

# FREQUENTLY ASKED QUESTIONS

# TYRES



## Q How do I book my vehicle in for replacement tyres?

A Tyre replacements can be booked quickly and easily online. In most cases, your front tyre size will differ to your rear tyre size. So in the interest of ensuring speed and efficiency with your booking, please make sure you have that information to hand.

If you're unable to get online, telephone bookings can be made through the

**Arval DriverLine (0370 600 4499)**

**Book Now**

Due to the impact of COVID-19 restrictions, your local ATS centre may be busy, and your booking could be delayed if you turn up without an appointment. Please plan ahead and book an appointment in advance wherever possible.

## Q What if I want my tyres fitted at my work/home address?

A ATS provide a mobile service for Arval drivers. Telephone bookings can be made through the

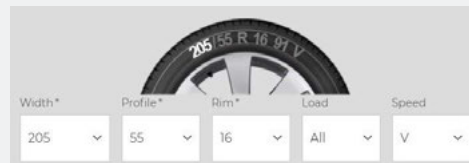
**Arval DriverLine (0370 600 4499) option 3, then option 4 to arrange a mobile appointment**

and fitment can be requested for a work or home address, provided there is sufficient access and parking for the ATS fitment vehicle to attend. You may need to check this with your own Facilities or Site Management prior to booking. Mobile appointments are subject to availability of tyre and resource.

## Q How do I check my tyre size?

A You should see a combination of numbers and letters, similar to the below diagram on the side of your tyres.

1. Width 2. Profile 3. Rim 4. Speed 5. Load



## Q What if my tyres are illegal/unroadworthy and ATS are shut?

A Please check the ATS website for the opening hours of your local centre.

If your tyres are illegal/unroadworthy and you need tyres outside these hours, you may get them fitted at local Kwik Fit or National Tyres centres who will then obtain authority from ATS on the next working day. You should not have to pay Kwik Fit or National Tyres. Alternatively, subject to your contract with Arval, you can request a breakdown service from Arval to transport you home where you can then contact ATS mobile to arrange a mobile appointment.

## Q What if I have a puncture?

A If you have a slow punctured tyre, ATS will try to repair it where possible.

In more serious circumstances, such as a blow out or unrepairable puncture, then you will be referred to your breakdown provider who will recover you to the nearest ATS.



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**Q Will my tyres be in stock?**

**A** ATS are committed to maintaining stock levels in Centres to service all Arval clients. This helps ensure that the Centre stocks tyres of the right size to meet the needs of the local population. ATS have accounted for Arval's Brand Ladder policy of Michelin (including our preferred choice of Cross Climate). In the unlikely event of these not being available, then an alternative premium brand such as Continental, Goodyear and Dunlop will be fitted.

However, there are over 80,000 types of tyre on the UK market, so to increase the probability of your tyres being in stock, we would always recommend making a pre-booked in Centre appointment where tyres will be ordered in advance as necessary from the ATS UK Distribution Centre. In most cases we will be able to get your tyres in 2 working days of request.

If you choose to drive in without an appointment, there is a chance that they may not have tyres in stock to meet your needs.

**Q If I call for a mobile appointment first thing, will I get my tyres that afternoon?**

**A** Arval's SLA with ATS is based on a "4th window" delivery. Each window is a morning or afternoon slot, Monday-Friday. For example, if you call on Monday morning, you can expect to have an appointment scheduled by the "4th window" from that point, which would be Wednesday morning. However, a shorter timescale for mobile appointments could be offered, but this would be subject to availability of tyre and mobile fitment resource.

**Q What if my vehicle is in a dealer and I need tyres?**

**A** Arval fitment policy is to use ATS. Dealers will work with Arval and ATS to get the vehicle mobile with minimal inconvenience to you, but we would always recommend your tyres are regularly checked so you don't get caught out. Dealers are only authorised to fit tyres where your existing tyres are illegal or unroadworthy.

**Q If I need a tyre, will it be brand matched?**

**A** ATS will look to fit other premium tyres from the Arval brand range - Michelin, Continental and Goodyear Dunlop. On occasions, this may result in different brands being used in different wheel positions. This is perfectly acceptable. We work with the manufacturer guidance where brand matching applies in axle pairs. The same also applies for Michelin Cross Climate tyres.

**Q Why are Arval choosing Michelin Cross Climate tyres?**

**A** Michelin Cross Climate tyres are market leading tyres for longevity, durability and safety. They are a standard tyre, but also the first standard tyre to achieve "3 Peaks" accreditation as a Winter tyre, which means that their year round performance is particularly suited to the UK weather. In addition, Michelin Cross Climate tyres are specifically designed to meet the varying requirements of car, van and 4x4 vehicles, and are available in over 120 different sizes.

**Q Will Cross Climate be available in my tyre size?**

**A** Michelin make Cross Climate in over 120 different sizes, including cars, vans and 4x4. Most vehicles will have a Cross Climate suitable for fitment. If they aren't yet available in the size required for your vehicle, ATS will look to fit other premium tyres from the Arval brand range - Michelin, Continental and Goodyear Dunlop.

The link below provides details on what Cross Climate tyres are made by Michelin.

**Michelin Cross Climate tyres**

**Q Will I get 2 Cross Climates on the same axle if only one tyre needs replacing?**

**A** Michelin recommend changing in pairs on the same axle. As the Cross Climate behaves like a Winter tyre in Winter, you might notice the difference in improved handling and grip in colder conditions. There is no need to change all 4 tyres at the same time if only the tyres on one axle need replacing.

**Q I have run flat tyres – can I have Cross Climate?**

**A** Cross Climate tyres do not have run flat capability and Michelin's advice is that Cross Climates are not compatible with run flats, even if they are on different axles. If you have run flat tyres, ATS will replace them when worn or punctured, unless you wish to replace all 4 tyres with Cross Climate. You will need authority from Arval for that, as there may be additional costs depending on the remaining tread of the tyre to be removed.

**Q What if don't want Cross Climate tyres?**

**A** ATS will fit a range of premium brands on behalf of Arval. Michelin Cross Climate is the ideal choice, but other Michelin, Continental and Goodyear Dunlop tyres may be fitted. Please ensure you make the centre manager aware of this.

**Q I already have Winter tyres and swap tyres every Spring/Autumn?**

**A** If your employer has a Winter tyre programme with Arval, we will be talking to them about how to manage the Winter tyre stock which they have paid for. They may wish you to continue to use the existing tyres to the end of their life, or allow a changeover to Cross Climate.

**Q My tyres are illegal/unroadworthy and ATS do not have my tyres in stock?**

**A** To avoid this situation, it is always better to book a tyre fitment in advance through the

#### Arval driver support page

Subject to 2 working days' notice, ATS will order the tyres required and fit at the date and time of your choice.

ATS will fit a range of premium brands on behalf of Arval. Michelin Cross Climate is the ideal choice, but other Michelin, Continental and Goodyear Dunlop tyres may be fitted.

Although tyres legally need changing when the tread reaches 1.6mm, we recommend that tyres are changed before this point and should be replaced when the tread reaches 2mm.

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