RENault BUSINESS

RENault Zoe hits the UK

Dacia Sandero from £5,995

BIK Taxation Advice

PRO+ Profile

French Connection

Renault engages fleets with its future generation in Paris

Trust us to keep you moving

Autumn 2012
The New 2012 Renault Mégane dCi 110 Stop & Start is one of the most fuel- and tax-efficient diesels in its category. You and your drivers benefit from 13% BIK rating, zero VED, zero Congestion Charge and plenty of Va Va Voom as standard.

The official fuel consumption figures in mpg (/100km) for the Renault Mégane Hatch, Mégane Sport Tourer and Mégane Coupé 1.5 dCi 110 Stop & Start are: Urban 72.4 (3.9), Extra Urban 88.3 (3.2), Combines mpg 80.7 (3.5). The official CO2 emission figure is 90g/km.

Warranty applies to new vehicles up to a period of 4 years or 100,000 miles, whichever comes first (first 2 years unlimited mileage). 4 year Renault Assistance is provided in association with the AA. Cover from month 0 to 36 includes assistance at the roadside and home, national recovery, onward travel and European cover. Cover from month 37 to 48 includes Roadside and HomeStart (including a local tow to an authorised Renault dealer).
Welcome to the Autumn 2012 edition of Renault Business magazine, which has details of some really exciting developments both within Renault and more widely in the fleet market.

This issue of Renault Business magazine brings you details of new Clio, which received rave reviews from the media and public when it was unveiled at the Paris Motor Show. Clio has been a huge success for Renault in the past and if the reaction from Paris is anything to go by, it will continue to be in the future.

The glitz and glamour of the Paris show was followed a few weeks later by the announcement of UK pricing for the new Dacia Sandero, which, along with Duster SUV, will be sold in showrooms alongside Renault cars from January of next year. With a price tag of just £5,995 for the Sandero supermini and £8,995 for the Duster SUV, it’s hardly surprising that pre-ordering has been frenetic.

With a combination of low-emission engines and unbelievably low capital cost, Dacia is well placed to be the new emerging brand in the company car market.

Changing fleet buyers’ behaviour is not a process to be taken lightly and although electric vehicles have been around in one form or another for many years, it’s only recently that they started to be taken seriously by fleet managers. There is an understandable natural inertia towards change, but what we are now starting to see is a gradual acceptance that for some buyers, EVs make good sense both financially and operationally. And that’s before you take environmental issues into consideration.

Over the summer, the Renault Z.E. (Zero Emissions) Tour visited many major cities in the UK, providing the opportunity for thousands of fleet and retail buyers to experience Z.E. driving for themselves, and the reaction was amazing. And with new products like ZOE soon to be launched — and significant investment in the recharging infrastructure — we know that the fleet sector will increasingly embrace electric vehicles in the future.

So please read on to find out more about these and other new developments at Renault. Exciting times ahead...

Darren Payne
Director, Sales
Renault UK
WHAT’S NEW?

FRENCH CONNECTION...

From the original voiturette to the capacious Scénic, keyless entry and Carminat navigation systems to turbocharged F1 engines, Renault has a healthy pedigree of innovation on road and on track. This year’s Paris Motor Show set the stage for the next chapter in the carmaker’s development, showcased by a truly eye-catching display.

Arranged in concentric circles on two hills, illuminated by colour-changing lights and with illuminated bubbles overhead, new Clio and ZOE are the first models to show the new and even more environmentally friendly face of Renault. Each displays the latest advances in drivetrains, technology and quality, accompanied by a proud new family style with its prominent diamond logo on a contrasting black background.

Utilising nearly 35 years of F1 experience, fourth-generation Clio raises the bar once again on fuel efficiency, achieving 88.3mpg and 83g/km from the dCi 90 with Stop and Start technology. Figures which would, until recently, have been expected from hybrid vehicles rather than a conventional diesel, but without sacrificing the model’s renowned agility and responsiveness. Arriving in showrooms from January, new Clio sets high standards for the supermini class.

Raising the efficiency bar even further, the ZOE completes the Z.E. range, and was available for the public to touch and test drive at Paris. The result of more than 60 patents and arriving with six world firsts, it’s the first Renault to be designed as an EV from the ground up and features the latest technology inside and out, including the all-new R-Link tablet-style connected infotainment system. Available to order now, ZOE will arrive in UK showrooms in April 2013.
...WITH PLENTY OF VA VA VOOM!

The Paris Motor Show also marked the world premiere of the Renaultsport Clio 200 Turbo, moving the multi award-winning bloodline on a generation by using an all-new powertrain. Under its sculpted bonnet is a new 1.6-litre turbocharged engine, exclusively available with an EDC dual-clutch transmission with steering wheel controls. Unique to the Clio 200 Turbo, this combination not only offers livelier low-rev performance than the 2.0-litre engine fitted to its predecessor, but also achieves a 25% reduction in CO2 emissions. The engine and gearbox settings can be adjusted using three driving modes, allowing the car to be as relaxed or as focused as the road ahead demands.

Renaultsport Clios are marked out by an aggressive but functional bodykit with F1-style blade and rear diffuser which increases downforce and aids handling, as well as 17-inch alloy wheels and bucket seats. Occupants can also benefit from a touchscreen multimedia system and keyless entry and starting, with the option of 18-inch alloy wheels and four exterior personalisation packages.

The Renaultsport Clio 200 Turbo (pictured right) will be available in the UK from Spring 2013, with pricing, performance and economy data to follow closer to launch.
RENAULT AND DAIMLER COLLABORATE

The Renault-Nissan Alliance has extended its partnership with Daimler, with new projects including collaborating on the development of new environmentally-friendly powertrains.

