

Road Fund Licence

Your vehicle has a road fund licence included for the duration of the contract. This is now handled electronically by our Maintenance Department.

Insurance

Your vehicle must be comprehensively insured at all times. If you have any doubts about your policy or extent of your cover, please refer to your employer before driving the vehicle.

Traffic Offences & Tolls

We are not responsible for the payment of any fines or toll charges that may arise from the use of the vehicle including fixed penalty notices. If for any reason we have to process any documentation on your behalf we will charge your employer the costs incurred plus an administration fee.

MOT Inspection

We will remind you or your employer that the vehicle is due for an MOT test if and when it comes due. Please ensure the inspection is done prior to its expiry to keep you road legal.

Accidents & Theft

Please refer to any guidance notes issued by your employer. All accidents or thefts must be reported to us as soon as possible and we will provide assistance in accordance with the arrangements made between us and your employer. You must inform the police if any persons have been injured, third party property has been damaged and in all cases of theft of or from the vehicle. Do not admit liability to anyone and only make comment if necessary to the police.

Overseas Travel

You should notify us of your intention to take the vehicle outside of the UK at least three weeks before departure. We will need to know the dates of departure and return and the country you are travelling to.



Vehicle Termination

You will be advised of the due termination date of your vehicle in advance. We will arrange the collection of the vehicle at the same time.

The vehicle should:

- Be legal, roadworthy and have a valid MOT
- Be free from damage
- Include all supplied equipment (EV charging cables)
- Be accompanied by keys including spare keys
- Have been serviced in line with requirements
- Be clean and empty of belongings



Maintenance Department



fleetservices@smc4cars.com



02392002002



Southern Motor Contracts, Unit B2,
Endeavour Business Park. Penner Road,
Havant, PO9 1QN

**SOUTHERN
MOTOR
CONTRACTS** **SMC**



Guidance Notes

updated March 2026





Breakdown Information

Please ensure before you make a call to the breakdown services you have the following:

1. Your name
2. Location of breakdown
3. Your employer's name
4. Nature of problem
5. Vehicle make, model and registration number

Polestar: 08081348372	Mazda: 0800777179
Audi: 0800699999	Mercedes: 08001777777
BMW: 0800777111	Mitsubishi: 08005879833
Citroen: 08001972046	Nissan: 01913352879
Fiat: 02034508702	Peugeot: 08001972045
Ford: 02035644444	Renault: 08000858005
Honda: 0800521728	Seat: 0800262622
Hyundai: 03300530341	Skoda: 0800826625
Jaguar: 0800246844	Tesla: 01628450630
Kia: 03301590418	Vauxhall: 0800553388
Landrover: 03300530401	Volkswagen: 03301003241
Lexus: 0800246866	Volvo: 0800777116
MG: 03300530439	Toyota: 03447016201

Only after expiry of this cover, please contact:

SMC Breakdown Service
AA – 0800424151 (Account Number: 72912)

Service & Maintenance

All work has to be authorised prior to it being carried out. We are linked with all main dealers and many of the small independent garages using the 1Link System.

To book a service, maintenance work or mechanical repairs please contact the garage directly and let them know the vehicle is owned by Southern Motor Contracts or use the 'Book a Service' feature on our website.

Tyres

We have national accounts with major recognised suppliers of tyres, exhausts and batteries. Please call the general numbers below for your local branch:

Kwik Fit | 0330123520 | (Acc Num: N6487M)
Halfords | 03301359779 | (Acc Num: 2827)



General Information

Please remember that you are responsible for the condition of the vehicle and the safety of your passengers. You are advised to check your levels and tyre pressures regularly and ensure the vehicle is serviced according to manufacturers recommendations.

Ad-Blue

Ad-blue is a fuel additive that has been introduced to Euro 6 vehicles and is required to reduce the output of NOx emissions. Please ensure you top up the Ad-Blue when instructed by the vehicles indicator, if this is not adhered to the vehicle may breakdown and not re-start. Ad-blue can be purchased from local garages, motor factors or stores such as Halfords.

Temporary Replacement Vehicle

In some circumstances you may be entitled to a replacement vehicle whilst your vehicle is unavailable. If you do not have access to your own vehicle then please telephone us and we will advise you of any procedures that have been agreed.

Glass

In the first instance, please contact your company to confirm whether you have windscreen insurance. If there is no cover in place and you would like to arrange replacement glass, please call your local supplier.

All glass replacement will be recharged.

Tyres

Current legislation states it is a legal requirement to have a minimum tread depth of 1.6mm. This is applicable to the central 75% of the tread width in a continuous band around the tyre. Please also ensure that the tyre pressure is checked regularly and maintained at the correct level.