

StreetFleet Driver Instruction Manual

A guide to your
Fleet Managed Vehicle



Welcome

As your organisation's fleet management provider, we welcome you on board!

We have prepared this booklet as a guide to assist you with our most frequently asked questions as well as some tips on how our services are delivered.

Please refer to this as needed to make the process of looking after your vehicle, the simplest and easiest experience.

Your vehicle should have our stickers on the rear window, service books and inside the windscreen (top right). Please contact us if you do not have them.

These will assist suppliers like service and tyre centres to know that it is a StreetFleet managed vehicle and that they need to contact us for approval prior to completing work and receiving payment.

If you have any queries at all, please feel free to contact your consultant or our office at any time on 1300 273 359 or through our contact form here:

<https://streetfleet.com.au/contact>

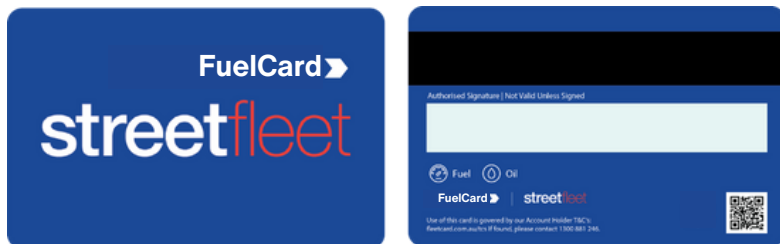
Happy Driving!

From,
The team at StreetFleet!



Fuel

If your organisation has asked us to manage your fuel cards, you will receive a StreetFleet fuel card usually within 10 days of the delivery of your new vehicle. This card is specific to your vehicle's fuel type and is restricted for use in your vehicle only. Please do not use a card across multiple vehicles.



Present the card to the cashier after filling up and provide an accurate odometer reading at each fill. You may collect FlyBuys points on fuel purchases at select suppliers.

Call StreetFleet for any issues on 1300 273 359.

The most common type of misfuelling, potentially the costliest, is petrol into a diesel engine. Petrol pump nozzles are smaller than diesel nozzles so can fit easily into a diesel tank.

If you have realised the mistake at the time of refilling, whatever you do – **do not turn on the engine**. The car will need to be **towed** to your mechanic of choice and the fuel tank drained.

Unfortunately, if you do start your diesel vehicle with unleaded petrol in the tank the results are:

1. Minor repairs usually require a flushing of the fuel system and replacement of the filters which costs \$468 on average.
2. Major repairs arise after the vehicle is driven until abnormal engine noise and performance is experienced and could mean an engine replacement. The associated costs of major repairs required vary significantly between manufacturers.

Use the service locator on the StreetFleet website for fuel station locations:

<https://merchant-finder.autoguru.com.au/streetfleet>

Renewal of Registration

StreetFleet manages the registration renewals on your fleet vehicle, but if you have any concerns, please contact us directly.

Registration Renewals: regos@streetfleet.com.au

Tyres

We have National accounts with:

- Mobile Tyre Shop
- Beaurepaires
- Bridgestone
- Tyrepower

When required, make an appointment and take your vehicle directly to a tyre centre. Please request that the replacement tyres are “like for like”. Note that our system will alert you via sms if we detect a set of tyres should have been fitted.

When you take the vehicle into the tyre centre, let them know your vehicle is fleet managed by StreetFleet - they will call us to obtain an approval prior to any work commencing and for us to remit payment on the invoice, once completed.

Use the service locator on the StreetFleet website for tyre centre locations:

<https://merchant-finder.autoguru.com.au/streetfleet>



Accident Management Program

This sticker is inside your windscreen, top RHS. This is a specific hotline solely for StreetFleet vehicles where the company has requested we enable this service. In the event of any accident (no matter how minor) please contact 1300 273 359 and use option 1 for assistance with repairs, logistics and claims process available 24/7.

Call 1300 273 359

roadside assistance
accident support
general enquiries

streetfleet

Roadside Assistance

If your organisation has opted for our roadside assistance program, please call 1300 273 359 and option 2. They can assist with breakdown services, keys locked in vehicle, flat battery, flat tyre etc. They cannot assist with accidents or repairs.

Service & Maintenance

When your vehicle is due for a service, as indicated by the sticker on your wind-screen, contact a service centre that is convenient for you and book in your appointment.

You must only take your vehicle to a reputable service provider for regular servicing & maintenance.

Use the service locator on the StreetFleet website for service centre locations.

<https://merchant-finder.autoguru.com.au/streetfleet>

When you take the vehicle in for the service, let them know your vehicle is fleet managed by StreetFleet.

Present them with the service book with our sticker on the front. We will arrange payment so when the service is complete all you need to do is drive away.

Place this sticker on the vehicle service manual:



Notes:

Notes:

Need help? Call StreetFleet.

1300 273 359

info@streetfleet.com.au

www.streetfleet.com.au



street-fleet-pty-ltd



StreetFleetAus



StreetFleetAus

streetfleet