

# Manual

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The foundation of this manual comes from the agreement: „Participation contract, GTC, pricing and privacy policy“. Please remember that the current versions of said agreements are only available at [www.stattauto-muenchen.de](http://www.stattauto-muenchen.de).

Effective: March 2019



## 1. Contact

Mailing address	Spectrum Mobil GmbH STATTAUTO München CarSharing Aidenbachstraße 36 81379 München
Phone	089 - 20 20 57 - 0
Fax	089 - 20 20 57 - 57
E-Mail	info@stattauto-muenchen.de
Website	<a href="http://www.stattauto-muenchen.de">www.stattauto-muenchen.de</a>
Bank account	Spectrum Mobil GmbH STATTAUTO München CarSharing IBAN: DE92 7015 0000 0058 2696 14 SWIFT/BIC: SSKMDEMM Creditor Identifier: DE19ZZZ00000348633
Agency business hours	Monday to Friday: 9 am to 4:30 pm. Additionally Wednesday until 7 pm (on workdays)
 <b>Damage report and helpline outside our business hours</b>	<b>24h Booking Center</b> The phone number is also available on the back of your customer card (24h daily)

Please regularly inform yourself about the latest developments of STATTAUTO München on our website [www.stattauto-muenchen.de](http://www.stattauto-muenchen.de) at [Events](#).

## 2. Cars

Car Classifications	Label	Car Examples
1	Compact Class	Toyota Aygo
2	Economy Car	Ford Fiesta / Hyundai i20 / Renault Clio Toyota Yaris / Toyota Yaris Hybrid
3	Station Wagon	Renault Megane / Toyota Auris Tourer
	High Roof	Renault Kangoo
4	Sedan	Toyota Auris Hybrid
	Compact Van	Toyota Verso (7 seats)
5	Passenger Van	Renault Trafic Minibus (short, 9 seats)
6	Cargo Van	Ford Transit Bus (medium size, 9 seats)
8	Transporter II	Renault Trafic (medium cargo space)
9	Transporter III	Renault Trafic Transporter (big cargo space)
11	Mini Car (E)	Renault Zoe (E)
12	Mid-Size (E)	Nissan Leaf (E)
13	Transporter II (E)	Nissan e-NV200 (E) (medium cargo space)

### 3. Booking

#### 3.1 Booking procedure

To book a STATTAUTO München vehicle, you have the choice between our app, website or via phone. When you choose our website or app, you're doing the booking yourself. There you will be provided with an extensive overview of our cars, stations and booking options.

Our STATTAUTO München app can be found on the Google play store as well as the Apple store:



#### Online booking

- Log in with your customer number or e-mail address and your four-digit pin code (pin code of your customer card).
- Choose your desired booking period.
- Choose your location or station (can be selected on the map as well).
- You can use the filter to further specify a car class and your desired equipment.
- Selection and booking of desired car.
- You will immediately receive a booking confirmation via e-mail.



#### Booking via phone

If you decide to book a car via phone, one of our booking agents will handle your request (you can find the phone number on the back of your customer card).

Our booking center is on call 24/7.

You will receive a booking confirmation via e-mail subsequently.

Cancellation, extension or shortening of a booking is also available via our booking center or online.



**Important:**

Is a delay predictable, please check the app if an extension of your booking is possible. Should you not be able to extend your booking yourself because of an already planned follow up booking, please call our booking center **immediately!**

**3.2 Car equipment:**

**Ordering equipment:**

We will gladly provide equipment for a booked car while supplies last. You can check the pricing on our price list.

**Equipment:**

Baby seats: We have baby seats that fit children between 9 and 36 kilogram as well as classic booster seats.

There are roof racks, bike racks, ski racks or roof boxes in different sizes available for cars starting from class 3. For high roof station wagons only roof boxes mountable.

**Fetching, delivering and setting up equipment:**

You can fetch snow chains, baby seats and reflective vests.

We can deliver snow chains, baby seats, reflective vests and roof racks.

Setup and mounting of roof boxes is only allowed to STATTAUTO München service employees.



**Important:**

Always book equipment in time via e-mail [info@stattauto-muenchen.de](mailto:info@stattauto-muenchen.de) or phone (only 089 202057-0 during our business hours). You will receive a confirmation of your order via e-mail.

