacement to be issued.
- We'll provide you with details of authorised main dealers able to carry out servicing and repair work, plus Alphabet-approved tyre service and vehicle glass repair workshops.

60 30 10\*

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A B C D E  
E F G H I J K L M N O P Q R A C C I D E N T S S T U V W X Y Z  
U V W X Y Z A B C D E F G H I J K L M N O P Q R S T U V W X Y



# What to do in an accident.

With AlphaAccident Management, you'll benefit from rapid assistance without any fuss.

## What should I do in the event of an accident?

- Before exiting the vehicle, make sure you put on a high-visibility vest.
- Secure the scene of the accident (above all with a warning triangle).
- Call the police if anyone is injured or if you estimate the total damage to vehicles to be valued in excess of €2,000. The police must also be notified in cases where it is unclear who is to blame for the accident or where fields or crops have been damaged.
- Call the customer service line on +49 (0)180 5 60 30 10\* to report the damage to the vehicle.
- Complete the Alphabet damage notification form. Ensure that you include details of the other party involved, including his/her vehicle and insurance details, and contact details of any witnesses to the accident. You can find this form online at [alphabet.de](http://alphabet.de).
- Where possible, try to document the damage at the scene of the accident by making a sketch or taking photos.
- If the vehicle of the other party involved is registered abroad, ask them to give you their Green Insurance Card.
- If glass has been damaged, the workshop should always check whether it is possible to repair this damage before replacing the glass. You can find a list of approved vehicle glass repair workshops at [alphabet.de](http://alphabet.de).
- If you decide to rent a replacement vehicle, do not agree to pay a higher price than would be payable for a standard vehicle rental simply because you have been involved in an accident.
- Never sign an admission of responsibility for the accident or any document which waives your right to claim compensation from third parties.

F G H I J K L M R E P A I R S N O P Q R S T U V W X Y Z A B C D  
A B C D E F G H I J K L M N O A N D P S E R V I C I N G Q R S T  
Z A B C D E F G H I J K L M N O P Q R S T U V W X K L M N O P

# Repairs and servicing.

Alphabet – giving you peace of mind, wherever you go.



Under the terms of your full-service contract, Alphabet covers the cost of all repairs and servicing recommended by the vehicle manufacturer and any repair work as a result of wear and tear.

## What do I need to be aware of when taking the car in for servicing or repair work?

- Always ensure that you comply with the service intervals as specified by the vehicle manufacturer.
- Ensure all work is carried out at a dealership authorised by the vehicle manufacturer.
- To find your nearest authorised dealer, call our customer service line on [+49 \(0\)180 5 60 30 10\\*](tel:+49(0)1805603010).
- When you drop off your vehicle, make sure you provide your Alphabet Service Card and your vehicle's service history.
- The workshop must obtain prior approval from Alphabet for all repair work costing €500 or more (excl. VAT). The number to call can be found on the reverse of your Alphabet Service Card.

## The Alphabet Service Card – one card, so much to offer.

This card is used to pay for all work on your vehicle covered under the terms of your contract – without the need for cash. Please note that your company will have negotiated specific details of coverage and exclusions pertaining to your company car with Alphabet at the time of concluding the contract.

\* Calls charged at 14 cents per minute from German landlines. Calls from German mobiles may cost up to 42 cents per minute.



# Tyre service.

**Alphabet – for all-round satisfaction.**

Alphabet will pay when your vehicle's tyres have to be replaced (from 2 mm tread depth) if stipulated in your contract.

## What do I need to be aware of when having tyres replaced?

- Visit [alphabet.de](http://alphabet.de) to find a local approved tyre service workshop.
- Make sure you present your Alphabet Service Card at the workshop.
- With Alphabet, you're free to choose tyres from any manufacturer. You can also choose whether your plan should cover a limited or an unlimited number of replacement summer tyres over the course of the leasing agreement.
- When selecting tyres, ensure that you observe both the manufacturer's specifications regarding tyre dimensions and the details of your contract.
- Your tyres may be stored by the workshop subject to a fee.

