



CUSTOMER CARE

PREMIER
MOTORS

الطائر
للسيارات
al tayer
motors



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CEO'S MESSAGE

Dear Customer,

On behalf of the company, I would like to take this opportunity to thank you for purchasing your vehicle from us.

We are committed to delivering the highest standards of customer service and making your vehicle ownership experience a pleasurable one.

This booklet is meant to answer your most frequent queries and contains brief descriptions of our extensive services as well as important information and key contacts.

Thank you for choosing Al Tayer Motors/Premier Motors.

Yours Sincerely,

Ashok Khanna
Chief Executive Officer

INTRODUCTION

Al Tayer Motors is part of Al Tayer Group, a diversified regional business established in 1979 with its headquarters in Dubai, UAE. Since its inception, the Group has grown rapidly and currently its operations span over 12 countries in the Middle East and beyond, with 7,800 employees.

Al Tayer Group operates leading, quality-focused businesses in automobile sales and service, luxury and lifestyle retail, perfumes and cosmetics distribution, engineering as well as interiors contracting. The Group operates over 180 stores across multiple markets in the Middle East. In addition, Al Tayer Group has investments in commercial real estate, contracting, supply chain management, precision tools manufacturing and travel agency services.

The Group's value system is committed to excellence in delivering quality and customer service by empowering employees, celebrating diversity and encouraging thought leadership, within an ethics-driven corporate culture.

Al Tayer Motors was established in 1982 and represents major European and American automobile manufacturers: Ford, Lincoln, Jaguar, Land Rover, Range Rover, Ferrari, Maserati, Spyker, DAF Trucks and Ford Trucks across the UAE.

With a growing network of sales, service and parts centres across Abu Dhabi, Al Ain, Dubai,

Sharjah, Ras Al Khaimah and Fujairah, the dedicated team of more than 1,700 professionals is committed to taking customer satisfaction to higher levels.

In Abu Dhabi, Ford, Lincoln, Jaguar, Land Rover, Range Rover, Ferrari and Maserati are represented by Premier Motors, a subsidiary of Al Tayer Motors.

Al Tayer Motors is also the exclusive representative for National Car Rental as well as Alamo in the UAE.



AMBER LOYALTY PROGRAMME

The Amber Loyalty Programme spans over 130 Al Tayer Group retail stores in the UAE, Bahrain and Kuwait. Rewards can be earned and redeemed across some of the biggest names in Fashion, Beauty, Jewellery, Home and Automotive products.

At both Al Tayer Motors as well as Premier Motors, customers may enroll in the Amber Loyalty Programme upon purchase of a vehicle. The programme is structured across 3 tiers, determined by points accumulated in a 12 month cycle from the date of enrollment.

KEY BENEFITS:

Feel Privileged: Collect Amber Points every time you shop for Fashion, Beauty, Jewellery, Home and Automotive products.

Feel Special: Get Priority Access to Exclusive Designer Previews and Special Events.

Feel Gifted: Enjoy the Amber Private Offer plus Bonus Points during your Birthday and Membership anniversary weeks.

Earn Amber Points for any purchase made at our 'Earning Partner' stores (points can be earned only on full price merchandise). A list of these stores is available for easy reference at www.myamber.ae or call 800 26237



VEHICLE INSURANCE, REGISTRATION AND RENEWAL

We are here to help you. We can arrange insurance quotations and guide you through the registration and renewal process at any of our showrooms. With no obligation to buy, we can ensure you have a choice of competitive premiums from insurers offering the best possible protection in the event of accident, theft or damage. For more information, please contact your nearest showroom:

New Vehicles Showrooms:

Abu Dhabi, Khalidiya
Dubai, Sheikh Zayed Road

Approved Pre-Owned Vehicles Showrooms:

Dubai, Sheikh Zayed Road

To contact any of the above New or Pre-Owned Vehicles Showrooms call:

800 MOTORS (668677)

Timings:

8:00 am to 8:00 pm Saturday to Thursday

4:00 pm to 8:00 pm on Fridays (Dubai, Sheikh Zayed Road).

For Ramadan timings, please call your specific showroom.



