Renault Eurodrive
Travel booklet
Europe with peace of mind

renaultusa.com
EDITORIAL
Thank you, dear Customer!

Thank you for choosing Renault Eurodrive for your stay in Europe.

At Renault, we have always believed that cars should be suited to everyone’s life style and everyone’s expectations. This ambition is reflected in our quest for mobility that is sustainable and environmentally friendly, and for safety and quality that can be accessed by the masses.

These traveling instructions contain comprehensive information on how to use the Renault Eurodrive. The information contained in the booklet is available online at our website, www.renaultusa.com.

Our team is dedicated to ensure that you are a satisfied customer. Do not hesitate to send your suggestions or complaints to the following email address: qualite.eurodrive@renault.com.

We wish you a pleasant stay in Europe at the wheel of your Renault or your Dacia and thank you again for choosing Renault Eurodrive.

Renault Eurodrive Team

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This booklet contains answers to all the questions you have about your vehicle, from pick-up to drop-off.
Important

- The regulations, highway codes and procedures in the event of an accident or damage differ from one country to another. You are responsible for your travel in Europe. Therefore, remember to refer to the specific regulations that apply in each country.

- All offenses will result in a police report which will be sent directly to the contract holder’s home (i.e., the person to whom the registration card (“carte grise”) is issued to). The contract holder is responsible for the fines associated with the infraction.

Picking up your car

UPON ARRIVAL

Please remember that, in order to deliver your vehicle under the best possible conditions, you must:

- provide your delivery center with your appointment details or your flight number.
- If you do not have a flight number, then please contact your delivery center for an appointment at least 3 working days before the scheduled delivery date.

If you change your flight, train or arrival date and time, please contact our pick-up center as quickly as possible.

Always refer to the information about your pick-up center on page 12-13. We will wait for you for 30 minutes after the agreed time and for 1 hour after flight arrival statement.

PICK-UP PROCEDURE

Please present:

- your passport (or identity card),
- a copy of your Renault Eurodrive contract.

Your spouse, partner or a family member may also pick up the car and drive it, providing they present an authorized document with your signature and a copy of your passport. Your partner must, in addition to the authorized document, present a certificate proving partnership or a sworn statement of partnership with your signature.

Drivers must be at least 18 years old and possess a driver’s license valid for use in the country concerned. In the case of a special contract, only the contract holder is allowed to drive the vehicle in the country where they intend to drive.

You will be presented with several items:

- vehicle registration papers,
- an European accident report with instructions,
- an insurance certificate,
- an insurance assistance booklet,
- two keys (or cards) for the vehicle,
- a safety kit (reflective jacket and warning triangle).

FUEL INFORMATION

Corresponding fuel terminology

<table>
<thead>
<tr>
<th>ENGINE</th>
<th>FUEL</th>
<th>NAME AT PUMP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gasoline</td>
<td>Super unleaded</td>
<td>Sans plomb SP 95 / SP 98</td>
</tr>
<tr>
<td></td>
<td>Unleaded / Gasoline/petrol</td>
<td>Gasolina sin plomo 95</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gasolina sin plomo 98</td>
</tr>
<tr>
<td>Diesel (dCi)</td>
<td>Diesel</td>
<td>Diesel / Gazole / Gas-oil</td>
</tr>
</tbody>
</table>

The Renault Eurodrive fleet is not equipped with snow tires.

Important

For safety reasons, the cars are delivered with enough fuel necessary to reach the nearest gas station, which corresponds to a 50 kilometer minimum distance. This is why the gas light might be “on” upon pickup.

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DRIVE WITH PEACE OF MIND

YOUR RENAULT OR YOUR DACIA IS PROTECTED:

You are covered by a comprehensive insurance policy not subject to a “deductible”, ensuring you assistance 24/7 from any of our 10,100 Renault service points, even for punctures, loss of keys or putting the wrong fuel in the tank.

- in case of breakdown: by the manufacturer warranty.
- in case of accident, theft, attempted theft, fire, vandalism, broken windows, punctures, lost keys or wrong fuel: by the deductible-free multi-risk insurance in your Renault Eurodrive contract.
- Whatever the problem, just call: +33 (0)1 84 95 96 97

YOUR VEHICLE IS COVERED IN 42 EUROPEAN COUNTRIES

Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Great Britain, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Macedonia, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Vatican.

