



TIS-Web 3 Month Free Trial - User Instructions and Registration Form

TIS-Web is an online service from VDO that provides an all in-one-answer to storing, archiving, visualising and analysing tachograph data. Located at www.tis-web.co.uk, the system manages the data and also produces a variety of Driver, Vehicle and Working Time Directive reports.

There are currently over 20 different reports available starting with the Driver infringement letter, this can be tailored with your company details and is automatically produced with the details of the infringement.

There are 3 Working Time Directive reports that allow you to report on Working Time Directive by driver as well as looking at a summary by depot. Linked to the driver planner is a missing chart report which highlights any missing data on the individual drivers.

Information in some reports is also shown graphically such as the Driver faults and infringement graph that shows a summary of the faults and infringements by depot.

The great advantage of a web based service is that with your secure account log-on details you can access data anywhere from any internet enabled computer; it also means that data can be uploaded to TIS-Web from a number of different computers or sites.

As you would expect from the worlds leading Tachograph supplier, VDO recognise the importance of the security of your data and we ensure high security through appropriate data centre resources and SSL encryption.

Whether it is changes to driver's hour's regulations or product enhancements the TIS-Web software is automatically updated by VDO, removing the need for you to buy any new software.

It does not matter if you have a single vehicle or a 500 vehicle fleet, TIS-Web is a very cost effective solution. There are no software costs or licence fees to pay, there are also no additional costs for running reports; there are not even any costs for adding additional drivers or vehicles. The only cost you pay after the 3 month free trial, if you decide to continue using TIS-Web is for the data that is transferred onto TIS-Web, a typical cost being £40 per driver per year.

We charge for this by selling Storage Blocks (SB's)*, with a Storage block being 250 data records. These data records can be an archive of the driver card or vehicle unit or a driver chart record. This driver chart record can be from an analogue chart as well as a digital record, and we do not charge for any manual entries.

The Storage Blocks* are bought in advance with a storage block being suitable in a typical fleet for one driver / vehicle for a whole year. This system offers the ultimate in flexibility as the Storage Blocks are for any driver or any vehicle, so it does not matter how many different drivers or vehicles you use.

**A SB is for a monthly driver card archive, a vehicle unit archive every 2 months and 232 driving days*

Continental Automotive UK Trading Ltd

FOC/1 – 26/03/2008



Unit 36, Gravelly Industrial Park,
Birmingham, B24 8TA

Tel: +44 (0) 121 326 1234
Fax: +44 (0) 121 326 1299
Web: www.vdo.com



TIS-Web Account Registration (3 Month Free Trial)

Completing the registration form:

Your details

Please complete this section with the details of the main contact within your organisation. **Please be careful when entering your e-mail address as this is the e-mail address that we will use to send your log-in details.**

Service details

Your TIS-Web account will allow you to download the equivalent of 60 charts sufficient for 1 driver for 3 months. (This could also be a mixture of drivers and different vehicles). Also your account includes provision for Driver Card and Vehicle archives (monthly driver card archives, and 2 monthly vehicle unit archives)

Once your 3 month Free of Charge TIS-Web account expires, the account can be reactivated by purchasing further Storage Blocks (SB's). These are priced, based on the number purchased:

10 or more SB's @ £40.00	(16p per chart equivalent)
5 to 9 SB's @ £42.50	(17p per chart equivalent)
1 to 4 SB's @ £45.00	(18p per chart equivalent)

These may be purchased on-line by visiting www.dtco.co.uk

Returning your registration form

It is important that you sign the registration form before either posting it to our TIS Administration Team, Continental Automotive Trading UK Ltd, 36 Gravelly Industrial Park, Birmingham or faxing it back to us on 0121 326 1299. You will then be sent your Account log-in details by email.

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Unit 36, Gravelly Industrial Park,
Birmingham, B24 8TA

Tel: +44 (0) 121 326 1234
Fax: +44 (0) 121 326 1299
Web: www.vdo.com

Your Details

Title (Mr, Mrs, Ms, Other)

Contact Name

Contact Position

Organisation Name

Address

Post Code

Telephone

Fax

e-Mail

User Details

Enter the names of the personnel that you wish to have access to your account

The first 3 user names are FREE. If you require more than 3 user names please contact Continental Automotive Trading UK Ltd

	Forename	Surname
1		
2		
3		

Do NOT enter the names of your Drivers here. This section is to allow Continental Automotive Trading UK Ltd to register the names of valid users for your account.

