



*Sen var diye biz varız*

## VEHICLE USER MANUAL



Online Services

[www.hedef filo.com](http://www.hedef filo.com)



7/24

**444 1 433**



**COPILLOT**



# TABLE OF CONTENTS

Vehicle Pickup.....	02
Theft.....	05
Accidents.....	07
Exceptional Circumstances.....	13
Malfunction and Repair.....	15
Periodic Maintenance.....	18
Theft/loss of License Plate, Registration or Key.....	20
HGS.....	21
To Reduce Fuel Consumption.....	23
Various Warning Lights.....	25
Important Winter Driving Tips.....	28
Important Phone Numbers.....	31

# WELCOME TO THE PRESTIGIOUS WORLD OF HEDEF FİLO!

This brochure is prepared to facilitate your access to the information you might need to ensure the best and most advantageous vehicle lease experience.

We wish you a comfortable and pleasant journey...



## HEDEF FİLO CUSTOMER SERVICE

You can contact us 24/7 for all your support and other needs.  
Hedef Filo Customer Service: 444 1 433



**VEHICLE PICKUP**



## VEHICLE PICKUP

- Please read the owner's manual and warranty handbooks provided by the manufacturer or the distributor company and delivered with the vehicle during pickup.
- Call 444 1 433 Hedef Filo Customer Service to enter your contact information into the system after picking up your vehicle.
- Please be informed of your company's (leased) vehicle usage procedures before using your vehicle.

The leased vehicle is initially offered to its user under favorable sales conditions at the end of its lease period. Seize the opportunity.

- This vehicle can be used by the authorized persons specified by the lessee in the operational vehicle lease agreement signed with Hedef Filo.

- The person or the company using the vehicle shall be responsible for the payment of all fuel, parking, bridge, and highway costs (including OGS) as well as any traffic tickets. Please contact Hedef Filo Customer Service for any other expense.
- No alteration or modification should be performed, and no additional parts should be installed to the vehicle without Hedef Filo's information and approval.
- Do not interfere with the vehicle's speedometer or allow others to do so. In case of such interference, please notify Hedef Filo.

Make sure that you have received the traffic kit, fire extinguisher and chain equipment provided with the vehicle during pickup and to return such equipment during vehicle return.

- Make sure not to leave any personal belongings in the vehicle when leaving your vehicle at the service station for maintenance, diagnostic, or repair operations. Service stations and our company shall not be responsible for any items left in your vehicle.





**THEFT**



## PRECAUTIONS

- Never leave your vehicle with its key in the ignition under any circumstances.
- Before leaving your vehicle, take a few seconds to make sure its windows are fully closed, and the doors and the trunk are locked.
- Never entrust your vehicle to third persons. Always request a parking ticket from the attendants before leaving your vehicle in a parking lot.

## THEFT

- Try to gather information from the surrounding area to eliminate the possibility that your vehicle might be towed by the traffic police.
- If you become convinced that your vehicle has been stolen, please notify the police immediately.
- Then, contact and inform 444 1 433 Hedef Filo Customer Service.
- Deliver the reports containing your statement within 72 hours to Hedef Filo Customer Service officials. Please note that a temporary vehicle shall not be provided until these documents are finalized.





**ACCIDENTS**

# ACCIDENTS



1. First, check the physical condition of individuals in the vehicles involved in the accident, and contact relevant institutions for immediate treatment if necessary.
2. Do not move your vehicle and call 444 1 433 Hedef Filo Customer Service to report the accident.
3. Hedef Filo Customer Service will provide necessary information and direct a tow truck to your location if your vehicle is inoperable.
4. A traffic collision report with material damage shall be filled out in accidents that result in material damage if the driver/drivers involved in the accident mutually agree on the causes of the accident in the report.
5. According to Highway Law No. 2918, as amended on the 1st of April 2008, police or gendarmerie do not intervene in traffic accidents for the purpose of filing a traffic collision report if the parties mutually agree on the causes of the accident and the following conditions are met.
  - a. The accident must involve more than one vehicle. Single-vehicle collisions that occur without the involvement of another vehicle or accidents where it's uncertain who caused damage to a parked vehicle are not covered within this scope.
  - b. The accident must result in material damage. Police or gendarmerie should be called in accidents that result in death and/or injury.