EXCLUSIONS

- The Eurodrive contract does not cover the towing and other costs resulting from running out of fuel (gasoline or diesel), mechanical incidents related to improper use of the vehicle, punctures due to damage caused to hubcaps or rims, mechanical incidents with trailers and hitches, snow tires and chains, driving or parking violations, impoundment, telephone, bar expenses, restaurants, fuel (including cost of fuel to replace wrong kind of fuel used), tolls, car top carriers and/or bar expenses, restaurants, fuel (including cost of fuel to replace wrong kind of fuel used), tolls, car top carriers and/or bad weather conditions.
- The contract does not cover events resulting from holders’ participation in sports competitions, bets and matches.
- The rental vehicle must be dropped off with a full tank in a center operated by the rental operator in question, and not in a Eurodrive drop-off center.
- Costs in case of force majeure: strikes, riots or acts of God etc. .
- The contract does not cover events resulting from holders’ participation in sports competitions, bets and matches.
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- The contract does not cover events resulting from holders’ participation in sports competitions, bets and matches.

USEFUL INFO

- You are no longer insured after the validity date of your insurance certificate, and if you drive in a country not mentioned in the list above.
- Never leave the registration documents and the spare keys in a parked vehicle.

CLAIMS

You must always make a declaration for your Eurodrive vehicle:

- either an accident report with a third party (check the insurance policy number of the third party and make sure he/she signs the document).
- or a full declaration within 24 hours (giving a detailed explanation of the circumstances, including the vehicle registration number, date, location, and damage noted on the vehicle).

Cases of vandalism or theft, must be reported to the police and the original report must be sent to TSA Gras Savoye. The document must always be faxed to the following number: +33 (0)1 76 89 00 47.

Without a declaration, the insurance company will not pay any refunds. The same applies to damages or incidents affecting rental vehicles provided further to an incident with your temporary transit vehicle.

CAUTION!

Remember Renault Eurodrive insurance and assistance does not cover Albania, Belarus, Kosovo, Moldavia, Russia, Ukraine and the Turkish part of Cyprus.

IN THE EVENT OF INCIDENTS

WHAT TO DO IN CASE OF BREAKDOWN, ACCIDENT, FIRE, VANDALISM OR THEFT?

Procedures that must be followed:

- BREAKDOWN 1  1  1
- ACCIDENT 1  2  4  5  6
- OTHER 1  3  4  5  6

1 Call (24/7): ☏ +33 (0)1 84 95 96 97
2 Carefully fill out both sides of the European accident report.
3 Report the incident to the police.
4 Fax your European accident report to ☏ +33 (0)1 76 89 00 47 or call ☏ +33 (0)1 76 84 96 96
5 Send the originals to the following address:

TSA GRAS SAVOYE
GRAS SAVOYE AUTO
TSA 74255
77283 AVON CEDEX
6 If the vehicle is left in a Renault or Dacia garage, always leave the registration documents inside the vehicle.

CAUTION!

As soon as a dashboard warning light becomes illuminated, it is essential to immediately stop the vehicle and contact the assistance department.

VERY IMPORTANT!

Should any of the incidents described above occur, you MUST call Renault Assistance at +33 (0)1 84 95 96 97 BEFORE taking any action. Even if you are at a Renault repair shop, Renault Assistance must be notified first. Renault Assistance will make the final determination on what is and what is not reimbursable.

Dialing Instructions:

When you are in the same country dial (0) without international code. When calling from outside of the country dial the international call prefix (e.g. 00), which varies by country and to be checked locally, then the country code (e.g. 33), then the phone number without the (0). For example: Local call from France to France dial: 0 1 84 95 96 97
International call from Italy to France dial: 00 33 1 84 95 96 97
EXTENDING YOUR CONTRACT

Any changes or cancellation of your contract (place of delivery, vehicle, contract holder’s name) made less than 40 days before delivery of your vehicle will be subject to $750 fee.