Returning your details

Please sign and date your application here and post or fax to the address opposite

I have read and agree to the Terms and Conditions printed overleaf.

Signature TIS Administration Team
Continental Automotive Trading UK Ltd
36 Gravelly Industrial Park
Birmingham
B24 8TA

Date

Tel: +44 (0) 121 326 1238
Fax: +44 (0) 121 326 1299

E-Mail: tis-support@continental-corporation.com
or visit: www.tis-web.co.uk

Continental Automotive Trading UK Ltd
FOC/1 – 26/03/2008



ISO 9001
Reg. No. FM09398 INVESTOR IN PEOPLE

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TIS-Web UK 3 Month Free Trial Account Form

S/N FOC/1

Terms and Conditions

"TIS-Web" means the TIS-Web software and includes the services on www.tis-web.co.uk, www.tisweb.co.uk and www.my-fis.co.uk
 "SB" means Storage Block and represents the right to download 232 chart equivalents, monthly Driver Card archives for 1 driver / year and 2 monthly vehicle unit archives for 1 vehicle / year. This is for one driver and vehicle for one year or for 4 vehicles / drivers for 3 months.
 "Chart Equivalent" means either the data from one analogue chart or data from a single vehicle and a single day that has been downloaded from a Digital Tachograph
 "Single Day" means a day starting at 12.00 midnight and finishing at 12.00 midnight

General

By using our site and services you signify your agreement to all terms, conditions, and notices contained or referenced herein (the "Terms of Use"). If you do not agree to these Terms of Use please do not use this site. We reserve the right, at our discretion, to update or revise these Terms and Conditions. Please check the Terms and Conditions periodically for changes. Your continued use of this site following the posting of any changes to the Terms and Conditions constitutes acceptance of those changes.

Support

Continental Automotive Trading UK Ltd. will provide telephone and E-mail technical support in response to your enquiries relating to:

The TIS-Web Product that is available on the web site either at www.tis-web.co.uk, www.tisweb.co.uk or www.my-fis.co.uk.
 Basic functionality of the TIS-Web Product as described in the Software Documentation supplied with the TIS-Web Product.

You acknowledge that due to the multiple hardware and software environments into which the TIS-Web Product may be used, Continental Automotive Trading UK Ltd. cannot guarantee that every enquiry or connectivity issues between third party services, service providers, hardware or software will be resolved. Subject to and in accordance with the terms of this Agreement, Continental Automotive Trading UK Ltd. sole support obligation is to provide reasonable and good faith efforts to resolve your enquiries arising from your use of the TIS-Web service in accordance with the Software Documentation.

Support availability

Continental Automotive Trading UK Ltd. will provide support on weekdays between the hours of 8.30am and 4.45pm (support centre local time) and will not provide support on public holidays or where it reasonably determines (in its sole discretion) that systems and server maintenance is necessary. This telephone support may be charged for via the use of a premium rate telephone line. E-mail support will remain free of charge and should be used as the primary source of support once it has been established by the customer that the FAQs on the web site and the product instructions cannot answer the query.

Continental Automotive Trading UK Ltd. reserves the right to limit each telephone call to one single support issue or question and to a duration of thirty minutes (an "Incident"). Continental Automotive Trading UK Ltd. further reserves the right to limit Support to 10 Incidents per calendar year.

Where support will not be provided

Continental Automotive Trading UK Ltd. may not provide Support where it reasonably determines (in its sole discretion) that:

1. your enquiries relate to business practice, application consulting or training;
2. your use of the TIS-Web service is outside that set out in the Software Documentation;
3. your use of the Support is excessive, abusive or fraudulent.

Product upgrades

The TIS-Web service will be upgraded from time to time. This will sometimes require the downloading of some additional "client" software to the customer's computer. Continental Automotive Trading UK Ltd. will be under no obligation to keep earlier versions of the TIS-Web service in operation for those customers who wish to restrict the downloading of this client software.

