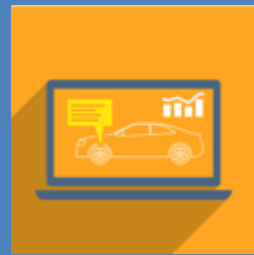


Driver's Guidebook



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Maintenance Service Policy of Sumitomo Mitsui Auto Leasing & Service (Thailand) Co., Ltd.

We shall provide the preventive maintenance check service with high quality for all customers' vehicles in order to keep your vehicles in safety condition and to prevent emergency breakdown trouble at all times. Our maintenance check service is also provided in accordance with maintenance standard of each manufacturer.

In addition, the fulfilled system with 24 hours Call Center Service **ANSWER24** shall support all customers promptly and accurately in case of emergency trouble.

1. About Usage and Control of Contract Vehicle

- After delivery of contract vehicle to customer, the person who manages the vehicle should use and keep the vehicle carefully. If there is any change of using location, please contact us in advance to proceed of changing designated maintenance workshop.
- Customer shall use the contract vehicle based on estimated monthly mileage as stipulated in contract.
- If the actual mileage exceeds the estimated mileage significantly when return the expiry contract vehicle. In this case additional repair fee arising from excessive mileage may be charged.

In case of contract vehicle get damaged, regardless of any cause the vehicle need to be repaired. Therefore, please contact us immediately.

2. About Maintenance Service

- The scheduled maintenance check and general repair of contract vehicle shall be provided at designated maintenance workshop.
- In case of changing designated maintenance workshop due to any reason such as changing of using area, please contact us.

Details of Maintenance Service

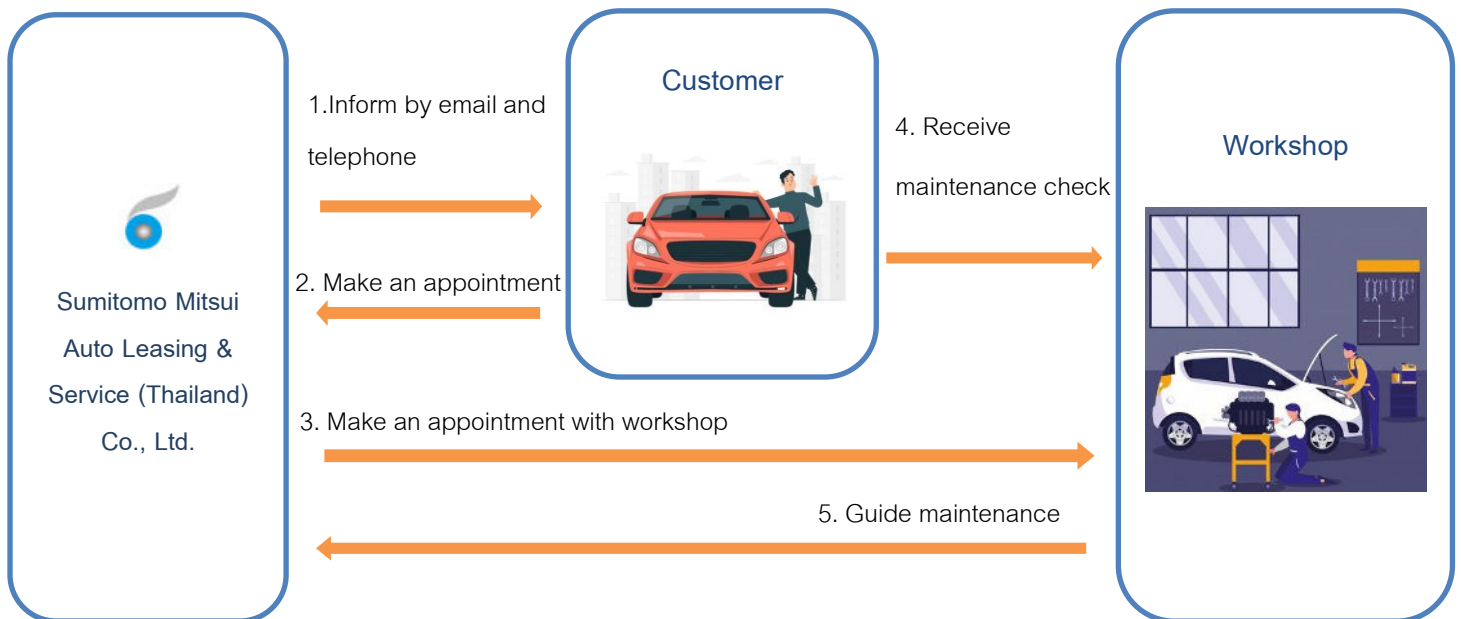
- The scheduled maintenance check (interval inspection) provides preventive maintenance inspection based on running distance or period whichever comes first in accordance with each manufacturer's standard.
- Replacement & replenishment of consumable parts; belts, filters, battery liquid, etc. will be provided with genuine parts according to maintenance standard
- Change high quality of engine oil based on each manufacturer's maintenance standard
- Change battery according to the condition stipulated in maintenance service card (except Hybrid Vehicle)
- Change tire according to the condition stipulated in maintenance service card
**Change battery and tire which equivalent to manufacturers' installed products and cannot change size or specify brand (tire brand used: Dunlop / Others ; subject to customer's contract)*
- Repair for vehicle trouble in normal usage and in case of vehicle breakdown
- Roadside assistance in case of engine stopping suddenly, unable running, etc.
- Provide extra maintenance according to special agreement