SHOWROOMS - ADDRESSES AND TIMINGS

New Vehicles Showroom Addresses:

Abu Dhabi, Khalidiya
Dubai, Sheikh Zayed Road

Approved Pre-Owned Vehicles Showrooms:

Dubai, Sheikh Zayed Road

To contact any of the above New or Pre-Owned Vehicles Showrooms call:

800 MOTORS (668677)

Timings:

8:00 am to 8:00 pm Saturday to Thursday

4:00 pm to 8:00 pm on Fridays (Dubai, Sheikh Zayed Road).

For Ramadan timings, please call your specific showroom.



SERVICE - ADDRESSES AND TIMINGS

Service Addresses:

Abu Dhabi, Al Mussafah
Dubai, Sheikh Zayed Road
Dubai Body Shop, Al Quoz (accident/body repair)

To contact any of the above Service Centers call: **800 MOTORS (668677)**

Timings:

7:30 am to 5:30 pm Saturday to Wednesday and 7:30 am to 1:30 pm on Thursday.

All service centres are closed on Fridays and national holidays.

For Ramadan timings, please call your specific service centre.



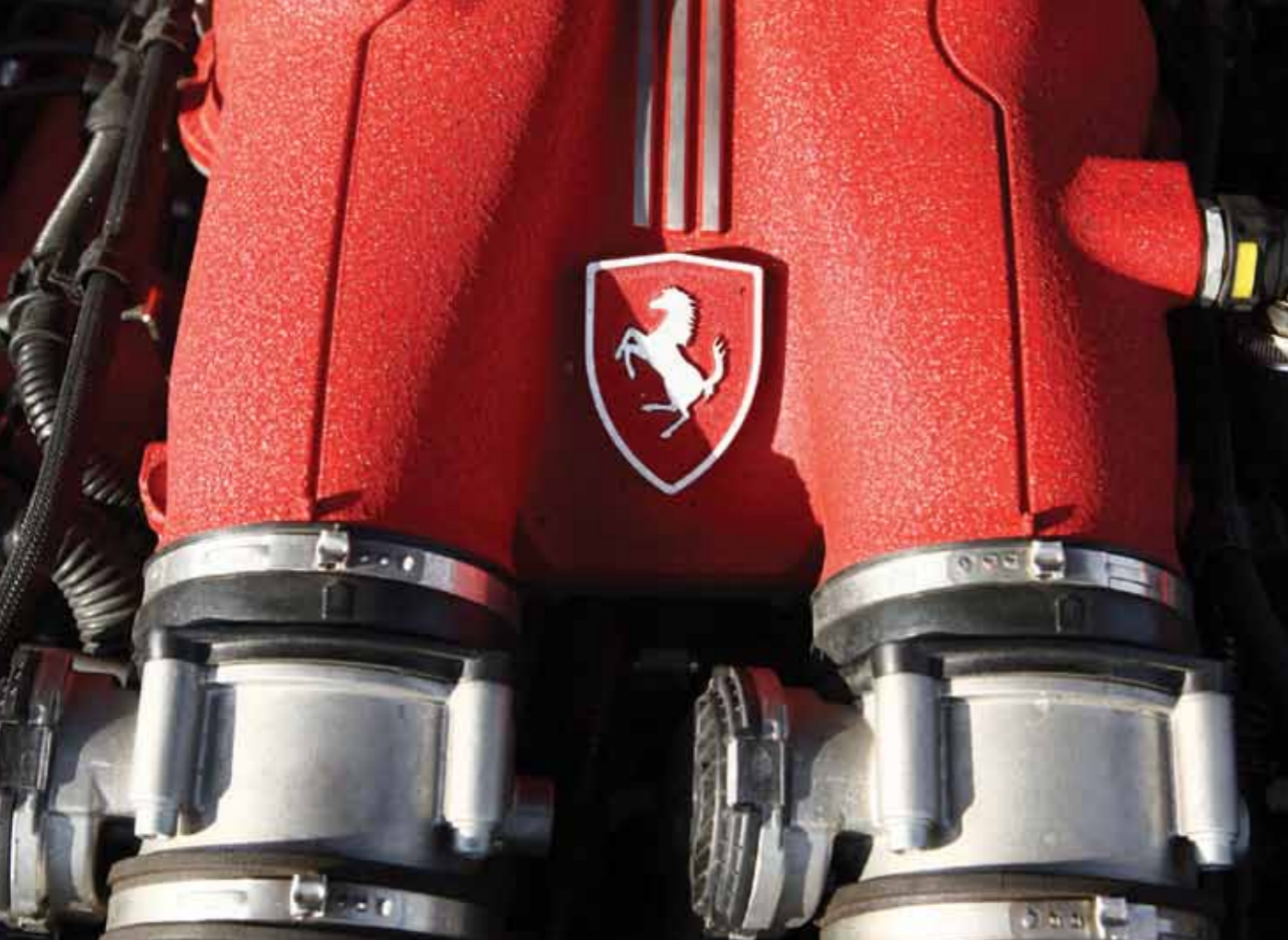
WHEN DO I SERVICE MY VEHICLE?

