

## Fact Sheet

# Understanding your vehicle.

Maintenance is an extremely important aspect of vehicle ownership.



The following information is intended to raise your awareness, and help you care for your vehicle to maximise its lifespan, performance and reliability.

Please follow the guidance below on how best to look after your vehicle, so that you can get the most from it, and keep downtime and fuel costs to a minimum.

- ✔ **Service.** Check your vehicle is regularly serviced in accordance with the manufacturer's recommendations. All vehicles require different service level intervals, and it can be all too easy to overlook the correct service date.
- ✔ **Lights.** Check all exterior lights regularly. Have any blown bulbs replaced and watch out for broken lenses.
- ✔ **Tyres.** Check your tyres at least once a month when they are cold, but more regularly if you are covering high mileage. Keep tyres inflated to the correct pressures listed in your owner's manual and have them replaced when the tread depth reaches 2mm (even though the legal limit is 1.6mm). Don't forget the spare. For advice on tyres and fitting call our Tyre line on 0800 028 2848.

- ✔ **Tyre equipment.** Inspect the jack and wheel brace making sure you are confident about their strength and condition. If locking wheel nuts are fitted, ensure the locking key is safely stowed away in the vehicle. It may be useful to practise changing the spare wheel on a level surface, following the instructions in your owner's manual. If your vehicle is fitted with run-flat tyres, please consult your manual for further instructions.

- ✔ **Fluid levels.** It is important to check your engine oil level at least once a week, and to top up when necessary. Keep windscreen washer fluid and coolant levels topped up but not overfull. Dashboard warning lights often alert you when levels drop too low, but you should not wait until this happens. Always carry out checks on a level surface and when the engine is cold. Check your owner's manual for details on how often checks should be carried out and also for which products to use for your vehicle.

It is essential that you to refer to your vehicle handbook or owner's manual, which will provide information on specific details for your model.

Don't ignore problems. If you suspect there is a problem with your vehicle, have it checked as soon as possible.

If any unusual lights appear or remain illuminated on your dashboard, consult your owner's manual and follow the necessary procedure.

## ✔ Windscreen.

Regularly check the windscreen for chips and cracks. You can arrange for our mobile technicians to repair or replace your windscreen by calling 0800 917 0851. Check with your fleet manager whether you are eligible for this service. Check and replace worn or split wiper blades. Adjust washer jets with a pin to make sure they spray onto the windscreen and not over the top of the vehicle.

## ✔ Radiator.

Ensure anti-freeze is added to your radiator in winter. Radiators and even the engine block itself can crack if allowed to freeze, which can be costly to repair. Consult your owner's manual for details on which product to use.

## ✔ Air-conditioning.

Even in winter, you should run your air-conditioning for at least an hour a week. This allows the coolant in the system to lubricate all of the moving parts and prevents the build-up of elements which can corrode pipe work.

## ✔ Keys.

Inspect keys for wear and replace if necessary. A worn key will quickly wear out a lock barrel and cause the lock to jam. It is worth noting that batteries in the key fob will usually require replacement at least twice a year to maintain operating performance.

## Always carry the following items in your vehicle in case of an emergency, especially when driving in wintry conditions:

- Spare tyre - ensure it is inflated to the correct pressure and in good condition.
- Wheel brace and carjack - ensure you have the correct ones for your vehicle.
- Bottle of spare windscreen washer fluid - with screen wash additive for winter journeys.
- De-icing tool and soft cloth for condensation.
- First Aid kit - including treatment for oil burns, wet wipes and antiseptic.
- Warning triangle, torch, and tow rope in case of breakdown.
- Blanket.
- Spare coat or jumper.
- Shovel in snowy conditions.

The best place to find information for your vehicle is in your vehicle handbook, or directly from your vehicle manufacturer or dealership.

Alternatively, you may call:

Driver support team  
0844 824 0736

Or  
RAC helpdesk  
0800 096 7555

Glass line\*  
0800 917 0851

Tyre line\*  
0800 028 2848

\*Subject to contractual agreement type.