

KiNTO ONE FLEET

CUSTOMER SERVICE CENTER

Service Hours

Monday to Friday, from 8 am to 8 pm, and on Saturday, from 8 am to 12 pm.

24-HOUR ROADSIDE ASSISTANCE

0800 703 02 06

KiNTO
ONE
FLEET



USER MANUAL

SERVICE CHANNELS
TO **KINTO ONE FLEET** USER

Scheduling the maintenance:

by Internet, on the [Customer Portal](#)

or by e-mail: suporte@kintomobility.com.br

User Service Center:

By telephone: 0800 703 02 06

by e-mail: suporte@kintomobility.com.br

Service Hours:

Monday to Friday, from 8 am to 8 pm

Saturday, from 8 am to 12 pm

More information available on the website:

www.kintomobility.com.br



1. INTRODUCTION

2. VEHICLE DELIVERY

3. VEHICLE MAINTENANCE

4. BACKUP VEHICLE

5. TRAFFIC FINES

6. **KINTO ONE FLEET** 24-HOUR ROADSIDE ASSISTANCE

7. VEHICLE RETURN

8. ACCIDENTS

9. USAGE VEHICLE TIPS

KINTO ONE FLEET

1. INTRODUCTION

Dear user,

Congratulations for being a part of the Managed Fleet by **KINTO**.

Your company has hired our fleet outsourcing services and, from now on, you will have the peace and security of our services. **KINTO** is a global mobility services brand of the Toyota group, presents in Asia, Europe, America North and Latin America.

This manual is extremely important for you and your company. It contains basic information for the correct use of the vehicle:

- We recommend that you attend the inspection in which the checklist is completed, signing it after confirming all the information;
- All vehicle documentation, keys and accessories must be kept and kept by you and returned at the end of the contract;
- If one of the items above is lost, contact the User Service Center and report the loss, in order to take steps to replace the item, as provided for in the contract;
- No modification or inclusion of accessories is permitted;
- You are responsible for ensuring that the vehicle is subjected to preventive maintenance, that is, those determined by the Maintenance Plan in the Manufacturer's Manual. To do this, keep an eye on the mileage of your vehicle and contact the Customer Service Center to schedule its review.

2. VEHICLE DELIVERY

Our vehicle is delivered new, without any mileage, with the safety items review, the original and standard accessories of the automaker. It also already contains the options purchased exclusively by your company (if applicable). All items are committed to the checklist you signed, confirming delivery of the vehicle in perfect condition.

Items delivered with the vehicle:

- Vehicle document (CRLV);
- Owner's manual;
- Fleet User Manual **KINTO One Fleet**;
- Original and reserve vehicle keys;
- Set of original carpets.

3. VEHICLE MAINTENANCE

Periodic maintenance must follow the rules and deadlines requested by the manufacturer or agreed in the contract.

KINTO will provide all necessary support in scheduling maintenance, however the scheduling must be requested by the user / tenant company.

HOW TO SCHEDULE YOUR VEHICLE MAINTENANCE

1. To schedule the maintenance, call the User Service Center by calling 0800 703 02 06, Monday to Friday, from 8 am to 5 pm.

Via web: <http://portalclientes.kintomobility.com.br/agendamentomanutencao>

Via e-mail: suporte@kintomobility.com.br

2. Wait up to 12h; our **KINTO** team will check which station is closest to you and the next available time.

3. Maintenance scheduled, the user must attend at the stipulated time and date.

Check the list of items not covered in your contract, which may be charged during maintenance.

4. BACKUP VEHICLE

Cases provided for in the contract in which there is no backup vehicle coverage:

- Loss of document
- Loss of license plate;
- Total Loss Confirmation;
- Robbery and theft;
- Seizure of the vehicle for non-compliance with traffic laws.

RELEVANT INFORMATIONS:

The checklist is your guarantee of the perfect condition vehicle returned; always have it in your hands and sign it with the person responsible for receiving the vehicle;

• Always provide the Police Report if a claim occurs, regardless of the severity of the accident, with or without a victim, and complete the Accidents form, available at the link below:

http://portalclientes.kintomobility.com.br/areaclientes/formulario_acidentes_sinistros.pdf

- Carefully read the rental agreement that will be signed when the replacement vehicle is picked up.

5. TRAFFIC FINES

- **KINTO** will manage and monitor the fines with the traffic authorities.
- Traffic violations committed with rented vehicles are the responsibility of the company and / or the vehicle driver.
- Any and all traffic violations received by **KINTO One Fleet** will be communicated by the email registered by the user.

FOR DRIVER IDENTIFICATION

We will forward an email asking you to fill in the information of the violator with the instructions for carrying out the driver's indication to the traffic organ.

Note: no competent organization regulated by **CONTRAN** accepts copies of signatures, digital signatures, scanned documents or any documents that can be edited for driver identification.

§ 8 of article 257 of the CT8: after the period provided for in the preceding paragraph, if there is no identification of the infringer and the vehicle is owned by a legal entity, a new fine will be decreed to the vehicle owner, maintaining the one originated by the infraction, the value of which is the fine multiplied by the number of equal infractions committed in the 12-month period.