In line with manufacturer guidelines, we recommend that your Ferrari vehicle be serviced every 12 months or 20,000km, whichever comes first.

Vehicle must be serviced every 12 months even if mileage interval is not reached.

I HAVE A PROBLEM. WHAT SHOULD I DO?

If you experience any breakdown, any driving faults or safety related issues, please contact your nearest service centre or call us on **800 369 369**. (For vehicles covered under FERRARI TOTAL CARE programme).

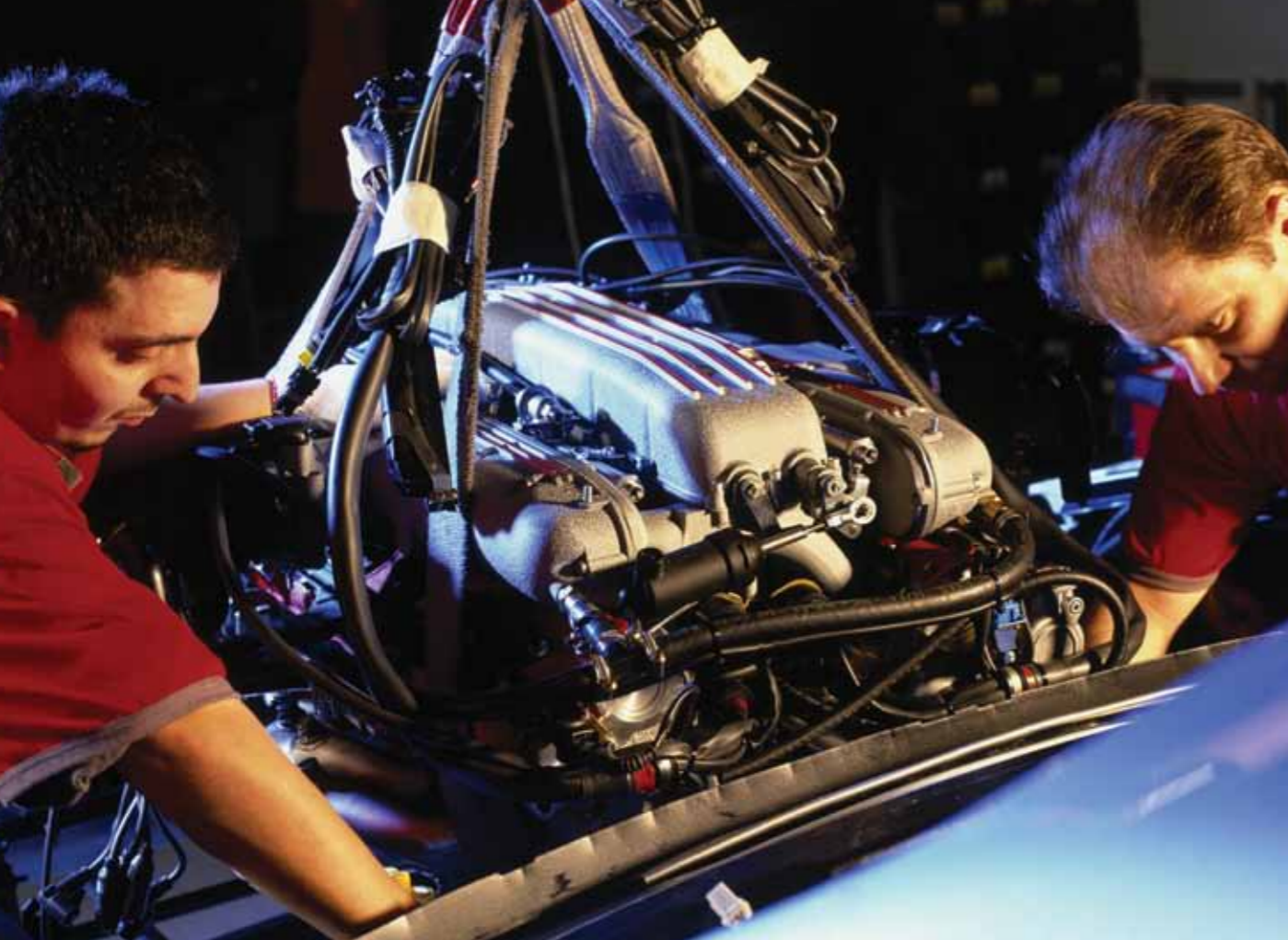


HOW DO I BOOK MY VEHICLE FOR SERVICE?

You may book a service appointment by calling **800 MOTORS (668677)** for any of the service centres listed below:

Abu Dhabi, Al Mussafah
Dubai, Sheikh Zayed Road
Dubai Body Shop (accident/body repair)

Making an appointment for intended service will allow us to schedule your vehicle for inspection.



FERRARI TOTAL CARE

FERRARI TOTAL CARE, a service provided by Al Tayer Motors (for vehicles covered under this programme), offers 24-hour roadside assistance that covers you against starting problems, flat tyres, running out of fuel and lockout. **Call 800 369 369**

FERRARI EXTENDED WARRANTY COVERAGE:

Ferrari standard warranty is 3 years/unlimited mileage. The Extended Warranty provides an additional 24 months of coverage from the end of the third year, and an additional warranty is available after the fifth year has been completed.*

Exclusions:

- Vehicle damaged by corrosion, neglect, accident, fire, flood, act of God, improper use or having been used for racing purposes.
- Unauthorized modifications or parts fitted that alter the initial specifications.
- The use of non Ferrari Approved Parts.
- Normal wear and tear.
- Vehicle not serviced at the dealer or at the specified service interval.

For more information on Extended Warranty coverage **subscription** please contact your nearest Ferrari service centre.*

* Terms & conditions apply.



I WANT TO PERSONALIZE MY FERRARI, WHAT SHOULD I DO?

