

# Quick Guide

**stadtmobil**  
carsharing

## How to book and open the car

Use the stadtmobil access card or the stadtmobil carsharing app to open the car you have booked.

Book/change/cancel	Website	www.stadtmobil-stuttgart.de
	Android app	'stadtmobil carsharing' in the Play Store
	iOS app	'stadtmobil carsharing' in the App Store
	By telephone	Hotline 0711 94 54 36 30 (available 24/7)

A booking or extension is only possible, if the car has not been booked by another customer. Cancellations up to 24 hours before the start of the journey are free of charge, thereafter cancellation fees will be charged.

## Check for damage

Check the vehicle for damage, roadworthiness and gross contamination before setting off. Check that both fuel cards are present in the red logbook.

Compare with damage overview	Damage already recorded in the red logbook or marked with the 'damage known' sticker? If you find new defects, scratches, dents etc., call the Hotline 0711 94 54 36 30 (24/7).
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## How to start and end

Cars with card scanner	<ul style="list-style-type: none"><li>• Hold the access card/stadtmobil app at the card scanner on the windscreen for some seconds</li><li>• Get in, enter the PIN in the device in the glove box (which is not required for newer vehicles and when opening with the stadtmobil app), remove the car keys and start the engine.</li><li>• When interrupting your journey, lock and unlock the vehicle with the key.</li><li>• At the end of the journey, always park the vehicle at its stadtmobil parking space.</li><li>• Replace the car keys in the device in the glove box, fill the report form (red logbook).</li><li>• Get out and lock the car with the access card/stadtmobil app on the card scanner.</li></ul>
Cars at stations with key safe	<ul style="list-style-type: none"><li>• Hold the access card/stadtmobil app at safe's display, enter the PIN, open the door, remove the car keys (green light) and close the safe.</li><li>• Open the car with the key; the immobilizer will unlock automatically as soon as the vehicle key is in the car.</li><li>• If the journey is interrupted, lock and open the car with the key.</li><li>• At the end of the journey, park the vehicle at the stadtmobil car park and complete the journey report (red logbook).</li><li>• Lock the vehicle with the key.</li><li>• Open the safe again with the access card and PIN, insert the chip with the key ring back into any free slot, close the safe.</li></ul>

Never pass the key on to waiting users!

Please make sure that you have not forgotten anything in the car. If you lock the vehicle with the access card/ stadtmobil app or put the chip with key ring back into the safe, the booking will be terminated (automatic cancellation).

## Refuel

- In the red logbook you find ARAL Routex and euroShell fuelling cards, which will be accepted for refuelling and cleaning at all Routex and euroShell petrol stations in Germany and abroad.
- Note the mileage after refuelling (this will be requested when paying).
- Fuel card PIN on car key fob. Leave the receipt in the red logbook.
- When paying cash or by EC-card, note the customer number and mileage on the receipt (with quantity, price and VAT); reimbursement will be made.
- Do not fill up with premium fuel (e.g. V-Power Diesel).

## How to charge electric cars

- You will find a charging card in the red logbook.
- When you return to the stadtmobil station, please make sure to plug the charging cable back in and to activate the wallbox with the chip on the vehicle key or at the charging station with the charging card. Green light indicates the charging process has started.
- For electric vehicles without a fixed charging point, there has to be a charge level of at least 25 percent at the end of the booking.
- When charging at an external charging point during the booking period, please observe the specified charging time and remove the vehicle from the charging point quickly after charging. "Blocking fees" will be charged.

After usage, please put the fuel card back into the red logbook!

## Dos and dont's

Smoking	Smoking is prohibited in all stadtmobil cars.
Delay	The vehicle must be returned on time at the end of the booking period.
Soiling	Leave the car clean.
Animals	Always transport pets in closed crates in the boot.
Long distance journey	Please check the service fluids (oil, water ...) and tyre pressure regularly.

Carsharing depends on the considerate behaviour of every user. If a user causes malfunctions or defects, the necessary employee deployments will be charged.

## What to do in case of a breakdown or accident

Unless there are other compelling circumstances, stay at the scene of the accident until the police have completed their investigation and take measures to preserve evidence (photos) and minimise damage. In the event of an accident, do not make any acknowledgement of fault, assumption of liability or comparable declaration (loss of insurance cover possible).

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| In the event of an accident | <ul style="list-style-type: none"><li>• Safeguard the crash site, if necessary ring the emergency 112, provide first aid! All accidents (including accidents in which no other persons or vehicles were involved or no third-party damage was caused) must be recorded by the police.</li><li>• Report a breakdown or accident immediately to the booking centre 0711 94 54 36 30 (available 24 hours a day).</li></ul> |
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**Any further questions?** Feel free to call the stadtmobil office 0711 94 54 36 36

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This information is an extract from our terms of use.

## Further Information

- about carsharing with stadtmobil: Fragen und Antworten (FAQ) (website), user regulations (download website)
- site descriptions: website, stadtmobil app
- on refuelling: user regulations, red logbook
- on the function of the cars: vehicle operating manual (glove compartment)