Agreed by Renault-Nissan CEO Carlos Ghosn and Daimler CEO Dieter Zetsche in September, the partnership continues a relationship started in 2010. This has so far achieved its initial goals, primarily working towards shared small car engines and platforms and the launch of the Mercedes-Benz Citan, based on and built alongside the Renault Kangoo.

Moving forward Daimler and Renault will co-lead the development of a new family of four-cylinder petrol engines featuring direct injection and turbocharging, with high fuel efficiency and low emissions targeted. Jointly manufactured by both companies, these will debut in their respective model ranges during 2016. The two companies will also partner to develop fuel cell electric vehicles and joint powertrain and battery supply for electric versions of the Renault Twingo and smart fortwo.

SUPPORTING SAFER DRIVING...

With human factors the cause of 80% of accidents, Renault has supported the relaunch of the award-winning CarKraft road safety scheme, which aims to reduce the number of serious accidents in Northamptonshire.

Working in partnership with Northamptonshire County Council and Adrian Flux Insurance, the four-hour course is held at the Porsche Experience Centre, Silverstone and open to non-drivers between 15 and 21, and anyone with a driving licence.

Included are workshops exploring the main causes of crashes, including alcohol, mobile phones, speeding and seat belts. Drivers over 17 are then taught to regain control of a vehicle after it has lost grip, simulated on the centre’s purpose-built Ice Hill and Kick Plate.

CarKraft launched in 2001 as a scheme for drivers between 15 and 24 years of age. Awarded a Prince Michael International Road Safety Award in 2006, more than 3,000 people have since undertaken the course, and wider availability is set to bolster its appeal.
...AND CUTS WELSH CO₂ EMISSIONS

Newly launched environmentally-friendly hire car company Eco Travel Network is offering visitors to the Brecon Beacons National Park in mid Wales the chance to explore the region in one of its fleet of six Twizy electric vehicles, each of which is powered by renewable energy.

More than 20 informal charging points have been established in pubs, cafes and visitor attractions in the National Park, set to grow as a result of partnerships with Zero Carbon World and Welsh Road Trips.

Eco Travel Network founding director Alison Kidd said the fleet is aimed at reducing the 50,000 tonnes of CO₂ produced each year by visitors to the area: ‘Most journeys in the UK are less than five miles but we do them in cars designed to go 500 miles at 70mph,’ she said.
SPOTLIGHT

NEW CLIO IS THE BUSINESS

Borne from the sensual curves of the DeZir concept car, New Clio offers fleets low emissions, practicality and premium quality.

The fourth generation Clio sets new standards in quality, dynamism and efficiency, as well as being bigger yet lighter than its predecessor. Three engines are available: a 75bhp 1.2-litre petrol, parsimonious 90bhp 1.5 dCi with emissions as low as 83g/km and a three cylinder turbocharged 0.9-litre 90bhp petrol.

Priced from £10,595 to £16,095, the new five-door only version comes in four trim levels: Expression, Expression+, Dynamique MediaNav and Dynamique S MediaNav, with ECO versions in Expression+ and Dynamique MediaNav trim levels.

Fleet opinion

‘The new Clio is a cracking little car to drive, especially the brilliant new three-cylinder petrol engine, which fizzes along while delivering excellent fuel economy. With a vastly improved cabin and some quality touches such as the central touchscreen ‘tablet’, which will help residual values no end, the new Clio is a huge leap forward and is now up among the best in the sector.’

Steve Moody, editor, Fleet World
With advanced new suspension, all fourth generation Clicos are fun to drive, but next year, the bar will be raised still further with the Clio Renaultsport. With a 1.6-litre 200bhp engine, uprated chassis and six-speed dual clutch transmission the range-topping new Clio will set new standards for agility and entertainment.

Clio comes packed with innovative equipment as standard including a Bass Reflex speaker system, Bluetooth radio with USB port, Hill Start Assist, keyless entry and ignition, touchscreen MediaNav infotainment system with integrated navigation* as well as features such as driver/passenger/side and curtain airbags, electric front windows and door mirrors, ESC and Electronic Traction Control.

New Clio is packed with cutting edge, useful technology such as a 7" multimedia touch screen tablet with integrated satellite navigation, Bluetooth and USB connection, rear parking camera and Handsfree card. Occupants can make the Clio their own, downloading Apps, emails and connecting with social media from the optional R-Link system (£450 on Dynamique MediaNav and above).

With advanced new suspension, all fourth generation Clicos are fun to drive, but next year, the bar will be raised still further with the Clio Renaultsport. With a 1.6-litre 200bhp engine, uprated chassis and six-speed dual clutch transmission the range-topping new Clio will set new standards for agility and entertainment.

The flowing, voluptuous lines of the DeZir concept car are evident on New Clio and the theme continues inside the cabin. Clear instrumentation including digital speedo and a stylish wing-shaped dash create a modern, uncluttered look. Premium interior gloss touches are available and a choice of interior colour gloss touch packs including two that echo the same two themes as the optional roof decal designs.

Efficient engines

Everything about New Clio is focused on efficiency with a range of all new petrol and diesel Energy engines featuring Stop & Start technology which deliver up to 88.3mpg (on a combined cycle) and CO2 emissions as low as 83g/km. New Clio also features "Eco Mode" function to reduce your fuel consumption by 10-15% at the touch of a button.

Smart technology

Equipment

In the cabin

Renaultsport
Family-owned dealer group Fish Brothers is an established name in the Swindon area, having opened its doors back in 1948. Since 1987, the group has held the town’s Renault franchise and moved to a purpose-built motor park site in 1995 from where it is still based.