- c. Do not move your vehicle and call 444 1 433 Hedef Filo Customer Service to describe the accident and its magnitude in detail.
  - d. All parties involved in the accident must have a driving license for the vehicle they are driving.
  - e. Drivers must be free from suspicion regarding alcohol use and mental health.
  - f. Vehicles involved in the accident must not belong to the public and no damage to public property must be caused.
6. A traffic collision report with material damage shall not be filled out in cases where the above conditions are not met. The parties should notify the traffic police by calling 155 if the accident occurred within the city or 156 if it occurred within a gendarmerie area.
7. Ensure that the police are notified, and a report filed in case of single-vehicle collisions that occur without the involvement of another vehicle or accidents where it's uncertain who caused damage to a parked vehicle. If unable to contact the police or the police do not respond, proceed to the nearest police station to file a "Record of Statement". Take the signed statement describing the accident with you.

# IMPORTANT REMINDERS IN THE EVENT OF ACCIDENTS

1. Try to remain calm as much as possible and do not rush. You may end up being wrong due to something you might forget. After reaching an agreement with the other party, consider the following without moving your vehicle.
  - Does the other party have a driving license?
  - Is the other party in good mental health?
  - Is the other party covered by a traffic insurance policy?
  - Was there any damage to public property?
  - Were any public vehicles involved in the accident?
2. Don't forget to take photos from different angles before moving your vehicle from the scene of the accident.
3. The following information must be provided in the event of an accident:
  - If the repairs are carried out by unilateral declaration: A photocopy of the driving license and registration, the statement describing the accident and photographs of the scene must be provided. A police report must be filed if it cannot be determined whether the cost of the damage falls within the declaration limit. If the repair cost exceeds the declaration limit in cases where a police report is not filed, the excess cost shall be reflected to the customer.
  - If the repairs are carried out by a mutually agreed upon report: A photocopy of the driving license and registration, the photocopy of the traffic insurance policy of the other party and the photographs of the scene must be provided.

- If the repairs are carried out by a police report, traffic collision report or expert's report: A photocopy of the driving license and registration, alcohol report and the original of the relevant report must be provided. If filing a police report is required but the law enforcement officers are not present at the scene of the accident, it is necessary to proceed to the police station to file a record of statement.
4. If two or more vehicles are involved in the accident, all drivers listed in the official report must file a report. Make sure to obtain photocopies of the driving license, registration, and traffic insurance policies of all drivers.
  5. If any of the vehicles leave the scene of the accident before the statements are taken, call the police or gendarmerie.
  6. Take actions pursuant to the laws. Omissions in the inspections performed after the vehicles are towed will result in the responding officer taking no action and invalidating any objections.
  7. The report is filed only to specify the causes of the accident. The determination of fault (including the assessment of fault percentages) will be settled by the commission established after the TRAMER (Traffic Insurance Information Center) entry if insurance companies fail to reach an agreement.
  8. Always have the relevant forms present in your vehicle. You can contact Hedef Filo Customer Service and request such forms.
  9. In the event of disagreement, you have the right to call the police and gendarmerie.
  10. A form filed with mutual agreement holds the same value as one filed by traffic police. Any subsequent objections shall be deemed invalid. Therefore, be sure to take your time and to fill in the form accurately and thoroughly. Also, ensure that all parties involved in the accident signs the form.

11. The received forms will be delivered to insurance companies and recorded into the TRAMER system, and an objection to the assessment of the other party shall be filed if necessary. Please note that the party who fails to deliver the forms shall not have the right to object, and in such case only the decision of the other party's insurance company shall be deemed valid.
12. Fault percentages shall not be determined as a percentage. Instead, parties shall either be fully at fault/faultless or at equal fault.
13. Make sure to deliver the accident report, alcohol report (if applicable), photocopies of driving license and vehicle registration, and the documentation of the other vehicle involved in the accident to the service station designated by Hedef Filo for the repair of the vehicle by the end of the working hours of the following day at the latest.
14. Make sure not to leave any personal belongings in your vehicle when leaving your vehicle at the service station or to the service station officials.
15. You have a declaration limit of 700 TL per incident for each vehicle. Police report is not mandatory for the declaration limit to be valid. However, obtaining a police report is advisable since drivers cannot determine such an amount at the time of the accident.