Preventive Maintenance Inspection Standard

- Maintenance Inspection provided in accordance with Maintenance Standard of Manufacturer's workshop and our company.
- Change engine oil and check leakage
- Inspect cooling system
- Inspect lamp & light, wiper, spare tire, noise, vibration, etc.
- Inspect engine
- Inspect brake system
- Inspect air-condition system
- Inspect tire and battery
- Others (V -belt and refrigerant, etc.)

* In some troubles, for instance, abnormal noise, abnormal brake condition, etc., the actual circumstance may be confirmed with the user directly.

3. Procedure of Scheduled Maintenance Check



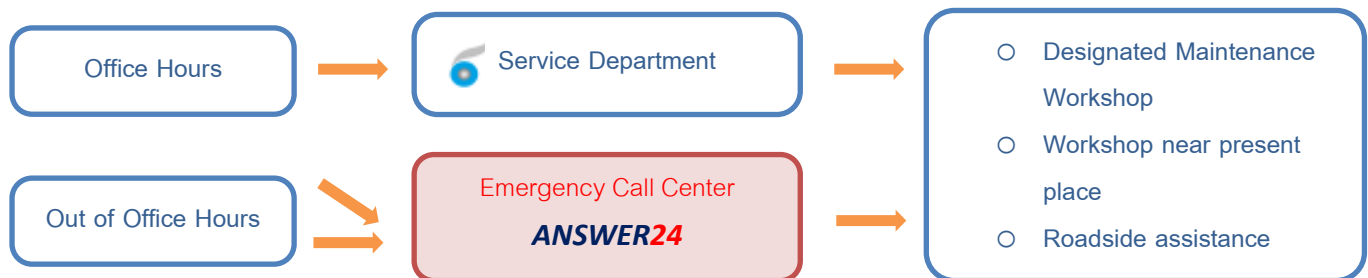
* The scheduled maintenance check is based on running distance or period whichever comes first in accordance with each manufacturer's standard.

4. Procedure in case of Vehicle Breakdown

Sudden Vehicle Breakdown

In case that vehicle trouble occurs such as abnormal condition while driving, warning light coming on, etc., please contact us immediately in order to receive maintenance check or repair.

When the vehicle is unable to drive due to any trouble such as belt lack, engine stop, etc.



Call Center Service for Emergency **ANSWER24** (Open 24 Hours 365 Days) 02-015-2525

Office hours (Monday - Friday 8:30 – 17:30) Tel: 0-2257-2700

Repair of Tire Puncture

In case of tire puncture, please stop driving immediately in a safe place and then replace the spare tire temporarily. For the vehicle equipped with emergency tire repair kit instead of spare tire as standard equipment, please arrange temporary tire repair. In case that the user is unable to replace the spare tire or arrange temporary tire repair by oneself, call to **ANSWER24** and ask for roadside assistance.

For puncture repair, as the regulation the repair will be arranged at tire shop where dealing with us. However, in some case if necessary or urgent, puncture repair may be arranged at other repair shop near present place. For any concern, please contact us.

Advance Payment for Repair

In case of emergency trouble, an advance payment for urgent repair at other workshop may be applied, in this case customer has to acquire the receipt on behalf of SMAT name & address correctly and submit to us for reimbursement (repair fee in case of emergency only). For more information, please contact us

- Name, Address and TAX ID. For receipts.

Sumitomo Mitsui Auto Leasing & Service (Thailand) Co., Ltd. Head Office

87/2 CRC Tower, All Seasons Place, 41st Floor., Wireless Road., Lumpinee, Pathumwan, Bangkok 10330

TAX ID: 0105546034393

*Please always specify TAX ID. correctly in receipts.

*Advance payment will be reimbursing on behalf of the company only.

5. Procedure in case of Accident

By Call Center Service **ANSWER24** for 24 hours 365 days, we shall support customer to proceed with appropriate action in any case such as accident.

Firstly, **ANSWER24** will contact the insurance company and ask for dispatching of a surveyor to the accident location. At the same time, if there is any injured person, arrangement of an ambulance and police dispatch will be applied as necessity.

If accident happens...

1. Ensure the safety and then provide first aid to injured person if any.
2. Do not move the vehicle if not needed because of an accident root cause inspection.
3. Contact our Call Center Service **ANSWER24**

Emergency Call Center ANSWER24 (Open 24 Hours 365 Days) 02-015-2525

6. How to use Spare Vehicle

We shall provide Spare vehicle according to the condition stipulated in the Maintenance Service Card.

In case of Maintenance over 24 hours (except Accident Repair)

After taking the vehicle to workshop for maintenance and maintenance period is estimated more than 24 hours, a spare vehicle will be provided from the second date (**day 2**).