With an existing Renault Business focus and strong local client base, becoming a Pro+ centre was a logical next step for the group. The site was one of the first dealerships to join the network two years ago, and now has a team of four staff working with corporate customers both locally and nationally. Pro+ manager, Jason Derry says the comprehensive package of services offered has helped strengthen existing relationships, as well as generating new ones through word of mouth.

Efficiency is key. Derry says he aims to offer proposals within 24 hours, halving the already-stringent timescale set out by Renault. From the site in Swindon, the team is able to offer on the spot test drives on a fleet of four demonstrators, including the Kangoo Z.E., and can request further models as required. The workshop offers within-the-hour diagnostics and extended opening hours for servicing and maintenance work on vans up to seven tonnes, and customers are provided with like-for-like replacements should their vehicle require a longer stay, helping to minimise costly disruption.

The team is also used to being flexible, to provide continued service to customers. ‘No one person is tied to a department,’ Derry explains. ‘It’s about using your resources. If someone’s on holiday it doesn’t mean that something stops. It’s important as a customer that you don’t get told you have to wait until next week.’

It’s paid dividends, too. Fish Brothers counts Hewer Facility Management in Gloucester and workplace safety equipment supplier Latchways in Devizes among its large local clients, but also has supply contracts in place with Royal Mail and British Airways. Its local presence is reinforced by a high profile sponsorship of Swindon Town Football Club, which has a liveried van and features product placement at its 8,000-seat ground, as well as in mail shots to 25,000 fans.

Derry says it’s a good way to promote the group’s life-long commitment to customers old and new: ‘We probably get more business based on the package rather than just the price,’ he says. ‘Price is important but I think if you can give someone a package, it’s not just about selling the van it’s about the whole experience once you’ve said yes. It’s worked well, notably with some emails back from customers.’
Renault’s Pro+ network, launched in the UK in late 2009 at its West London dealership, has grown to 40 locations, spanning from Inverness to Exeter, with further sites due in the near future across the UK.

Pro+ is designed to meet the specific needs of business customers. Each site has a team of specialist staff on hand to help at every stage of the ownership experience, offering a one stop shop for sales, servicing, funding and maintenance on cars and commercial vehicles.

A full fleet of business demonstrators is available at each dealership, including converted commercial vehicles to let customers get a detailed view before ordering. Pro+ dealers can also offer personalised finance proposals in under 48 hours and, to ensure minimal downtime for existing customers, each site has extended workshop hours, providing detailed invoicing, courtesy cars and within-the-hour diagnostics to help keep your drivers on the road.

“It’s not just about selling the van it’s about the whole experience once you’ve said yes.”

Jason Derry, Pro+ manager
ELECTRIC VEHICLES

THE FUTURE IS ELECTRIC

No longer a niche, the Z.E. range means there’s an electric alternative for most fleet needs, and with a number of projects underway across Europe, it’s a sector that’s quickly finding traction.

With the arrival of the ZOE, Renault will become the first manufacturer to offer a full range of electric vehicles in the UK. But the work doesn’t stop now, with a number of ongoing projects aimed at making electromobility more accessible, and easier to use, for an even wider selection of motorists.

The Renault-Nissan Alliance has outlined a €4bn investment programme in electric vehicles before the end of 2015, and is finding experienced partners to help advance the technology. In July, Renault signed a three-way agreement with Korean electronics manufacturer LG Chem and French atomic commission CEA to develop next-generation electric vehicle batteries in Europe. The partnership could result in the finished unit being built in France.

Infrastructure is vital, too. In the UK, Alliance partner Nissan has worked with Ecotricity to open the first three fast charging points at Welcome Break service stations on the route between London and Birmingham. Charging is offered free of charge to Ecotricity members, and reaches 80% of the battery’s capacity within half an hour.

Next generation charging technology is also being investigated. Renault has partnered with Qualcomm Incorporated to support a London-based trial of the company’s wireless charging technology, and the partnership could lead to the hardware being integrated into its electric vehicles.

The Fluence Z.E., meanwhile, is proving its durability on one of the busiest taxi routes in the Netherlands. Based out of Amsterdam’s Schiphol Airport, a fleet of 10 are working around the clock as private hire vehicles, supported by a Better Place Battery Switch Station which allows depleted batteries to be exchanged for fully charged replacements within minutes.

Z.E. RANGE ON FLEET

CENTER PARCS

Europe-wide short break holiday company Center Parcs has ordered a fleet of 22 Renault Kangoo Z.E., in the first stage of its 150-vehicle replacement programme. Each will go through a pre-delivery conversion process which includes fitting an eye wash station, fire extinguisher, bespoke racking, storage bins, a ladder roof rack and external swivel work lamp. For safety, they will also be fitted with an audible reversing beeper and parking sensors.

DHL France

DHL France will deploy a fleet of 50 Renault Z.E. electric vehicles by 2015 as part of its GoGreen Program, which aims to cut CO₂ emissions by 30% before 2020. The first models to be confirmed for the logistics company’s fleet will be the Kangoo Z.E. and ZOE, with four vans set for delivery by the end of 2012. DHL France, which already has a logistics agreement with Renault to look after battery deliveries, said it is considering extending the order depending on local needs.
The Renault-Nissan Alliance has outlined a €4bn investment programme in electric vehicles before the end of 2015.
It’s two years since the all-electric ZOE supermini was shown as a concept at the Paris Motor Show, and the fourth member of the Z.E. family looks set to revolutionise electromobility with cutting edge technology and a price which makes it accessible to all.