HOW TO APPEAL AGAINST THE FINE

It will be up to the vehicle driving violator to appeal if necessary. If deemed valid, the amount of the fine / infraction payment will be reimbursed by **KINTO** to the company, after the return has been made by the competent agency, without any increase.

If the user needs additional documents, he must request to KINTO.

Notifications/ fines/infractions received by **KINTO** after the deadline must be appealed by the client, and **KINTO** doesn't have fines or sanctions for impropriety of the competent organization.

If you have any doubts regarding fines, contact us by e-mail:

multas@kintomobility.com.br

or by calling the call center: **0800 703 0206**.

Traffic violations committed with rented vehicles are the responsibility of the company and / or the vehicle driver.

Any and all traffic violations received by KINTO One will be communicated by the email registered by the user.

6. KINTO One Fleet 24-HOUR Roadside Assistance

KINTO 24-hour roadside assistance is an exclusive service that is available throughout the national territory, 24 hours a day, 7 days a week.

The services will be performed by a service provider hired by **KINTO**, and the user can be aware of the coverage limit within a radius of up to 100 km* from the event location for towing and alternative means of transport.

With the KINTO 24-hour roadside assistance, the user will be entitled to the services:

- Electric assistance;
- Mechanic assistance;
- Alternative transport;
- Lack of fuel;
- Vehicle opening (Key assistance);
- Accommodation;
- Tire change.

The user must inform himself about the user's liability values, in case the coverage limit is exceeded.

24-hour roadside assistance: 0800 703 0206.

7. VEHICLE RETURN

At the end of the contract the leased vehicle must be returned considering the following conditions:

The vehicle return is done in two stages:

Vehicle inspection

- **KINTO One Fleet** will indicate the location for the technical return inspection, where the vehicle's condition will be checked;
- At the end of the inspection, you must carefully analyze all the points marked on the checklist, ensuring that the information is correct, so that there are no charges that you don't agree with. Finally, date and sign the document. It is at that moment that the user must manifest any non-conformity with the inspection and signal it in the checklist;
- Remember to take the Manual, as spare keys and the updated document.

If you forget any of these items, or any other mandatory item, the surveyor won't be able to list any checklist (this may incur financial charges in the future).

Vehicle return

- The user must schedule the return of the car at the location indicated first by **KINTO One Fleet**;
- If you have any additional questions about the vehicle return process or conditions, please contact the **KINTO One Fleet** User Service Center.

8. ACCIDENTS

WHAT TO DO IN THE EVENT OF AN ACCIDENT

- Keep Calm;
- Remove the car from the road and look for a coasting;
- In case of a victim, call the emergency if necessary;
- Provide the Police Report (BO) immediately;
- Maximum deadline for presentation within 24 hours;
- The police report is mandatory and must be carried out in any event of accident (small, medium or large), vehicle theft, regardless of the vehicle insurance contract
- Contact SAC to request the Claim form.

ATTACH THE FOLLOWING DOCUMENTS

- **KINTO** driver's license copy and third party (IF ANY);;
- **KINTO** CRLV insured vehicle copy and third party (IF ANY);
- Police Report copy
- Photos of the damaged **KINTO** vehicle, third party or causing vehicle (IF ANY);
- Name, telephone and email of the third party.
- After the form has been duly filled in and all the necessary documents have been added, the customer must send them to: suporte@kintomobility.com.br;
- Wait for KINTO's return within 48 hours to continue the process;
- The delay or failure to deliver the Police Report within 24 hours will result in the full charge for the vehicle or its repair;
- In the event of a claim with a third party(ies), in which the latter(s) consider themselves a victim(s), ask them to contact our Customer Service Center;

- If the vehicle does not present road conditions, contact **KINTO One Fleet** 24-hour Roadside Assistance and remain on the local until the platform arrives, which will forward the vehicle to an accredited **KINTO One Fleet** car repair shop.

9. USAGE VEHICLE TIPS

Regularly check the vehicle's general condition. Vehicle dashboard information is important for your safety. Stay tuned:

- Yellow lights indicate some component dysfunction; stay alert and check as soon is possible;
- Red lights indicate a serious anomaly; look for a safe place and stop the vehicle for better checking. Activate **KINTO One Fleet Roadside Assistance**, if necessary;
- Always wear your seat belt;
- Calibrate the tires weekly as a preventive measure, observing, in the Manufacturer's Manual, the exact calibration to be used;
- Always park in a safe place;
- Refuel the vehicle at reliable gas stations;
- Drive regularly, avoiding high engine speeds, and don't exceed the vehicle's load capacity;
- Don't rest your hand on the shift lever unnecessarily; this practice damages the parts and indicates improper use of the component;
- Avoid resting your foot on the clutch pedal with the car in motion or the engine running;
- In case of floods, do not attempt to travel where water accumulates. This will imply the loss of the contracted coverage.