In case of Accident Repair

After taking the vehicle to workshop/garage by customer for repair, a spare vehicle will be provided from the first date (**day1**).

* SMAT reserve the right to charge spare vehicle fee in case of insurance does not cover (ref. insurance policy).

About details of Insurance of Spare Vehicle

The details of insurance of each spare vehicle may be different, depending on each spare vehicle supplier who manages the insurance premium individually with different insurance coverage.

Accident/ Breakdown of Spare Vehicle

Please contact the supplier who provide the spare vehicle or contact our Call Center Service **ANSWER24**

Fuel fee of Spare Vehicle

Spare vehicle will be provided with full tank of fuel. Therefore, when you return the spare vehicle, please ensure to refuel full tank. In case of not refueling, the fuel fee with service charge will be requested upon supplier's condition.

Caution when use Spare Vehicle

Normally the spare vehicle is nonsmoking and no animal allowed. In case of violation, the penalty fee will be charged by spare vehicle supplier (penalty fee is customer's responsibility).

Restriction

- We cannot provide spare vehicle as following: vehicles with gross weight of over 3 tons, or vehicles with special specifications (such as dump truck or refrigerated vehicle)
- We cannot specify a particular model, specification, model year, load capacity, vehicle color, or a rental car company for spare vehicle. We cannot provide vehicle with a displacement of over 3000 cc, Electric vehicle, vehicle with telecommunication equipment, pick-up truck with roof, truck with cargo box.
- Spare vehicle must be returned as soon as possible after car repairing has been completed. Otherwise, a fine may be imposed based on daily rental rates.

7. Expenses not included in contract (Customer's Responsibility)

The repair fee of contract vehicle caused by **breaking, corrosion, and loss** is not included in maintenance service.

Other Expenses

- Fuel fee, car wash fee, parking fee, toll, fine
- Expenses caused by customer's mistake / negligence. For instance, forget key inside the car, damage of the key or loss, fill in wrong fuel type, make antenna broken, lose warranty card, lose jack & tools, etc. including spare car rental fee during repairing if provided.
- Expenses that happen from using as unusual and have been inspected and confirmed by the workshop.
- Expenses for maintenance goods such as additives(for engine, radiator, etc.), car wash, windscreen cleaner & wax, etc.
- Repair fee caused by intention of driving with warning lamp, run-flat or abnormal condition. Also repair fee caused by effect of over running more than the mileage stipulated in contract significantly.
- Expenses which uncovered by insurance (ref.insurance policy) i.e. car inspection fee, penalty charge, drunk while driving, no driving license, fake driving license, expense which insurance charge 50% or 100% (depend on insurance company) of actual cost such as tire damage and lubrication oil, expense of changing auto parts due to deterioration such as suspension system, towing fee that exceed insurance coverage, rental spare vehicle fee during repairing (if provided).
- Deductible charged by insurance company in case of damage not arising from collision or overturn or in case of collision but the driver is not able to report the other party to the insurance company. (minimum 1,000 Baht)
- Expenses due to loss of registration plate or vehicle tax, including the loss due to accident.
- Maintenance expenses due to going to different workshop without any notification to our company.
- Repair fee caused by negligence of scheduled maintenance check.
- Expenses for changing of text logo or sticker on vehicle.
- Fee of vehicle repair or replacement of accessories, including part modification.

8. Return of the Contract Vehicle

The contract vehicle shall be returned after expiry of the contract. (Only in case of an operating lease)

- ❖ The contract vehicle must be returned same as expiry date, as soon as possible.

Restoration of contract vehicle to original condition

As standard condition the contract vehicle shall be returned without any damage. Therefore, when returning the vehicle after expiry, the vehicle with the damage should be repaired or restored before returning.

Restoration Cases

- Exterior damage
- Interior damage
- Unremovable dirt caused by tar, paint, etc.
- Glass/lens cracked or broken
- Lettering/markings and stickers which were attached out of contract
- Modification and installment which were arranged out of contract
- Loss of installed standard equipment (car audio, wheel cap, spare tire, key set, vehicle tools, etc.)

Attention when return the contract vehicle

- Please confirm standard equipment and related documents equipped / kept in the vehicle completely, for instance, the copy of car registration, Tax label, vehicle manual, maintenance guidebook, insurance policy, jack & tools, spare tire, key set, etc.
- Please check your belongings such as business card, fuel card, etc. before returning the vehicle. It may be difficult to get back after returning the vehicle.
- In case of customer inconvenience to repair the damage or any supplement missing such as spare key, spare tire, and tools. When returned the vehicle, we reserve the right to charge for repair fee or restoration fee incurred.

9. Contact Information

Item	Working Hours	Contact Number
Accident and Emergency Breakdown: <i>ANSWER24</i> (Hotline)	24 hours 365 days	02-015-2525
Maintenance Appointment or Consultation	Mon. – Fri. 8:30 – 17:30	0-2257-2700
Inquiry about Repair of Accident Car		
Copy of Car Registration, Vehicle Tax, Insurance Policy		
Suggestion & Complaint		

EMERGENCY CALL CENTER SERVICE

In case of accident and emergency breakdown.

24 hours 365 days ready to support promptly