**EXCEPTIONAL CIRCUMSTANCES**





## EXCEPTIONAL CIRCUMSTANCES

1. Ensure your safety first in the event of natural disasters such as fire and flood.
2. After making sure the danger has passed, contact 444 1 433 Hedef Filo Customer Service to provide detailed information regarding the incident and the condition of the vehicle.
3. If the vehicle is damaged, make sure to request a detailed damage report and a driver's record of statement from the police or gendarmerie station.







**MALFUNCTION AND REPAIR**



## MALFUNCTION AND REPAIR

1. If you encounter a malfunction while driving, find a suitable location to park your vehicle.
2. Place a warning sign behind the vehicle that is visible from 100 meters. If you parked your vehicle in a curve, place that sign so that it's visible from 40 meters.
3. Contact 444 1 433 Hedef Filo Customer Service to provide information such as your location and the nature of the malfunction.
4. Also, if moving the vehicle is inadvisable, seek help from Customer Service for towing the vehicle to the authorized service station. If you haven't covered the relevant cost, don't forget to request an invoice issued on behalf of Hedef Filo.
5. Make sure not to leave any personal belongings in your vehicle. Service stations and our company shall not be responsible for any items left in your vehicle.
6. Hedef Filo will provide a temporary vehicle if necessary.

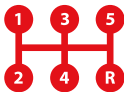


**PERIODIC MAINTENANCE**



## PERIODIC MAINTENANCE

1. Remember to comply with the maintenance periods specified in the user manual and/or warranty provided by the manufacturer or the distributor of your vehicle.
2. Call 444 1 433 Hedef Filo Customer Service when your vehicle is due for service. After receiving relevant instructions, you can deliver your vehicle to the nearest authorized service station for maintenance.
3. Make sure not to leave any personal belongings in your vehicle when leaving your vehicle at the service station for the performance of maintenance operations.
4. No payment is required for the operations carried out in our authorized service stations.
5. Maintenance schedules may vary for each vehicle according to their brand and model. You can find your vehicle's maintenance schedule under the "Maintenance Schedule According to Vehicle Brands".



## MAINTENANCE PERIOD FOR BRANDS

BRAND	PERIOD
Volvo	Every 10000 km
Seat	Every 15000 km
Nissan	Every 10000 km
BMW	Every 15000 km
Mercedes	Every 15000 km
Hyundai	Every 15000 km
Citroen	Every 15000 km
Dacia	Every 20000 km
Toyota	Every 10000 km
Ford	Every 15000 km
Opel	Every 15000 km
Peugeot	Every 15000 km
Audi	Every 15000 km
Volkswagen	Every 15000 km
Skoda	Every 15000 km
Fiat	Every 10000 km
Renault	Every 20000 km

Note: All vehicles must undergo annual maintenance regardless of whether they reached the mileage limit provided in the above table.

## THEFT/LOSS OF LICENSE PLATE, REGISTRATION OR KEY



1. Notify 444 1 433 Hedef Filo Customer Service. Apply to the police or gendarmerie station according to the provided instructions to make the necessary notifications and file a report.
2. Procedures for issuing a new registration will commence immediately following your delivery of the relevant reports.
3. The issued registration or license plate will be delivered to you as soon as possible.
4. If your vehicle key is missing, ensure the safety of your vehicle until instructed by the Hedef Filo officials.







**HGS**



## HGS

All vehicles provided by Hedef Filo have HGS. All transactions related to HGS are carried out by Hedef Filo, and you will be responsible for the payment of tolls. You can contact **444 1 433** Hedef Filo Customer Service to obtain detailed information regarding HGS.







**TO REDUCE FUEL CONSUMPTION**

## TO REDUCE FUEL CONSUMPTION

1. Avoid excessive speeding and driving at high motor speeds.
2. Avoid sudden accelerations and hard braking.
3. Release the accelerator while descending, avoid shifting the gear to neutral and turning off the engine.
4. Avoid carrying excessive weight.
5. Avoid using accessories that might adversely affect the aerodynamic structure of the vehicle.
6. Inspect your tires regularly and keep their air pressure within factory settings.
7. Use the speed locking system on straight roads as much as possible.
8. Stop the vehicle rather than idling if you remain stationary for an extended period.
9. Use the air conditioner only when necessary and avoid leaving it on during driving.