Arriving in UK showrooms next Spring, ZOE is roughly the same size as a Clio but is the first Renault to be designed from the ground up as an electric vehicle. It’s the result of a development programme which involved filing 60 patents, and arrives featuring six world-firsts aimed at shaking up the electric vehicle market.

PRICING
UK prices start at £13,650 after the government grant, with a selection of battery leasing packages to make it the most accessible electric car on the market. But it sacrifices nothing in style, featuring the all-new Renault family design and Z.E. range’s distinctive blue-tinted head and tail lamps, badges and window tints. At the top of the range, ZOE is available as three distinct flagship models – Expression, Dynamique Zen, marked out by a pastel colour scheme and light, airy interior, and Dynamique Intens which includes high tech features such as parking aids and a reversing camera as standard.

RANGE
ZOE may be small, but it’s not short of capability. Tested on the New European Drive Cycle (NEDC), the electric supermini is the first to achieve a 130-mile range from a single charge. In real-world driving conditions, ZOE offers up to 93 miles in urban use or 62 miles of motorway driving, depending on the season.

RANGE OptimiZEr
ZOE’s long range is helped by its Range OptimiZEr system, a package of innovations which help to improve its efficiency without impacting on usability. This comprises a unique Michelin electric vehicle tyre, co-designed by Renault, a highly efficient heat pump to maintain cabin temperature and a new-generation regenerative braking system which recovers kinetic energy during deceleration and braking.

CHAMELEON CHARGER
Accessed from a flap behind the badge on its grille, ZOE features a unique new Chameleon Charging system which can accept multiple power levels through a single connector, instead of the dual ports found on most electric vehicles. This allows the vehicle to be fully charged at 80% capacity within 30 minutes.

SIMPLIFYING INFRASTRUCTURE
The Chameleon Charger is designed to be compatible with a new generation of fast-charging units which are up to four times cheaper than outgoing models. In turn, this will enable the much quicker development of a public charging infrastructure to support electric vehicle take-up.

R-Link
Renault’s new connected infotainment system, R-Link, will eventually be rolled out across most of the Renault range, but debuts as standard equipment on the ZOE. This puts navigation, multimedia, Bluetooth and eco-driving tips into one tablet-style touchscreen display with an integrated high-speed data connection. Drivers will also be able to add their own apps to the menu via the newly-launched R-Link Store, further boosting its functionality.
For more information on new ZOE, visit www.renault.co.uk/ze
INDUSTRY VIEWPOINT

AHEAD OF THE CURVE...

Sporting glory and the Queen’s Diamond Jubilee have grabbed the headlines this year, but 2012 also marks a slightly less glittering milestone – 10 years since the introduction of the current car benefit tax system – which triggered far-reaching changes in company car parks across the country...

MAKING SURE THE FLEET BENEFITS

The switch 10 years ago from taxing employees with company cars based on mileage and P11D value, to a CO2 emissions-based system, shifted the company car world on its axis – not to mention the motor industry. Overnight, the powerful executive car turned from badge of success to financial burden, as benefit-in-kind (‘BIK’) charges for high-emissions cars started to hit people where it hurts – in the pay packet.

Cutting fleet emissions has been the only medicine for companies and their employees. Since CO2 ratings popped onto the fleet manager’s radar in 2002, these previously inconsequential numbers have become inextricably linked to company car-drivers’ pay packets – and their employers’ vital numbers. Which is why lowering fleet emissions has remained the key issue for fleet managers.

When the CO2 emissions-linked system was introduced in April 2002, there were 21 BIK bands, starting with a base rate of 15% for the cleanest cars, rising in 1% increments for every 5g/km increase in a car’s CO2 rating – to an upper BIK liability of 35%. And the government has gradually shifted the goalposts over the last decade, coaxing fleets into more efficient, greener cars.

Where 10 years ago a car emitting less than 165g/km would have dipped into the lowest 15% bracket – the current thresholds dictate that a car would need to be around 25% cleaner, emitting 124g/km or less to attract the same BIK liability. The base rate has also shifted downwards – with a lower BIK charge of 10% for petrol cars emitting less than 99g/km. Below this level, plug-in hybrids attract rates as low as 5% – whilst the pure EVs are entirely free of BIK tax for company car drivers.

For employees the message is simple – a more efficient car means a more attractive pay slip. But for employers the benefits of going low when it comes to CO2 emissions reach further.

Firstly, the lure of lower fuel bills and capital allowances continue to incentivise fleet managers to adopt more efficient cars. But the thresholds are getting stricter. In 2013, the 18% tax break which currently applies to company-owned vehicles emitting less than 160g/km, will be tightened to 130g/km. And the threshold to qualify for the 100% write down allowance (WDA) – enabling businesses to offset a car’s entire value against profit in the first year of ownership – will drop from 110g/km to 95g/km and under.

This is significant, particularly for SMEs, where the accelerated cash-flow from a full WDA makes embracing a low-carbon fleet even more important.

The other driver for change is carbon footprint. Reducing this has a symbiotic effect – being healthy for both a company’s corporate responsibility reporting – and the environment.

APPROVED MILEAGE ALLOWANCE PAYMENTS (AMAP)

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CHOOSING THE RIGHT VEHICLES
Over the years the rules might have changed but the need for business transport remains – employees need company cars, and their employers need lower running costs.

It’s a challenge the car industry has risen to. The government introduced the CO₂-linked regime to incentivise people into lower emission cars and protect the environment – and industry figures show that’s what’s happened over the last decade. Thanks partly to enormous strides in technology, including lower friction engines and lubricants, stop-start and energy recuperation systems, average new car CO₂ emissions have fallen hugely – from 181g/km in 2000, to 138.1g/km in 2011*.