**Please be aware that we can't consider orders made by leaving a voice mail or via remarks in your online booking!**

**4. Accessing the car**

Access to our cars, respectively the keys, is controlled via an electronic system that is directly connected to our booking system. The key will either be in an electronic key safe or in the car (with cars that have a board computer – BC). To open either the safe or the car you will need your customer card and your pin code.

NEVER write your pin code or customer number on your customer card so that no unauthorized person can abuse it.

Should you forget or misplace these dates, you can check in with our authorized service employees at the agency who will inform you after an identity confirmation.



**Caution:** *After 3 misentries of your pin code your STATTAUTO München customer card will be temporarily locked.*

#### 4.1 Access board computer:



Illustration 1 (card reader)



Illustration 2 (control terminal)

You can find the keys on the inside of the car in cars with a board computer (BC).

##### Starting your trip:

- Hold your STATTAUTO München customer card up against the card reader (Ill. 1) which is located behind the windscreen on the driver's side. Alternatively you can start your trip with the app.
- At first you will see a red light flash. Hold your customer card up until the yellow light flashes. The yellow light will flash while the board computer checks your authorization. This can take up to one minute. After that the green light will flash and the central locking system will open. Now you can hop in.
- In the glove compartment you will find the control terminal (Ill. 2). Enter your pin code, press „Ok“ and only then remove the keys.
- Check the provided damage list before you start your trip. (see point 5.1).
- If available, secure the stall with the parking barrier or chain to prevent parking of other vehicles.
- Should you interrupt your trip during the booking period, lock and open the car with the keys.

##### Ending your trip:

- If you want to end your trip at the station, put the key back into the control terminal. Afterwards lock the car from the outside with your customer card: For this, hold your customer card up against the card reader – the central locking system will be activated and lock the car.

**The driving data will be calculated automatically.**

## 4.2 Access safe



Illustration 1 (card reader)



Illustration 2 (keyboard)



Illustration 3 (Display / control terminal)

A lot of our stations are equipped with electronic key safes (key manager) for the car keys.

### Starting your trip:

- At the start go to the safe and hold your customer card up against the card reader (Ill. 1) until the display reads „Geheimzahl“ (tr. „pin code“). Alternatively you can start your trip with the app.
- Enter your pin code (Ill. 2), the display will then read „Bitte Tür öffnen“ (tr. „Please open door“) (Ill. 3).
- You can now open the safe door.
- The display will now show you the number of the car key's slot and the ending time of your booking.
- Remove the key from the flashing slot (Ill. 3).
- After removing the keys, close the safe door slowly (carefully push the door shut).
- You open the car's door with the key and start your drive with reading the mileage and checking the damage list (see point 5.1).
- If available, secure the stall with the parking barrier or chain to prevent parking of other vehicles.

### Ending your trip:

- After you've parked and locked the car at the right stall, open the safe door again with your customer card and pin code and put the key back at any available slot. Your driving data will be displayed at the safe door's display. Close the door afterwards (carefully push the door shut, the build in electronics is sensitive).
- Fill out the trip report and toss it in the station's mailbox.



A **safety note**: Never hand the car keys over to the next customer at the end of your trip (possibly alleged next customer) – not even if you know each other.

Reasoning: Everyone has to verify their personal access authorization via the safe key or their customer card. Furthermore billing errors can occur in the electronic accessing system. A return of the key might not be possible anymore.



**Important:**

Problems with the engine immobilizer. Unfortunately from time to time it occurs that customers remove the transponders (Ill. 1) from our keychains. This results in our cars not starting anymore.

In your own interest please never remove any dangler from our car keys!



Illustration 1 (Car keys with transponder)

## 5. The ride

### 5.1 Reporting damage at the start

At first you remove the car keys from the electronic key safe that corresponds with the car you've booked (e.g. SF20). The key comes with a dangler that has the same labeling (e.g. SF20). Vehicles with BC (ones without a safe) have the keys on the inside of the car. Your customer card is used to unlock it.



**Important:** If you reach a station and the vehicle is not at the usual spot, please take a look inside the safe. There is a chance that the previous customer has left a note with the location they left the car at. Should this not be the case, please contact our booking center.