Subscription Fees

Use of the service requires the purchase of SB's and Continental Automotive Trading UK Ltd. will notify you by E-mail when you need to purchase more SB's. Please note the following points:

1. If more charts are added than the purchased SB would allow, then you may be asked to buy extra units to make up the shortfall;
2. Deleting old charts or drivers will not reclaim storage or increase the number of charts that may be entered.

Continental Automotive Trading UK Ltd. will have no obligations under this Agreement if the customers account is not in credit.

User Names and Passwords

You are responsible for all use of the services made using your username and password, whether or not the use is made by you, or someone else using your username and password. You are responsible for protecting and securing your username and password from unauthorised use. If at any time you believe your username and password is being used by unauthorised persons please use the facilities provided to change your password and / or contact Continental Automotive Trading UK Ltd.

International Use

Continental Automotive Trading UK Ltd. makes no representation that materials on this site are appropriate or available for use in locations outside the United Kingdom. Those who choose to access this site from other locations do so on their own initiative and are responsible for compliance with local laws.

Data Retention

To use the service tachograph data is downloaded to Continental Automotive Trading UK Ltd.' servers and held there for a period of 13 months. Any data older than 13 months is automatically removed. Your data will be held as long as your subscription stays current. If your service subscription is allowed to expire all your data associated with the lapsed service will be removed. This data removal will usually occur within 3 months of your service expiring.

Your subscription would have deemed to have expired if you do not have a positive balance of storage blocks (SB's) on your account. Continental Automotive Trading UK Ltd. will notify you by E-mail if you need to purchase more SB's. If you do not respond to this E-mail we will put a warning on your log in screen that you need to purchase more SB's. If after 28 days your account has not been brought into a positive balance we may at our sole discretion close your account without further notice.

If you do not ensure your account is kept with a positive balance Continental Automotive Trading UK Ltd. and its partners are under no obligation to keep your data.

"ACTIVE-X Controls" – programs placed automatically on your Computer

When you subscribe to one of our Interactive Services, we may store some programs on your computer in the form of an "Active-X Control" to provide an effective service. Active-X Controls can help us in many ways, for example, by allowing us to validate data entered without the need to continually transmit information. Normally you will be prompted before the control is transferred. Your Internet browser settings determine whether you receive a warning before an Active-X Control is stored. If your network or system settings prohibit the downloading of these components then some of our services will not operate without these controls.

Refunds/Rights to withdraw

You may cancel your agreement at any time by stopping using the service, subject to the following conditions:

There will be no refund for any unused SB's

The data will be retained on the system for a period of 3 months following a period of 6 months inactivity. Once this 3 months period has expired your access to the system will be terminated.

Continental Automotive Trading UK Ltd. reserves the right, in its sole discretion, to terminate your access to all or part of this site, with or without notice.

Exclusion and limitation of liability

1. Nothing in this Agreement shall exclude or limit the liability of either party for death or personal injury resulting from the negligence of that party or in respect of fraud or of any statements made fraudulently by that party, or arising under Part 1 of the Consumer Protection Act 1987 in respect of any defect in an Continental Automotive Trading UK Ltd. Product

2. Subject to the exception set out in paragraph 1 above and to the extent permissible by law, Continental Automotive Trading UK Ltd. will not be liable to you whether in contract (including under any indemnity or warranty), in tort (including negligence), under statute or otherwise for any (whether direct or indirect): (a) loss of profit; (b) loss of revenue; (c) loss of sales; (d) loss of anticipated savings; (e) loss or corruption of data; (f) loss of contract or opportunity; (g) loss of goodwill; (h) costs incurred in modifying Continental Automotive Trading UK Ltd. Products (whether in accordance with the Software Documentation or not); (i) unreasonable costs in remedying any loss; or (j) indirect or consequential loss.

3. Subject to the exception set out in paragraph 1 above and to the extent permissible by law, in the event that Continental Automotive Trading UK Ltd. is liable to you in contract (including under any indemnity or warranty), in tort (including negligence), under statute or otherwise its liability shall be limited to a claim for the fees paid to Continental Automotive Trading UK Ltd. during any single consecutive 12 month period after your acceptance of this Agreement for any one event or series of connected events.