You may extend the length of your contract following the delivery of your vehicle, within the limits of the expiration date of the vehicle’s registration certificate. To do so, contact Renault Eurodrive Monday to Friday from 9 am to 4 pm, excluding public holidays:

- from France: ☏ 01 76 84 99 00
- from outside France: ☏ +33 1 76 84 99 00

You will be asked to supply the following information:
- the registration number of your vehicle or the number of your Renault Eurodrive contract,
- the number, expiration date and security code of your credit card (the only authorized payment means),
- the date you want to extend the contract to,
- a postal address, an e-mail address or fax number so we can send you a new insurance certificate.

CAUTION!
If you haven’t extended your contract with Renault Eurodrive, use of the vehicle becomes illegal after the date of the original contract. In addition, the customer and their passengers are no longer insured. The driver alone will be liable for damages caused to third parties.

Extension costs in 2016

<table>
<thead>
<tr>
<th>Model</th>
<th>Fee per Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENAULT</td>
<td>34 €</td>
</tr>
<tr>
<td>DACIA</td>
<td>24 €</td>
</tr>
</tbody>
</table>

DO YOU WISH TO PURCHASE AND OWN YOUR VEHICLE?

You or a family member have the option to purchase in full the rental vehicle and become the owner of the title in France when the contract expires.

No later than 3 weeks before the end of your contract, contact Renault Eurodrive, Monday to Friday, 9am to 4pm, except on public holidays:

- From France: ☏ 01 76 84 99 00
- From outside France: ☏ +33 1 76 84 99 00

Important

Extension fees must be paid by credit card.
Returning your car

DROP-OFF PROCEDURES

Customers are required to call their return center 3 business days before the scheduled drop-off date.

All the information you need will be supplied during this call. You will be expected no later than 30 minutes after the arranged time.

If you need to change the drop-off time:
Let your return center know as soon as possible about any change in drop-off times, so that your local correspondent can welcome you in the best possible conditions.

If you need to change the drop-off location:
To return your car to a different center from pick-up, contact the center of your choice no later than three business days before return date. You will be billed for return fees outside France not settled when making your order.

If you need to return your vehicle early:
You may benefit from a reimbursement for days not used, subject to a deductible of 10 days. You will be billed for a minimum 21 days. Please contact your agent.

You are required to return the vehicle in good mechanical and body conditions and in a correct state of cleanliness. The vehicle inspection will take place when the vehicle is returned, so please make sure to allow sufficient time.

Any vehicle returned dirty (pet hair, sand, mud, stained upholstery, trash left in the vehicle, etc...) will entail a complete cleaning which will be charged 80€.

ITEMS TO BE RETURNED

- the vehicle
- both of the vehicle’s keys or cards
- the registration documents
- the warranty booklet and the driver’s handbook
- the safety kit (reflective jacket and warning triangle)
- the duly completed European accident report, if you have had an accident
- the SD card of the GPS

CAUTION!
If you return the vehicle late (after the date mentioned on your contract), an extension fee will be charged (see page 8). Renault Eurodrive accepts no responsibility for personal belongings left behind in the vehicle.

Important
Always refer to the “Pick-up and drop-off centers” chapter (pages 12 and 13) for contact details about each center.

Important
You will be billed for any missing items on return (documents mentioned above, keys or cards, vehicle equipment).

You will be charged fees for not returning the vehicle to a Renault Eurodrive.
This chapter contains a list of our pick-up and drop-off centers in France and Europe, plus their contact details that you will need to make an appointment before picking up or dropping off your vehicle.

Amsterdam +31 (0)20 890 38 46
Barcelona +34 93 184 56 71
Bordeaux +33 (0)5 56 60 23 54
Brest +33 (0)2 99 00 34 91
Brussels +32 (0)2 721 05 92
Bucharest +33 (0)2 82 27 10 82
Calais +33 (0)6 22 13 93 54
Frankfurt +49 (0)69 257 385 652
Geneva +33 (0)6 84 97 25 47
Lisbon +351 21 846 27 97
London +44 (0)20 881 996 91
Madrid +34 91 529 29 11
Marseille +33 (0)4 41 20 30 07
Milan +39 0 665 001 456
Montpellier +33 (0)6 81 08 81 14
Nantes +33 (0)6 88 24 96 46
Nice +33 (0)6 84 97 25 47
Paris 16e +33 (0)1 40 71 72 40
Paris Orly +33 (0)1 49 75 13 50
Paris-CDG +33 (0)1 48 62 37 53
Porto +351 22 996 64 27
Rome +39 0 665 001 456
Santiago-de-Compostela +34 948 15 03 23
Strasbourg +33 (0)3 88 49 11 07
Toulouse +33 (0)5 40 81 08 00
Vigo +34 98 625 10 88