By virtue of the current tax regime, that fall needs to continue. Downsizing might be the buzzword in the industry right now – but it doesn’t have to mean being prescriptive about employee car choice. Manufacturers are accustomed to providing more from less – meaning better economy and lower emissions in the same-sized package, without sacrificing performance.

10 years ago a popular fleet choice – the C-segment estate – would have needed a 2.0-litre diesel engine to provide a decent mix of performance and economy. Today, a 1.5-litre diesel-engined Renault Mégane Sport Tourer can top 80mpg. At 90g/km, it also qualifies for 100% capital allowance in year one and slots into the 13% BIK bracket. Those are figures to make both employee and fleet manager smile.

Yet it’s important for employees not to take CO₂ figures in isolation when choosing their next company car – it’s only one half of the equation. Thinking about a car’s list price is the other side – but often gets little thought.

Take the new Dacia Duster (right) for example – starting at under £9,000, the P11D price is staggeringly low for the SUV class – and fitted with the 1.5dCi 110bhp diesel engine, emits just 130g/km in two-wheel drive guise, putting the BIK liability at 20%. Little else – possibly nothing – provides as much car for the money right now. From a company perspective, it also qualifies for 18% write down allowance, with the added benefit of being within reach of employees who may otherwise have been looking at a supermini.

A no-brainer for businesses?

Renault’s Z.E. range is subject to the same AMAP rates as other vehicles used on company business

Pure EVs are entirely free of BIK tax for company car drivers
CUTTING COSTS...

DACIA SANDERO

THREE FRUGAL ENGINES & EXTENDED WARRANTIES

Powering the Sandero is a choice of three frugal engines. The first, the 1.2 16V 75, is available on every trim level, while the even more frugal, yet powerful, TCe 90 and dCi 90, are available with both Ambiance and Lauréate.

The four-cylinder 1.2 petrol delivers 47.9mpg on the combined cycle with CO₂ emissions of 137g/km. For fleets looking for the ultimate in economy and performance, the new three-cylinder TCe 90 with Stop&Start technology is capable of 109 mph, with fuel economy of 54.3mpg and CO₂ emissions of 120 g/km.

Higher mileage drivers may prefer the new dCi 90. This 1.5-litre diesel delivers 74.3mpg and 99g/km of CO₂. These two engines also boast gearshift indicators and an ECO mode to limit engine torque.

It even comes with a competitive three year/60,000 mile warranty and three years/60,000 miles free roadside assistance to boot. For fleet looking to run cars for a longer period, there is a five year/60,000 mile and seven year/100,000 mile upgrades are available, costing £395 and £850 respectively.

£5,995 ON THE ROAD

Starting the Sandero range is the aptly named Access. At £5,995, no other new car comes close for the same combination of price, space and equipment.

Yet it offers features including 15" steel wheels, power assisted steering, and a 60/40 split folding rear seat.

The Sandero also packs plenty of safety features. Among them are ABS with Emergency Brake Assist, ASR traction control, ESC (Electronic Stability Control), driver, passenger and front side airbags and ISOFIX points in both outer rear seats.

Underneath the contemporary styling is one of the biggest boots in its class, at 320 litres or 1,200 litres with the rear seats down.

The top-of-the-range Lauréate versions start from £7,995, and come with air conditioning, heated and electrically adjustable door mirrors, cruise control and electric rear windows as standard, while an optional fully-integrated 7-inch touchscreen navigation and multimedia system is £250.
I think that the vehicles should do well in fleet and this could be a very good time to bring Dacia into the UK market.

Andy Cutler, UK Car Editor – Forecast Values, Glass’s

LOW P11D = LOW COSTS...

Many businesses are loathe to purchase cars for fear of too high a capital cost outlay showing on their balance sheet, and choose to lease instead. But because of the extremely low prices of the Dacia range, firms that find themselves cash rich or with agreeable funding terms can choose to purchase the cars outright, with far less financial exposure.

Also, because the Sandero and Duster are highly affordable with low P11D values and extremely competitive CO2 levels, companies will find they benefit from lower NIC charges for vehicles on their books, and enhanced write-down allowances.

Should they wish to lease, Dacia’s approach of offering high levels of specification and clear pricing should mean extremely competitive rentals too. Such is the low running cost proposition, the result is that it could well be cheaper to run these cars than be paying high mileage rate reimbursements to grey fleet drivers.

...DUSTER CLEANS UP

Even before it even launches in the UK, Duster is already winning titles, cleaning up with “Scottish Car of the Year” as well as the “SUV” and “Budget” titles. The Dacia Duster starts from only £8,995 on-the-road. And comes in a simple three trim level line-up in the UK, in both 4x2 and 4x4 guises.

Trims are Access, Ambiance and Lauréate which cost from £8,995 to £14,995 and come with the proven 1.5 dCi 90bhp diesel engine.

The Dacia philosophy is to limit the options to make the buying process as simple as possible: ASR traction control and ESC on diesel-engined versions and metallic paint are available. Four packs – Adventurer, Styling, Protection, and Touring – are available to enhance customisation and value.

