



## **Update 20.04.2020 – Coronavirus: what does it mean for cars and motorists?**

We've been watching developments as they unfold and hopefully, we can give you all a couple of valuable insights into as to what the advice really is...

In the automotive industry, almost all car brands - including the likes of Groupe PSA, Ford, Volkswagen, Toyota and Nissan - paused car production across Europe while dealerships closed their doors. Meanwhile, the UK Government's advice to avoid any non-essential travel in cars or on public transport stands.

### **Can I still drive my car?**

You're still allowed to use your car if you're leaving your home for one of the approved reasons - these include shopping for essentials, going somewhere to take daily exercise, attending a medical appointment, assisting an elderly or vulnerable person, or travelling to or from work.

Although the Government hasn't announced any plans to shut roads to prevent people travelling during the Coronavirus lockdown, it has instructed people not to leave their homes for any other reason. This means that driving your car for any reason other than those listed above - including just going for a drive on your own - is inadvisable at the present time. Anyone caught doing so by the police could face a fine.

### **I can't get my car serviced. Will that invalidate my warranty?**

An increasing number of new cars have variable servicing agreements based on mileage, rather than age. Owners of cars under this regime need not worry; if you're not using the car, self-isolation should not risk invalidating your warranty.

If your car is subject to fixed service intervals and needs scheduled maintenance at a specific time, things are slightly less clear-cut. Most manufacturers have a grace period of around one month or 1,000 miles, so there is some scope for those unable to get to a dealer. However, should self-isolation take owners beyond this period, The Motor Ombudsman recommends contacting your car's manufacturer for more advice.

## Are garages and Bodyshop's open?

Whilst most businesses, including showrooms, have been forced to close, garages remain open, alongside car rentals and petrol stations. The government's commitment to ensure "those who will keep the air, water, road and rail passenger and freight transport modes [to continue] operating" is certainly clear enough...



## Don't forget we can come to you and take care of everything

Are you a keyworker, or do you have an urgent need for our services? Worried about leaving your house but want your car fixed and back on the road?

### Fleetline can help...

We have a transport department with drivers and vehicles ready to collect your car direct from you. We have a full-size recovery truck if your vehicle isn't driveable and we really can take care of everything, you can also be sure of the following...

1. We have clear and stringent contact processes in place to protect both ourselves and you, virtually eliminating any physical contact, and can arrange a secure pick up of your vehicle keys
2. Our Courtesy cars are always clean and sanitised
3. All images of your vehicle can be done online, and we'll be taking a set of images for us and you either way
4. All the relevant documentation can be done online too
5. We deal with all insurance companies and will help with your excess wherever possible
6. Our legendary award winning customer service is still intact and there for you all

This is a difficult time for everybody, and as we are open supporting critical services to stay on the road. We are here for everyone, Stay Safe

The Fleetline Team