4. Any action against Continental Automotive Trading UK Ltd. must be brought within 2 years after the cause of action arises.

5. For purposes of this section, "Continental Automotive Trading UK Ltd." includes its employees, sub-contractors and suppliers.

6. You acknowledge that given the price paid for the Continental Automotive Trading UK Ltd. Products and services, the complicated nature of the software, the almost limitless number of software and hardware environment combinations into which the software might be introduced, the fact that Continental Automotive Trading UK Ltd. cannot anticipate the particular purpose for which you are using the software and the availability of insurance for any loss that the above limitations and exclusions are reasonable in all the circumstances.

7. If any provisions of this agreement are held to be invalid under any applicable statute or rule of law, they are to that extent omitted from the agreement without affecting the validity or enforceability of the remainder.

8. Neither party shall be liable for any delay in performing any of its obligations hereunder if such delay is caused by circumstances beyond the reasonable control of the party so delaying and such party shall be entitled to a reasonable extension of time for the performance of such obligations.

Disclaimer of warranties

All materials, information, software, products, and services included in or available through this site (the "content") are provided "as is" and "as available" for your use. The content is provided without warranties of any kind, either express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Continental Automotive Trading UK Ltd., its subsidiaries, and its licensors do not warrant that the content is accurate, reliable or correct; that this site will be available at any particular time or location; that any defects or errors will be corrected; or that the content is free of viruses or other harmful components. Your use of this site is solely at your risk. Because some jurisdictions do not permit the exclusion of certain warranties, these exclusions may not apply to you.

Intellectual property rights

All intellectual property rights and any analogous rights of any nature created during the provision of the Support are the property of Continental Automotive Trading UK Ltd. You hereby assign all right, title and interest in any such intellectual property rights and agree to provide any assistance that Continental Automotive Trading UK Ltd. may require to perfect its title to such rights. Nothing in this Agreement shall prevent or restrict Continental Automotive Trading UK Ltd. from using and exploiting any intellectual property rights, techniques, tools, ideas or know-how created, used or developed during the provision of the support for any purpose whatsoever. You will keep Continental Automotive Trading UK Ltd. fully indemnified against all reasonable costs, claims, expenses, judgments and liabilities suffered by Continental Automotive Trading UK Ltd. howsoever arising through infringement of third party intellectual property rights in any software or other material you have combined with the Continental Automotive Trading UK Ltd. Products when Continental Automotive Trading UK Ltd. is performing its obligations in accordance with this Agreement.

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Choice of law and jurisdiction

This agreement shall be governed by and construed in accordance with English law and the parties hereby submit to the exclusive jurisdiction of the English Courts.

Data Protection

Both parties undertake to comply with provisions of the Data Protection Act 1998 ("the Act") in relation to the disclosure, use and storage of any personal information as defined in the Act. Your name, phone, fax number, address and E-mail address ("Your Data") will be put onto the Continental Automotive Trading UK Ltd. database and processed by us in servicing our relationship with you, including disclosure to third party outsourcers and consultants. This may include, but is not limited to, Continental Automotive Trading UK Ltd. provision of information about the Continental Automotive Trading UK Ltd. Products and updates, notification of changes to the Support or Payment and notification that this Agreement is about to expire. By submitting your Data to us you agree to our storage, use and disclosure of that data. Unless you notify us otherwise you agree that we may use and analyse Your Data to give you information about our services which may be of interest to you. If you do not wish to be contacted for marketing purposes by us or by third parties please send an email to the following address support@siemensvdo.com. You agree that for the purposes described above Your Data may be transferred to countries outside the EEA.

For the latest Terms and Conditions please visit

www.tis-web.co.uk

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Registered No. 965702 England. Registered Office: 36 Gravelly Industrial Park, Birmingham, B24 8TA

Operating your TIS-Web account

Once you have returned the registration form you will receive an email with your log-in details. Please allow 2 working days to receive these log-in details, if you have not received the e-mail after 2 days, please contact the TIS administration team on 0121 326 1238.