IN FIGURES

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<td>13%</td>
<td>£9,795</td>
</tr>
</tbody>
</table>

*Based on 20% tax payer
COMMERCIAL VEHICLES

RE-MASTERED

Renault has improved fuel consumption by up to 3.8mpg and cut emissions by up to 24g/km across the Master LCV range. The revised vans also boast a number of specification changes, including new radio availability and the introduction of air suspension for front wheel drive versions. In addition, Renault has provided improved electrical interface connections for converters, plus developed a minibus base vehicle – Trabus – that greatly reduces the converter's type approval work. Master is available with a choice of three 2.3dCi diesel engines, delivering 100hp, 125hp and 150hp. Renault's engineers have improved the thermal management of the engines, incorporated new oil and power steering pumps, a new gearbox lubricant and have fitted low fuel consumption tyres. The result is a 3.3mpg drop in consumption on the best-selling 125hp model, with CO₂ emissions now starting at just 194g/km, down by an average of 16g/km. Fuel consumption is improved by 3.8mpg on the SL/SM dCi 125 Quickshift Euro 5 models.
AIR SUSPENSION
Optional air suspension is now available for many front wheel drive panel vans, chassis cabs and platform cab Master versions. Air suspension maintains a constant ride height irrespective of load, even correcting differences from one side of the vehicle to the other. The system also permits the driver to raise the suspension to clear obstacles, or lower the rear suspension to achieve a sill height of just 450mm for easy loading and unloading. The driver can also manually adjust the deck height at the rear by +70mm or -60mm if required. Air suspension has a list price of £2,000 + VAT.

AUDIO IMPROVEMENT
For enhanced driver comfort, Master can now be ordered with a selection of easy to use radios. Bluetooth and USB connectivity are now standard features across the range, while flagship Sport models come with a CD player and MP3 playback as well as a separate audio display. The Master Sport also includes electric windows with one-touch driver’s descending function as part of the standard specification.

ADDITIONAL OPTIONS
There is a new option available for twin-wheel, rear drive chassis cab Masters, with towing capacity now raised to 3.5 tonnes. This additional 500kg of towing capacity takes GTW from 6.5 to 7.0 tonnes and can be ordered for £350 plus VAT.

Renault iCare

iCare is Renault UK’s innovative and industry leading Service, Maintenance & Repair (SMR) offering which is managed by a team of commercial vehicle experts and as such is proved to be a successful element of Renault’s truly customer focused approach to the LCV market.

92% of the LCV operators that have signed up to iCare have subsequently expanded the number of vehicles under its uniquely proactive vehicle management. This is due to the flexible approach that iCare can take to reflect the way any fleet is required to work and results in a wide cross section of customer type and fleet size, from one man bands to fleets running over 1,000 vehicles.

By developing an integrated Telematic & Fleet Management System, iCare becomes part of its customers’ vehicle management, proactively managing the vehicle’s SMR requirements and driver care in a way that maximises the benefits to that particular operation.

The automated monitoring of vehicle mileage allows for all the benefits of iCare to be charged to the customer on a pre-agreed pence per mile basis, ensuring that at the end of each calendar month, the amount invoiced reflects the actual usage of the vehicles. This is a real cash flow benefit but iCare also uses it to deliver a proactive “booking service” for scheduled events that are determined by mileage (such as routine servicing) by contacting the driver or fleet manager when the vehicle has covered the appropriate mileage.

Each “iCare” vehicle has the “In-Cab 4way Button” fitted which allows the driver direct contact to any support that may be required, from AA roadside assistance, to reporting vehicle defects and other related issues to iCare’s experienced commercial vehicle team, and even the Emergency Services.

Vehicle Downtime is one of the biggest unknown costs to any fleet operator, and this issue is monitored and proactively managed by the iCare Team too. Appointments for servicing, defects and any other related events are made by the iCare Team with the appropriate Renault dealership at a time most convenient to the customer’s operational requirement.

The iCare Team also ensures that Renault UK’s excellent Business Promise is delivered to the customer on each occasion, allowing the operator the peace of mind that their fleet is compliant and that they are meeting their increasingly important Duty of Care responsibilities.

To find out more about iCare please visit www.renault.co.uk/business/icare or contact us at icaresales@renault.co.uk where we would be delighted to arrange a visit to present the services more fully.
With ever increasing fuel prices there has never been a better time to get every possible mile from your gallon. We are always reading that it is hard to achieve manufacturers’ claimed mpg, so what if you could not only match, but completely shatter those figures?

To see if it was possible, we entered the 2012 MPG Marathon. But rather than enter the most economical, fuel efficient micro car, we entered a Trafic van in Sport trim, a popular choice with trades and fleets across the country. With 115hp on tap from its Euro 5 compliant 2.0-litre engine, the Trafic Sport already posts an excellent 40.9mpg, beating that was not going to be an easy task.

Held over two days and covering 384 miles across South Wales and the South West of England, this year’s MPG Marathon involved 21 cars and seven vans, each carrying a driver and navigator. As experienced economy drivers, but MPG Marathon newcomers, we enlisted the help of expert navigator and former Devon and Cornwall Police driver trainer Malcolm Curnow. A veteran of three runs in the past, he ensured that we stayed on time and on route, through some mixed weather and traffic conditions.

Our Trafic was box-fresh, with just 600 miles on the clock on arrival, so nowhere near the optimum mpg that a few thousand miles of running would achieve. As anyone who has had any economy driver training knows, it involves total concentration. Pulling away gently from standstill, changing up as early as possible without the revs ever rising much higher than 1,600rpm and not braking heavily all sounds easy enough.

However, getting the most from your gallon is also about anticipation, looking much farther ahead than you might normally, to keep the van rolling wherever possible. Have you ever noticed that heavy trucks rarely stop at roundabouts? They look at the traffic coming and fit into gaps as they appear. Moving 44 tonnes from a standstill takes a lot more fuel than accelerating from a rolling second or third gear.