**VARIOUS WARNING LIGHTS**



## VARIOUS WARNING LIGHTS



1. **Check (Fault) Light:** Check light indicates a fault related to your vehicle. Call 444 1 433 Hedef Filo Customer Service and visit the nearest service station as directed. If other warning lights aside from the check light such as oil, movement and brake warning lights also turn on while driving to the service station, park your vehicle at a secure location and do not move your vehicle.



2. **Brake Warning Light:** Brake warning light indicates a fault related to the braking system or the breakdown of the brake pads. Park your vehicle at a secure location and do not move your vehicle. Call 444 1 433 Hedef Filo Customer Service and request help.



3. **Illumination Warning Light:** Illumination warning light indicates that one or more of the vehicle lights are not working. Call 444 1 433 Hedef Filo Customer Service and visit the nearest service station as directed



4. **Oil Pressure Warning Light:** Oil pressure warning lights might appear red in some vehicles and yellow in others. A yellow warning light means that the engine oil level is lower than it should be and there's no harm in driving the vehicle to the nearest service station. Call 444 1 433 and visit the nearest service station as directed. In case of a red warning light, do not move the vehicle and call 444 1 433 Hedef Filo Customer Service for assistance.



5. **ABS System Fault Warning Light:** ABS warning light indicates that the vehicle's ABS braking system is disabled. If present, the ESP system working with this system also becomes disabled and ESP warning light turns on. If only ABS and ESP warning lights turn on and brake warning light remains off, the vehicle's braking system is working normally, ABS and ESP systems are disabled. Contact 444 1 433 Hedef Filo Customer Service and visit an authorized service station as directed.



6. **Water Level Warning Light:** This light indicates that the vehicle water level is insufficient or at a higher temperature than normal. When this warning light turns on, park and stop your vehicle at a secure location as soon as possible. Call 444 1 433 Hedef Filo Customer Service and request assistance immediately.



**IMPORTANT WINTER DRIVING TIPS**



## IMPORTANT WINTER DRIVING TIPS

1. Never start diesel vehicles before the glow light turns off.
2. Always idle your vehicle for at least 1 minute without pressing the accelerator before leaving in the morning.
3. Remove any accumulated snow that might obstruct visibility before starting the vehicle. (If provided, take care not to damage the antenna on the roof of the vehicle.)
4. Before moving your vehicle, turn on the air conditioning to remove the condensation (if any) on your vehicle's windows using window position and air circulation.
5. If the temperature is expected to fall below 0 °C, turn the steering wheel towards the curb and leave your vehicle in gear while parking. Never engage parking brake.



6. When parking your vehicle in cold weather, raise the wiper arms to prevent the wiper blades from sticking to the windscreen and tearing, or place a newspaper between the wipers and the windscreen to prevent contact. Do not use the wipers immediately after starting the vehicle during winter. Wait for the windscreen to defrost.
7. Make sure the tire pressure is 1 or 2 PSI higher than normal in snowy weather.
8. Keep your vehicle at low speeds as much as possible when driving on snowy roads.
9. Make sure to descend steep declines on snowy roads in the lowest gear without pressing acceleration (in compression).
10. While descending steep declines on snowy road in vehicles with automatic transmission, make sure to use D1 if the slope is too steep and the road narrow, and D2 if the slope is less steep and the road wider.
11. ABS system does not shorten the safe braking distance under any circumstance. Do not rely on the ABS system to stop at a shorter distance. ABS system prevents the vehicle from slipping and drifting on wet and/or snowy roads (slippery surfaces).
12. Wiper nozzles spraying no water in cold weather may indicate that the water contained within the water tank, connection hoses or nozzles has frozen. Repeatedly activating the wiper system may lead to the burnout of the water motor.
13. When required, tire chains must be installed completely and correctly, and their tightness must be checked. Otherwise, the mudguard, braking hoses or ABS sensor may get damaged.



## IMPORTANT PHONE NUMBERS

Traffic Police.....	155
Municipal Police.....	153
Environmental Information.....	181
Gendarmerie.....	156
Forest Fire Report.....	177
Police.....	155
Fire Report.....	110
Police Information.....	174
Coast Guard.....	158
Tourism Information.....	170
Governorship.....	179
Emergency Medical Service.....	112

## HEDEF FİLO CUSTOMER SERVICES



Online Services

[www.hedef filo.com](http://www.hedef filo.com)



**444 1 433**



**COPILLOT**