The Ferrari Genuine programme offers a vast range of kits, components and accessories specifically designed and manufactured for Prancing Horse cars.

The range of Aftermarket products offers you extreme flexibility on upgrades to your car's interior & exterior design.

To know more about this programme, contact our dedicated Aftersales advisors or visit <http://auto.ferrari.com>.



YOUR LOCAL FERRARI WEBSITE

For your convenience, we have two official Ferrari websites in the UAE, www.dubai.ferraridealers.com and www.abudhabi.ferraridealers.com

Visit either of these websites to keep up to date with International/Local News and Events. You will also find information on new and pre-owned Ferrari cars along with useful details on aftersales service and care for your Ferrari.

RENT A CAR SERVICE

National Car Rental is available at the following Al Tayer Motors and Premier Motors branches:

Al Tayer Motors, Sheikh Zayed Road, Dubai Tel: 04-3037047, Fax: 04-3406324,
e-mail: ncrfwc@national-ae.com

Premier Motors, Mussafah, Abu Dhabi Tel: 02-5139810, Fax: 02-5550396,
e-mail: ncrauhpm@national-ae.com



USEFUL INFORMATION

Emergency Numbers:

- Police: 999
- Ambulance: 999
- Civil Defence: 997
- Dubai Police General Department: 04-6096619 (HQ)
- Dubai Police General Department: 04-2694444 (Traffic)
- Abu Dhabi Police General Department: 02-4461461
- Sharjah Police General Department: 06-5633333
- Ajman Police General Department: 06-7409999
- Umm Al Quwain Police General Department: 06-7656662
- Ras Al Khaimah Police General Department: 07-2356666
- Fujairah Police General Department: 09-2224411
- Al Ain Police General Department: 03-7636232

Salik:

- www.salik.ae
- 800 – SALIK (72545)
- Customer Contact: customerservice@salik.ae
- Corporate Contact: fleets@salik.ae

Useful Websites:

- RTA: www.rta.ae
- Dubai Police: www.dubaipolice.gov.ae
- Abu Dhabi Police: www.adpolice.gov.ae
- Al Tayer Motors: www.altayermotors.com
- Premier Motors: www.premier-motors.ae