Logging On

Once you have received your account details you can log-on to the TIS-Web service by entering the appropriate server address, <http://www.tis-web.co.uk> as stated in the account details returned to you, in the Internet Explorer address bar and by pressing enter. You will then be presented with the TIS-Web home page. Here you will see a log in button in the centre of the page and to the right of this some user guides and FAQ's designed to give detailed help when using the service.

Before downloading data from any driver cards or vehicle units, we strongly recommend studying these help guides. These provide instructions that relate to 'TIS-Web Evaluation First Steps', 'TIS-Web Archive First Steps' and we recommend printing these as step by step guides.

Click the Log-in button and the TIS-Web welcome page is displayed. Enter your login details and click the Sign On button to log-in to TIS-Web. Once logged in, you will see the Switchboard page which displays the services available to your account. The Switchboard allows switching between services without having to log-out of TIS-Web. The appropriate service such as TIS-WEB Evaluation can be accessed by simply clicking on the button for the relevant service.

The TIS-Web Evaluation service is the data management tool, with which one can process digital data from Driver cards and Downloadkeys and analogue data from tachograph charts, either manually or using an appropriate chart reader, to create a full record of a driver's activities. This data can then be used to obtain Driver reports that consist of Driver Infringements, Working Time Directive and other Driver activities and also Vehicle reports that can be used to manage your fleet effectively.

To Download a Driver Card the instructions are as follows:

Step 1 – Add site details

The [My-Fleet] menu option allows you to create Drivers and Vehicles, and if applicable, Sites on your account.

To add a new Site into your account, simply click on the menu options [My Fleet] ► [Site Maintenance]. Select 'New' and enter details of the Site accordingly, before clicking on 'Save'.

Step 2 – Register Driver Cards

To enter Drivers via the Driver Maintenance page, simply click on the [My Fleet] ► [Driver Maintenance] and to add a driver, select the relevant Site from the Sites drop down box and the driver list for that site will be displayed.

Click on the 'New' button and a new row will be added to the list. Enter the appropriate data in each cell. The Surname, Forename and Start Date fields are mandatory fields. Tachograph activities for a driver can only be saved for dates between the Start Date and Finish Date fields.

Having entered all the relevant data, press the Save button to store the data on the database and if successful, a confirmation message will be displayed on the screen.

To assign a driver card to a driver, the Smart Card Reader must be connected and the corresponding driver added onto the database. Click on the icon with the magnifying glass (located left of Title). The page with the driver details will then be displayed and the process of assigning the driver card to the driver can be started by pressing the 'Add Driver Card' button. The page to start the driver card registration process will then be displayed. Ensure that the correct card reader is selected in the Reader field, insert the driver card into the card reader with the chip facing towards you and press the 'Start' button. Follow the instructions on the screen and when the read-in procedure is completed, the driver card details will be displayed in the driver details page.

Once you have registered driver cards to your drivers, you can now download the driver card data into TIS-Web.

Step 3 – Download Driver Card data

To download a driver card, click on [Download] \blacktriangleright [Driver Card] using the menu at the left of the screen, click the 'Start' button and insert the driver card with the chip facing towards you into the chip card reader.

Driver card details will be displayed while downloading data and when the download process is complete, you will be prompted to remove the driver card from the card reader.

Then proceed to the Import wizard, available from the [Download] Menu, to resolve any conflicts and to check the progress of transfer of the downloaded data to the database on the server.

Step 4 – Resolve any possible Download conflicts

In the menu option [Download] \blacktriangleright [Import Wizard] there is an overview of recent downloads and any possible conflicts. Click on the 'Import' button within the Driver card section to view the details.

If a download is successful the status will show 'Processed'. If the status shows 'Conflict', further action is required. Click on the file which shows 'Conflict', this will then highlight yellow, then click on 'Resolve' a screen identifying the type of conflict is presented. To resolve the conflict of Vehicle Not Found, click and select the line, this will highlight yellow, then click on the 'Resolve' button.

The default action is to 'Add New Vehicle'. Make the appropriate selection and press the 'Save' button.

Once the conflicts have been resolved, the data will be validated and charts imported into your account.

Step 5 – Produce Reports

TIS-Web Evaluation offers many reports for analysing the recorded data quickly and according to different criteria. From the menu, select [Reports] and then the [Driver Report] or [Vehicle Report] option.