Next you inspect the car for visible damages (dents, scratches, etc.) Should you find anything that is at least as large as your customer card (Ill. 2), check the provided damage list entries in our STATTAUTO München app (see log book for advice). If the damage is not noted, you're obligated for your own coverage to inform our booking center about the damage **before you start your trip**. Please also report any unusual dirtying of the car.



Illustration 2 (scratches and customer card)

**The phone number of our 24h booking center is 089-7251316.**

Is the damage so severe that it impairs the safety of your trip please desist from using the car and immediately inform STATTAUTO München or our booking center.

Before you set off, please write the speedometer's mileage (not the trip counter) down on the trip report pad (not necessary in vehicles with a board computer).

## 5.2 Log book and maintenance

You'll find any important driving documents inside the vehicle – inside the log book you find e.g. the original registration certificate, green insurance card, damage list advice, if necessary trip reports and a refueling card. A guide book on how to use the car and radio/CD-player can be found in a separate folder.

Oil level, coolant level, tire pressure and water for the windscreen washer system should be checked regularly and refilled if necessary. This especially applies to long trips. During winter antifreeze needs to be added to the windscreen washer system water.

## 5.3 Refueling with a UTA refueling card

For your convenience you can refuel our cars cashless at many gas stations with the provided UTA refueling card, even abroad. Keep an eye out for the red UTA logo at the gas station.



### How it works:

Pay attention to the type of fuel: either Diesel or Super-Benzin (E5 or E10). Clues are located near the filler cap or inside the log book. Please don't refuel with premium fuel (super plus, „ultimate“, „V-Power“, etc.), since we'll have to charge you the price difference otherwise. Only fill the tank until the first automatic cutoff of the spigot.

Take the UTA card from the log book, memorize the pin code for the card (**you can also find it during a running booking in our booking system and in the app under Fahrten – Optionen – Tankkarte(n) anzeigen**) and use it at the checkout. When the card is pulled through or inserted in the data reader, enter the cards pin code and the current mileage.

**Please put the refueling card back at its designated spot inside the log book.**

The receipt (delivery note) can be discarded.

With the UTA card you are not only able to pay for your fuel but also for engine oil, antifreeze for the windscreen washer system, wiper blades and car wash expenses. You are not allowed to pay any toll fee with it.

### In case you have to refuel without UTA card:

Should you be at a gas station that doesn't accept the UTA card, please disburse the amount either in cash or with your visa card. On presentation of the original receipt you will receive the amount of your disburse as a credit on your next bill from STATTAUTO München. Please always put your name and the car ID on the original receipt and send it to the STATTAUTO München agency via mail.



### **Important:** Refueling at the end of your trip

Please make sure that the tank is at least a quarter full at the end of your trip. Should this not be the case, please refuel completely before the end of your trip. Our fuel card company UTA provides a [smartphone app](#) for locating gas stations. With it you are able to find gas stations all over Europe that accept our UTA refueling card. A route planner is implemented that shows every UTA gas station that is on your trips route.



At UTA points of acceptance you are only allowed to pay with UTA, otherwise we'll have to charge a fee for the increased administrative burden!



#### 5.4 Accidents, damage and breakdowns during a trip

Our vehicles have an indemnity as well as a roadside recovery insurance (roadside recovery – see log book). Within the limits of liability, our customers are liable for any damage up to a certain ceiling amount (see [price list](#)). Please be aware that you are able to conclude a safety package that will lower the amount you have to pay yourself.

In case of any accidents, damages and break downs during your trip, please inform STATTAUTO München immediately (agency – at night call our booking center). **In case of an accident, with or without an opposing party, always call the police!**

Additionally you are obligated to chronicle any necessary information and details. Fill in the damage report thoroughly (see log book). Legibly write down the license plate of the opposing party on it. **Never sign any cession, confession statement or the likes.**

Should you damage a stationary vehicle and neither owner nor driver can be contacted, immediately call the police or drive to the next police station and put the damage on record. It's not enough to leave a note for the owner/driver of the car. **An improper notification of the damage counts as a HIT AND RUN!**

In case of self-employed repairs to ensure a continuation of your trip, you are obliged to obtain permission by STATTAUTO München in advance (via phone). **We are only able to credit your bills if you issue the invoice for Spectrum Mobil GmbH, STATTAUTO München CarSharing.**

Any roadside assistance benefit has to be permitted by the insurance in advance via phone (see log book for phone number). Detailed documents about towing, retrieval, replacement vehicles etc. can be found inside the log book.