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B C D E F G H I J K L M N O A L P H A R E N T P Q R S T U V W X  
W X Y Z A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A  
G H I J K L M N O P Q R S T U V W X Y Z A B C D E F G H I J K L

# AlphaRent.

The car hire and courtesy car service from Alphabet that keeps you mobile.



When your car is off the road, we'll be there to meet your needs.

## How do I reserve a rental or courtesy car?

- Call our customer service line on +49 (0)180 5 60 30 10\*. We'll handle your reservation quickly and efficiently. Why not also ask us about our attractive delivery and collection service and all it has to offer? You can also use the rental car reservation form at [alphabet.de](http://alphabet.de).
- When picking up your vehicle, please present your Alphabet Service Card.
- Your chosen vehicle will generally be either ready for collection by the following day or delivered to your door.
- Please ensure that you observe your company's individual guidelines regarding the use of rental cars.

## The Alphabet Service Card – one card, so much to offer.

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A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A B C D E  
C D E F R E T U R N I N G G H I J K L M N O P Q R S T U V W X Y  
X Y Z A B C D E F G H I J K Y O U R L V E H I C L E M N O P Q



# Returning your vehicle.

It's quick and easy with Alphabet.

Returning your vehicle should be as simple as possible, so it's important to make sure that you carry out all the necessary checks and tasks in advance in order to ensure that the handover goes as smoothly as possible.

## What do I need to be aware of when returning the vehicle?

- Complete the vehicle return checklist (to be found on [alphabet.de](http://alphabet.de)). Check that you have all the necessary documents and vehicle components and accessories. Ensure that any missing items are replaced.
- Call our 24-hour customer service line on [+49 \(0\)180 5 60 30 10\\*](tel:+4901805603010) to make an appointment to return the vehicle. We can also pick-up the vehicle on request.

F G H I J K L M N O A L P H A F U E L P Q R S T U V W X Y Z A B  
Z A B C D E F G H I J K L M N O P S E R V I C E Q R S T U V W  
R S T U V W X Y Z A B C D E F G H I J K L M N O P Q R S T U V

# AlphaFuel Service.

The AlphaFuel Card from Alphabet – the easy way to fill up.



With the AlphaFuel Card, you benefit from maximum price transparency and avoid the need to pay in cash. The card allows you to purchase fuel and, depending on the terms of your contract, other additional products and services such as items from filling station shops, lubricants, vehicle accessories and car wash services.

## How do I use the AlphaFuel Card?

- The various cards can be used for payment within their respective filling station networks. See the AlphaFuel Card for information on participating retailers.
- Each time you use the card to pay for fuel, enter the vehicle's exact mileage and your PIN.
- If your AlphaFuel Card has been lost, stolen or damaged, you can pay for the fuel yourself and then claim for the amount to be reimbursed. Please use the fuel claim form, which can be found at [alphabet.de](http://alphabet.de). Please report any loss or theft immediately by calling our customer service line on +49 (0)180 5 60 30 10\* so that we can block the cards and issue replacements.

A B C A L P H A B E T D E F G H I J K L M N O P Q R S T U V W  
X Y Z A B C D E F G O N L I N E H I J K L M N O P Q R S T U V  
W X Y Z A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A



## Always up to date.

Alphabet online services.

At [alphabet.de](http://alphabet.de), you'll find a wealth of important and useful information. You can, for example, search for Alphabet-approved vehicle glass repair or tyre service workshops by entering your town or postcode. In next to no time, you'll be provided with telephone numbers, opening hours and even a map and directions to show you how to get there.

### What information can I find at [alphabet.de](http://alphabet.de)?

#### Forms in PDF format:

Damage notification form  
Rental car reservation form  
Fuel claim form  
Vehicle return checklist

#### Also available:

Service Guide  
Service Guide (English)



**Service just a click away.**  
AlphaGuide: iPhone app.



Available on the  
**App Store**