It’s the same with the Trafic, how long have those traffic lights ahead been green? They are probably going to go red before you get there, so ease off the throttle and let the van roll gently, rather than driving right up to the lights and then having to brake hard.

So what of our result? Over two days and 384 miles we used a verified 6.72 gallons (30.53 litres) of diesel. With Renault claiming a combined figure for the 2.0-litre Trafic of 40.9mpg, we were stunned to see that we had achieved an incredible 57.19mpg average. That’s around a 40% improvement on the official figures and an amazing result for the Trafic Sport.

While it is true that few operators will be able to drive with quite such a light foot on a daily basis, driver training can provide a substantial economy benefit. And with a van like Renault’s Trafic Sport, it seems that anything is possible.
CONVERTER PROFILE

VANMASTER

Luxury motorhome constructor Bentley Motorhomes, which recently became part of the Wigan-based Vanmaster premium caravan business, is to build upon its relationship with Renault. The company, which in its first two years of business claimed first and second place in the influential Caravan Club’s Design & Drive Awards, has based its entire range of motorhomes on the popular Renault Trafic chassis.

‘We had been looking for an opportunity to expand our offering into motorhomes but it had to be an opportunity that fits with the quality of Vanmaster,’ says managing director, Ian Thompson.

‘Both the habitation aspect and the vehicle itself are equally important and the Bentley business was such a perfect fit for Vanmaster. With Bentley we have a prestige product on a prestige chassis.’

Though a familiar product in the market, Vanmaster is totally changing the distribution and back-up service available to customers in partnership with local Renault dealer Arnold Clark in Wigan.

Where in the past customers have dealt with a range of dealers across the country, all sales and service will in future be carried out directly with Vanmaster in Wigan. Customers will take their motorhome to Arnold Clark Renault, where they can pick up a courtesy vehicle for the day. The chassis is serviced throughout the morning, moving to Vanmaster’s premises in the afternoon for the habitation service.

The company has also made arrangements with a local caravan site for those customers who want to stay overnight and include the service in a tour of the area.

“We have formed a good relationship with our local Renault dealer which will allow us to offer a one-stop shop approach for the vehicle and the habitation,” says Mr Thompson.

‘For us it is all about customer service.’

Of course any Renault dealer, both within the UK and in Europe, can provide back-up for the Trafic chassis and running gear, providing peace of mind for customers touring across the Continent.

The motorhomes will come with a three-year Renault warranty on the chassis and a three-year warranty on the habitation components through Bentley. In addition the company offers a five-year water ingress warranty on the habitation area.

Existing Bentley motorhome owners will be offered a new habitation warranty, when they take on a reduced cost four-year service package through Vanmaster.

Mr Thompson has been impressed by the technical back-up available from Renault and says that the two companies share a strong desire to see the company expand and succeed.

‘It is a key factor for us going forwards,’ he says.

We are both committed to developing our products together and we are really very excited about the future.’

Vanmaster is already working on a strong order book for the Bentley range, which will be individually built to order. Customers will be able to take a closer look at the Bentley line-up on a combined Vanmaster Bentley stand at The Spring Caravan and Camping Show at the NEC in February 2013.
RENAULT BUSINESS
FLEET MODEL RANGE

YOUR AT-A-GLANCE GUIDE TO RENAULT’S CAR FLEET MODEL RANGE

NEW TWINGO
First of the Renault fleet model range to display the new family “face”. Safe and refined, its compact size belies a roomy interior with adaptable sliding/folding rear seats. Low petrol CO2 emissions.

CO2 from: 119g/km. Fuel up to: 55.4mpg

CLIO
Available with three or five doors, or as a Sport Tourer estate, the Clio supermini offers low emissions and high fuel economy. Most efficient 94g/km version is a £250 walk from the standard dCi 88 models.

CO2 from: 94g/km. Fuel up to: 78.4mpg

DACIA SANDERO
See page 18 for full Dacia Sandero details. CO2 from: 99g/km. Fuel up to: 74.3mpg

DACIA DUSTER
CO2 from: 130g/km. Fuel up to: 56.5mpg

NEW CLIO
See page 8 for full details on New Clio. CO2 from: 83g/km. Fuel up to: 88.3mpg

MÉGANE
Refreshed fleet favourite Mégane includes three new engines, with ultra-low CO2 emissions for the dCi 110 diesel. Megane is available as a hatch, coupé, coupé-cabriolet and Sport Tourer estate.

CO2 from: 90g/km. Fuel up to: 80.7mpg

SCÉNIC / GRAND SCÉNIC
Scénic and seven-seat Grand Scénic now feature the latest family styling with the same ultra-efficient engines as the Mégane, giving fuel economy of up to 68.9mpg and low total cost of ownership.

CO2 from: 105g/km. Fuel up to: 68.9mpg

ZOË
Available to order now and arriving in UK showrooms next Spring, ZOE is the most accessible electric car on the market at £13,650 on the road. Turn to page 14 to find out what makes ZOE so unique.

CO2 from: 0g/km. Range: 130 miles**
*(UTAC ECE-15 cycle) **NEDC cycle

TWIZY
Funky two-seat Twizy offers a new vision of urban mobility, with a RENAULTSPORT-tuned chassis and electric drivetrain to offer agile, responsive city driving with no tailpipe emissions.

CO2 from: 0g/km. Range: 62 miles*

FLUENCE Z.E.
Four-door Fluence Z.E. saloon has an electric drivetrain with a 115-mile range and plenty of interior space. Battery lease costs make it very competitive with conventionally-powered rivals.