#### 5.5 Return

##### Stations with electronic key safe:

If necessary fill out the trip report completely at the end of your ride and toss it in the STATTAUTO München trip report mailbox after you've signed it. A lot of stations with an electronic key safe don't have a mailbox and work without trip reports – follow the instructions inside the car or safe!

##### In case of cash expenditure:

**Please always put your name and the car ID on the original receipt and send it to the STATTAUTO München agency via mail.**

Close all windows and doors completely – lock the doors – check from the outside if every window is actually closed – if necessary close the stall (barrier, gate).

At the end: put the key back into the safe at any available slot! Attention: Don't directly hand over the key to the following customer. (Safety note 4.2)

### Vehicles with board computer:

In case of cash expenditure:

Please always put your name and the car ID on the original receipt and send it to the STATTAUTO München agency via mail.

Close all windows completely – check from the outside if every window is actually closed.

Stick the key back into the control terminal inside the glove compartment! Lock the door from the outside with your STATTAUTO München customer card or the app.

Attention: Don't directly hand over the key to the following customer. (Safety note 4.2)



**Attention:** Should the reserved stall for the car be blocked or occupied, park at another nearby spot and leave a note in the electronic key safe that states where to find the vehicle (e.g. street and house number). Please inform our booking center about the deviating location.

## 5.6 Cleaning

STATTAUTO München is responsible for periodic basic cleaning of the vehicles (no need for checking after each trip!) Since those inside and outside cleanings are only possible in certain intervals, the vehicles should be left clean. The following customer should be able to enjoy their trip as well, which means e.g. take personal belongings and garbage with you and properly dispose of the latter, clean any dirt – if necessary beat the footmat and clean the inside completely if it's extremely dirty.

Additionally we'd like our customers to aid us with basic cleaning – especially after long trips. Customers, who carry out a complete inside and outside cleaning out of their own volition, will receive a small credit (see [price list](#)). Expenditures for car wash or coin vacuum cleaner can only be refunded after presenting the original receipt. Those expenses can also be paid cashless with the UTA refueling card at gas stations that accept UTA cards (see 5.3).

## 5.7 Lost and found

We do not assume any liability for objects that are left behind in our vehicles.

Should you find any objects in one of our cars that a past customer has forgotten, leave them inside the vehicle if possible. When vehicle cleanups are conducted, those lost properties are sent to the STATTAUTO München agency, where they are categorized. Valuables, whose owner can't be identified, are kept for four weeks. If you think that you've forgotten something in one of our cars, you are able to either arrange a free short time booking via phone or book the vehicle to regular conditions for at least one hour to search for the objects. Our booking agency will happily help you make a booking for a certain vehicle in case there are multiple similar cars at a station.

## 5.8 Trips to European foreign countries

Essentially you are able to travel to any country with our vehicles that is listed on the green insurance card. According to our general conditions of insurance, war zones and regions that are classified as conflict areas by our insurance are excluded.

Furthermore: Original vehicle registration and the green insurance card (you always have to have both documents in the car). Usually they can be found inside the log book, please check for them when you start your trip.

**Confirmation for international trips:** For trips to Eastern European countries (e.g. Poland, Czech Republic or Croatia) we recommend you to get a letter of confirmation from STATTAUTO München that validates your use of the vehicle in foreign countries. This should ensure that no foreign regulatory force will doubt your driving authorization.

Vignettes / Tolls: Motorway stickers (e.g. for Switzerland or Austria) as well as toll and tunnel fees are customer traveling costs and won't be refunded by us.

## 6. Cooperate car sharing

Via cross usage you are able to use vehicles from other cooperating car sharing programs in a lot of cities all over Germany.

With many providers it is possible to conduct bookings via the STATTAUTO München booking website or app with your customer number.

For the trip on site you are able to use your STATTAUTO München customer card. Traveling costs for our cooperating car sharing programs will be billed according to STATTAUTO München rates.

An overview over the car sharing organizations can be found on our [website](#).



STATTAUTO München CarSharing is a member of the Bundesverband CarSharing (BCS).

