

Instructions for Use Vehicle Use

This information leaflet provides all the important instructions on using the vehicle in a summarised form. You will find detailed information and the terms of use in our Terms and Conditions, in the teilAuto User Manual and in the “Help and Contact” section at teilauto.net. Vehicles are booked by **app**, at **teilauto.net** or by telephone on **+49 (0)345 44 5000**. Kindly always book for a sufficiently long period to complete your business or extend your booking in good time in case of delays. For more information about your first drive or on how the vehicle functions work, please consult the **Manufacturer’s User Instructions** for the vehicle, which you should read carefully.

Driving

Before setting off: always check the vehicle for possible damage.



1. Opening

By smartphone app: go to Booking, tap on “Open Vehicle” and follow the instructions. **By customer card:** hold the card in front of the scanner field (front windscreen).



2. Checking

Damage? Check inside and outside. Prior damage: check prior damage in the log book or the app. Fresh damage and defects **must** be reported before setting off: +49 (0)345 44 5000.



3. Driving

Smoking is absolutely prohibited! During breaks: always lock the vehicle. **Safe driving!**

Filling

You only need to fill up the vehicle if the tank is less than 1/4 full.



Payment: cashless with the DKV fuel card.

The fuel card PIN is shown in your online booking account during the ongoing booking. Or call +49 (0)345 44 5000 to receive the PIN. Fuel card rejected? Please pay the amount. Send us the reimbursement form together with the original receipt.

Cleaning

Please note: you will be charged for returning a severely soiled vehicle at the end of your booking in the same way as if you returned a damaged vehicle.



teilAuto checks the cars regularly – but not after every trip. So: **always return the vehicle in a clean condition, ready for the next user.** Use the fuel card to pay for carwash (select simple carwash) and vacuuming.

Returning

Return the vehicle in a faultless condition, ready for use by the next person. The next user depends on your cooperation.



1. Parking

Always return the vehicle to the **same station at which you picked it up!** Make sure the tank is at least 1/4 full. Close all windows, switch off all electrical systems and remove any obvious dirt.



2. Locking

Place the keys back in their holder in the glove compartment. Electric vehicle? Connect to the charging station; check that it is charging. **Use the app or customer card to lock the vehicle.**

Accidents

Please note: the wellbeing of those involved and safety at the accident site are the most important concerns!



Immediately call +49 (0)345 44 5000.

Injuries? Damage to third-party property? **Call the police (110).** Note down: name of the other parties involved in the accident and the vehicle owner, also the license plate, the police case number or log number. Report this information to teilAuto without delay.