CO2 from: 0g/km. Range: 115 miles*
**YOUR AT-A-GLANCE GUIDE TO RENAULT’S LCV FLEET MODEL RANGE**

### KANGOO VAN

Renault’s well-established light van has become a firm fleet favourite. Available in more capacious Maxi and Maxi Crew Van guises, with tubular bulkhead and electric windows and door mirrors.

- Load volume: 3.0-4.0m³.
- Payload: 650-800kg

### KANGOO VAN Z.E.

The 100% electric Kangoo Van Z.E. is set to revolutionise back-to-base fleet operations. Quiet, zero emissions whilst driving, with 100 miles costing around £3 in electricity plus no congestion charge. Now including the new Plug-in Van Grant, which offers a 20% discount off the basic price, the Kangoo Van Z.E. starts at just £12,912 (Basic Price after PIVG* excluding VAT).

- Load volume: 2.2-4.0m³.
- Payload: 650kg

* PIVG: Plug-In Van Grant.

### TRAFIC

Trafic is a familiar sight on British roads – hardly surprising given the range of options, powerful yet economical engine and transmission choices and generous list of standard equipment.

- Load volume: 5.0-8.36m³.
- Payload: 886-1,282kg

### MASTER

Renault’s best heavy van yet provides a comprehensive range, four body lengths, three roof heights and a choice of front or rear-wheel drive. Clean diesel engines and long service intervals keep running costs low.

- Load volume: 8.0-17.0m³.
- Payload: 994-2,254kg

### MASTER CONVERSIONS

Master conversions take all the work out of ordering a dropside, tipper, double cab tipper or box van. Choose the vehicle you want, order it from your Renault dealer with factory warranty for the complete vehicle, then go to work!

- Chassis: FWD & RWD, MWB and LWB.
- Payload: 868-2,046kg

### MASTER CONVERSIONS

- *PIVG: Plug-In Van Grant.*

### PASSERGER VEHICLES

Renault Vans has a strong heritage in Passenger Vehicles, and Master and Trafic continue this tradition with style and user-friendliness, alongside class-leading safety.

- Passenger Vehicles available:
  - Trafic Crew Van
  - Trafic 8/9-seat Minibus
  - Master Crew Van (pictured)
  - Master 6/9/17-seat Minibus

### BESPOKE CONVERSIONS

The Renault Vans model range includes platforms which are the ideal basis for bespoke conversions, and are flexible enough to suit virtually all applications.

- Conversions Platforms available:
  - Trafic Platform Cab
  - Master Chassis Cab
  - Master Platform Cab (pictured)
  - Master Double Cab
WIN A CHANCE TO TEST YOUR LIMITS ON THE TRACK

Simply scan the QR code here to enter our competition for a chance to win a day testing your limits at Silverstone F1 Circuit, or visit www.renaultbusiness.co.uk/competition
Contact our UK sales team

Corporate Sales Managers (100+ vehicle fleet customers)
Scotland / Northern Ireland / Northern England
IAN MILLS
North West / North Wales
SIMON WHEELER
Midlands / South Wales / South West
ANDY WATKINSON
South & West Yorkshire / Notts / Derbs / Leics / Lincs / Humberside
MARTIN SMITH
South East / South London
HARRY SWAYNE
Northern Home Counties / East Anglia / North London / Oxon / Warwickshire
PETER HORTON

Business Sales Managers (25-99 vehicle fleets)
Scotland / Northern Ireland / Northern England
CHRIS LAWRENCE
North West / North Wales
STEVE HIGGINS
Midlands / South Wales / South East
STEPHEN LONGLEY
South & West Yorkshire / Notts / Derbs / Leics / Lincs / Humberside
VIKKI HENDERSON
South East / South London
BEN HEFETZ
Northern Home Counties / East Anglia / North London / Oxon / Warwickshire
SIMON TIMMINS

FIELD TEAM LEADERS
Manager, National Corporate Sales (100+ vehicle fleets)
PATRICK WHYMAN
Manager, National Business Sales & Pro+ (25-99 vehicle fleets)
MARK HAWKINS

LEASING & RENTAL
Manager, North
PAUL CHARLTON
Manager, South
CLAIRE ATKINSON-GREIG

CONVERSIONS
Manager, Conversions
GARETH MATTHEWS

While every effort has been made to ensure the contents of Renault Business were correct at the time of going to press (November 2012), the information given with regard to the tax position for drivers is for guidance only. All prices correct at time of going to press and are based on the latest production models. Please check with your supplying dealer for the official carbon dioxide emissions of the model in which you are interested. The right is reserved to change specifications, features and prices without prior notice.

Darren Payne
Director, Sales
Renault UK

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THERE IS A NEW STANDARD

4 YEARS WARRANTY & 4 YEARS ASSISTANCE

The Renault Business Quality Commitment sets the new standard. With the increase in our Warranty and Assistance cover, all Renault vans now come with up to 4 years guaranteed mobility to keep your fleet on the road. For more information on our award-winning range products and services, visit renaultvans.co.uk

RENault BUSINESS

TRUST EUROPE’S NO.1 VAN MANUFACTURER

For terms and conditions of the Renault Business Quality Commitment, please consult renaultbusiness.co.uk. Warranty applies to new Renault vehicles up to a period of 4 years or 100,000 miles, whichever comes first (first 2 years unlimited mileage). 4 year Renault Assistance is provided in association with the AA. Cover from month 0 to 36 includes assistance at the roadside and home, national recovery, onward travel and European cover. Cover from month 37 to 48 includes Roadside and Homestart (including a local tow to an authorized Renault dealer). 4 years warranty and assistance applies to vehicles ordered from 1st February 2012.