



ALPHABET

Service Guide Assistance on the road

Keep in your glove compartment







Company: Alphabet Danmark. A BMW Group Company

Address: Borgmester Christiansens Gade 50, 2450, Copenhagen SV

Email: info.dk@alphabet.com Internet: www.alphabet.com/da-dk

24-Timers Service Hotline: +45 70 15 15 47

Table of contents

	24 hour hotline	side 1
	Driving abroad	side 2
	Service centre service	side 3
	Tyre service	side 4
	Alphabet App	side 5
	Vehicle return	side 6

Please note that not all services may have been agreed with your company.
This service guide is regularly updated.



24-timers Service Hotline: +45 70 15 15 47

Our hotline is the best choice when immediate assistance is needed in the event of an accident or other incident.

Which services does our 24-hour hotline provide?

- We offer fast, uncomplicated assistance in the event of a break down or accident in Denmark or abroad.
- We provide assistance, recovery and roadside help
- We help when your windscreen is cracked or side window broken due to theft.
- We help with a tyre that is punctured or damaged in some other way.
- We'll put you in contact with medical help, organise transport home in the event of illness and organise a hire car.
- We'll provide details of authorised service centres and partners able to change tyres and windows.



Driving abroad Work or holiday

We partner with roadside assistance experts throughout Europe. When we select local partners, we seek to ensure an approved handling and service level to provide immediate help to your company car users in the event of an accident.

Green Insurance Card

The Green Insurance Card is used for driving outside the EU/EEA states, and can be ordered from your insurance company's website. The authorities in Kosovo do NOT accept the green card, and it is therefore important that comprehensive insurance is bought at the border.

Red Insurance Card

The Red Insurance Card gives access to SOS assistance abroad. The Red Insurance Card can be downloaded and printed from www.sos.dk or downloaded as an app for your iPhone (search "SOS" in Appstore). Having a Red Insurance Card on you is not necessary, but it is important that you know the telephone number for SOS International: +45 70 10 50 52.

Service and repair abroad

You can have your car serviced abroad if out of the country for long periods. If this becomes necessary, contact Alphabet Danmark before ordering service or repair. Please give Alphabet the name and address of the authorised service centre. In some instances, you will have to pay for service or repair directly to the service centre. When you return to Denmark, Alphabet or your company will refund the cost. Always remember to get any service or repair approved by Alphabet before you order it, and save the original invoice.

Drive carefully and always remember to observe the traffic rules in the country you are visiting.



Service centre service Always on the safe side

If you have an operational leasing agreement, Alphabet will cover the costs of maintenance and service as stated by the manufacturer. Users of a company car from Alphabet are responsible for the vehicle being service and maintained in accordance with its service manual.

What do I need to bear in mind with regard to maintenance and repairs?

- Observe the agreed service intervals for maintenance. Your car will remind you automatically on the instrument panel approx. 1,000 km before it needs service.
- You can use any service centre as long as they are authorised for servicing by the car manufacturer. We recommend using the service centre that delivered your car.
- If a repair costs more than DKK 3,500, the service centre must obtain Alphabet's approval before starting work.
- If you require maintenance or repair work abroad, call our Customer Service Department on +45 70 15 15 44 in advance to discuss what's available in that country.

Courtesy car in connection with service.

- If you need a courtesy care or collection service when having your car serviced, order it in good time at the service centre (when booking time for service and/or repair).
- A courtesy car or collect/bring service is conditional on the service centre offering it, and that it is ordered in good time in accordance with the service centre's availability. The collection service applies within a max. radius of 20 km from the service centre.



Tyre service

Keep the wheels turning

Alphabet covers the cost of changing tyres due to wear and storage in accordance with your leasing agreement.

What do I need to bear in mind with regard to Alphabet's tyre service?

Changing and storage of tyres must be provided by one of the Alphabet Danmark's approved suppliers. Alphabet Danmark currently has a partnership deal with SuperDækService for changing and storing wheels and tyres. The user of the car is responsible for ensuring that tyres are always legal. If you have an agreement for summer and winter tyres with Alphabet, remember that:

- The change to winter tyres must be done between 15 October and 1 December. Alternatively, as soon as the daytime temperature goes under 7 degrees C.
- The change to summer tyres must be done between 15 March and 1 May. Alternatively, as soon as the daytime temperature goes over 7 degrees C.
- Alphabet Danmark permits you changing tyres as soon as the tread is worn down to 3 mm or less. The legal minimum is 1.6 mm.
- You can book a time for tyre-related services with SDS online here.
- Or contact SDS direct on: 76 15 30 00 or email: info@sds.dk.

Repairs and other services

Alphabet must approve other repairs and services not covered by your leasing agreement or outside the scope of a normal service before they are booked.

Please contact Alphabet on +45 70 15 15 44 or e-mail info.dk@alphabet.



Alphabet App

Business mobility on the move

We want to make sure you always get where you're going. That's why we developed Alphabet App. This service app gives you rapid, comprehensive information when you need it: on the move.

What it contains:

User details

Contact details and all the general user details you may need on the move. Such as details on tyre changes, service and insurance.

Partners

Contact to all our partners throughout the country.

Need to fill up or charge your car?

The app will show you the way to your nearest filling station or charger.

Download Alphabet App

And make life a little easier. Go to App Store or Google play.



Returning your car

Step by step

Returning your car should be as easy and straightforward as possible. That's why it's important to take all the necessary precautions beforehand to avoid problems when returning.

Flexible return options

All Alphabet's cars go through a returns process when the leasing agreement expires. That process is simple and uncomplicated. All you have to do is return the car to our inspection partner FDM. Go to our website to find the nearest return site to you. More details [here](#).

Remember to delete any personal data on your car's navigations and bluetooth device before returning it.

What do I need to bear in mind with regard to returning the car?

Please return the following along with the car:

- Registration certificate (if you have received it).
- Keys (2 pcs.).
- Service manual (if you have one) and instruction manual.
- Any extra wheel sets (summer and/or winter).
- Any optional extra supplied with the car (cycle rack, ski box, iPad holder etc.).

If your wheels are stored with a service partner/dealer, it's your responsibility to collect and return them with the car. It's important that your car is cleaned inside and out.

If the car has been damaged during the leasing period and not repaired, get the damage reported and assessed by your insurance company before returning it.

Go to our website to download a detailed brochure on acceptable and non-acceptable damage.

Remember that there can be individual agreements with your company concerning return.

Booking time to return your car

Go to our website to book a time to return your car:

www.alphabet.com/da-dk/tilbagelevering

Use your car's registration number to log in.

We hope you've had a lot of pleasure from your car, and thanks for being a customer at Alphabet. If you have any questions concerning return, you're always welcome to contact our Customer Service Department on +45 70 15 15 44.

Taxation when returning your company car

As long as you return your company car after the 1st of a month, your employer has to charge you tax for having it at your disposal for a whole month in accordance with the law. If we're fully booked for returns on the last day of the month, you can drop your car off without booking a time. All you have to remember is to ask for a receipt from the returns site to confirm that you have not had your company car at your disposal. Send that receipt to your company's Payroll Department.