Downloading Vehicle Unit data

To transfer vehicle data from a Downloadkey, remove the transparent cover to expose the USB connector and insert into a free USB port on the PC. USB ports are usually found on the front or back of the PC. From the menu select [Download] \hookrightarrow [Transfer Data] and select the 'Downloadkey' as the input device. The data on the Downloadkey will then be transferred to your TIS-Web account.

Important Note: The TIS-Web service included in this package includes 2 separate types of data storage, relating to the archiving and storage of data and an evaluation service. The archiving service ensures data is archived according to UK regulations and the evaluation service facilitates the analysis of this data to ensure compliance with the Drivers Hours Regulations.

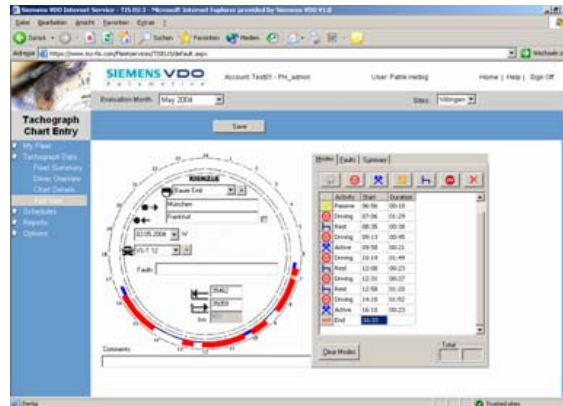
So that the integrity of the Archive data can be assured (You may need to present this data to the enforcement authorities), this data is stored separately from the analysis data. It is therefore important that the data is downloaded to the archive service regularly. UK Downloading regulations require that this is done within 56 days for Vehicle Unit data and within 28 days for Driver Card data.

To simplify this process, it is possible to link the evaluation and archiving processes so that data entered via evaluation is automatically archived. In order to implement this, the following options should be set up as follows:

Return to the Switchboard page and click the 'TIS-Web Evaluation Service' button, From the main menu select [Options] \hookrightarrow [Download], then 'driver card' tab and select "According to Archive Regulations". Press 'Save' button

Return to the Switchboard page and click the 'TIS-Web Archive Service' button. From the main menu select [Options] \hookrightarrow [Download Management], then select the import wizard tab and select "Process new driver card download files automatically" and also select "Process new vehicle unit download files automatically".

TIS-Web Training Course



VDO run on a regular basis 1 Day Training Courses for users of the TIS-Web service. The course is designed to help you get the most out of the service and includes:

- TIS-Web Overview
- TISWeb Evaluation – Data Maintenance & System Options
- Driver Card Download
- Downloadkey download TISWeb Evaluation
- Reports & System Options
- TISWeb Archive – Data Archive & Options
- TISWeb Evaluation – Analogue Data Entry & Driver Planner

Courses are held at our Birmingham training school about every 2 to 3 weeks and the cost is £195 plus VAT per delegate including a buffet lunch and course notes.

For further details please contact our TIS-Web training supervisor on 0121 326 1248 or e-mail us at nicola.matthews@continental-corporation.com



TIS-Web Service and Support

Should you experience difficulties using the TIS-Web tachograph analysis service please use the following process to try and resolve your problem.

Most problems are due to a lack of familiarity with the system. Although TIS-Web is easy to use you may find visiting www.dtco.co.uk useful as here you will find a number of simple user guides.

Should your problem not be covered by these guides, or you feel that your problem is of a more technical nature then please email details to our support desk at:

TIS-Support@continental-corporation.com

In your email please provide the following information;

- Name and position
- Company
- Contact details – email address, phone and fax numbers
- TIS Account Name
- Server address ie. www.tis-web.co.uk or www.tisweb.co.uk
- Short description of problem
- Steps taken to try and solve the problem
- Steps taken to repeat problem
- Time and date that the problem occurred

Please note that it may take up to 48 hours to get back to you, or longer over a weekend or national holiday.

If your problem is critical or you have not received a response to your email after 48 hours please call the technical support team on 0121 326 1238.

Please note that this centre is open Monday – Thu 08:30 – 16:45 and Fridays from 08:30 – 16:15 and closed bank holidays.

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