**Notes:**

IN FRANCE
- Bordeaux / Menégnac airport
- Brest / Guipavas airport
- Calais / Harbour
- Lyon / Saint Exupéry TGV train station
- Lyon / Saint Exupéry airport
- Marseille / Marseille Provence airport
- Montpellier / Montpellier Méditerranée airport
- Nantes / Airport
- Nantes / TGV train station
- Paris 16e / City center
- Paris Orly / Airport
- Paris CDG / Airport
- Saint-Louis / Bâle-Mulhouse Airport
- Saint-Louis / Bâle-Mulhouse / City
- Strasbourg / Entzheim airport
- Toulouse / Blagnac airport

IN EUROPE
- Amsterdam / Schiphol airport
- Amsterdam / TGV train station
- Barcelona / Airport
- Brussels / Zaventem airport
- Frankfurt / Molsheim airport
- Geneva / Cointrin airport
- Lisbon / Airport
- London / Heathrow airport
- Madrid / Barajas airport
- Milan / Linate airport
- Milan / Malpensa airport
- Milan / City
- Munich / F.J. Straus airport
- Porto / Sá Carneiro airport
- Rome / Fiumicino airport
- Santiago de Compostela / Airport
- Santiago de Compostela / City
- Vigo / City

**CAUTION!**

- **For pick-ups:** if you do not send a flight number, then you must make an appointment with your center no later than 3 working days before the agreed pick-up date.

- **For drop-offs:** you must make an appointment with your center no later than 3 working days before the agreed drop-off date.

- We will wait up to 30 minutes maximum beyond the agreed time and one hour after flight arrival statement.

* Detailed information about the opening hours of the switchboard at your pick up or drop off location is available in the corresponding location sheet.
The key to serenity

Soon after your arrival at the airport, pick up your new vehicle from one of our 35 centers in Europe, manufacturer’s warranty and Renault service’s quality, possibility to subscribe to a service contract (extended warranty, maintenance and service) and/or to an insurance contract, assistance Renault 24/24 and 7/7.

Buy a new Renault or Dacia vehicle, your agent Eurodrive will deal with all

Soon after your arrival at the airport, pick up your new vehicle from one of our 35 centers in Europe, manufacturer’s warranty and Renault service’s quality, possibility to subscribe to a service contract (extended warranty, maintenance and service) and/or to an insurance contract, assistance Renault 24/24 and 7/7.

Checklist

Before you leave for Europe:

☐ Inform your eurodrive agent of the flight number at least one week before your departure.
☐ If you do not have a flight number, make an appointment with your delivery center (at least three working days before the end date on your order form).
☐ Check your flight times with your airline and inform your delivery centre of any changes.
☐ Carefully read the “User’s Guide” in your travel booklet (pp. 3-11), which provides all the necessary information, from pick-up through to drop-off.
☐ Bring your order form
☐ Bring your travel booklet.
☐ Bring authorization document where applicable (see p. 5).

When you drop off your vehicle:

Make sure you have not left any personal belongings in the vehicle. Return:
☐ both of the vehicle’s keys or cards,
☐ the registration documents,
☐ the warranty booklet and the driver’s handbook,
☐ the safety kit (reflective jacket and warning triangle),
☐ the SD card of the GPS,
☐ the duly completed European accident report, if you have had an accident.
While all reasonable efforts have been made to ensure the accuracy of the information provided, due to Renault’s policy of continuous improvement all particulars contained are subject to constant revision and Renault reserves the right to change, alter or modify, among other things, specifications and services without any notification at any time.

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