



MAINTENANCE

Your vehicle is enrolled in an Enterprise Fleet Management maintenance program. Assistance with any mechanical repair is just a phone call or email away.

We request that you read your vehicle's operating manual and review the manufacturer recommended service intervals.

To keep your vehicle operating at peak efficiency and to ensure the warranty remains intact, it is your responsibility to have the appropriate preventive maintenance completed within the manufacturer's service intervals.

WHERE TO GO FOR SERVICE

Enterprise Fleet Management partners with national account providers and independent service locations throughout the US and Canada. Maintenance partners are divided into Preferred Partners and Other Providers. You may go to any of our maintenance providers, but there are benefits a Preferred Partner will provide, including:

- Real Time Data and Reporting for Visibility into your Fleet Repairs
- Quicker Billing Processes
- Reduced Downtime
- More Timely Service Alerts via the Mobile App and Client Website

Find the nearest preferred vendors by using the **eFleets Mobile App** or go to www.efleets.com/locations. The Enterprise Fleet Management Service Team is also available to locate the facility that is best suited for necessary repairs.

MAJOR NATIONAL ACCOUNT VENDORS ACCEPTING THE ENTERPRISE CARD:

- Bridgestone/Firestone
- Jiffy Lube
- Tire Kingdom / NTB / Merchant's
- Valvoline Instant Oil Change
- Pep Boys

Visit the **eFleet Mobile App** or call 800-325-8838, for assistance in locating the National Account service center near you.

THE ENTERPRISE MAINTENANCE CARD

The Enterprise Fleet Management maintenance card is a unique authorization card that will identify you as an Enterprise Fleet Management customer. The card is available electronically on the **eFleets Mobile App** or it can be printed from the Client Website at <https://efmfleetaccess.efleets.com>.



HOW TO USE YOUR ENTERPRISE MAINTENANCE CARD

- 1 -

Access the Enterprise Fleet Management maintenance card via the **eFleets Mobile App** or print a copy from the Client Website. Then, take your vehicle to any Enterprise-authorized service provider.

- 2 -

Present your Enterprise Maintenance Card before any work begins. The shop will verify the card matches your vehicle. If, for any reason, there are questions or issues at the shop, please ask the facility to call Enterprise at 1-800-325-8838.

- 3 -

It is the repair facility's responsibility to submit all costs to the Enterprise Fleet Management National Service Department to gain approval of costs that exceed the self-authorization, "card limit" on the card. Once authorization is received, the service facility is responsible for completing the entire repair process.

- 4 -

Enterprise Fleet Management will handle the rest. The maintenance card is NOT transferable. It can be used only for maintenance and repair services on your company vehicle. It may NOT be used for gasoline, oil, fluids, or for vehicle washing and waxing services.

ENTERPRISE AUTHORIZATION POLICY

Each card has a self-authorization threshold listed under the "Card Limit" field. For work in excess of the set amount, or to get personal assistance, the service provider will call the number on the maintenance card or log into our point of sale system (<https://online.autointegrate.com>) to submit an electronic request before any work begins.

Requesting prior authorization ensures that service providers offer appropriate pricing, avoids duplication of repairs, allows credits for prior repair work and helps us manage a more professional experience. A certified and experienced technician with the Enterprise Fleet Management's National Service Department will review the vehicle's suggested repairs and make recommendations to provide proper and prompt service. Any service exceeding the stated limits requires prior authorization from Enterprise Fleet Management.



RECOMMENDED SCHEDULED MAINTENANCE

Scheduled maintenance, according to the manufacturer's recommended intervals, is necessary to avoid expensive vehicle downtime, major repairs, unsafe vehicle conditions and will prevent violating manufacturer warranties. Vehicle manufacturers utilize odometer based service intervals (intervals are noted in the Owner's Manual), as well as oil life monitor systems that determine when oil changes should be performed based on driving habits and operating conditions. If scheduled maintenance intervals are not followed, you may be held responsible for any resulting major repairs.

MANUFACTURER RECOMMENDED SERVICE INTERVALS

See your Owner's Manual for Scheduled Maintenance interval recommendations. Items needing scheduled service include, but are not limited to:

ENGINE OIL AND FILTER CHANGE

TIRES / BRAKES

AIR FILTER

TRANSMISSION / TRANSFER CASE SERVICES*

COOLANT FLUSH*

HYBRID / ELECTRIC SERVICES*

* Manufacturer-specific fluids are required when servicing Enterprise Fleet Management vehicles. See the Owner's Manual for manufacturer recommendations. Fluids meeting or exceeding manufacturer specifications are required when servicing Enterprise Fleet Management vehicles. Driver is responsible for maintaining proper fluid levels between service intervals.



EMERGENCY REPAIRS

If emergency repairs are necessary after normal working hours (Monday through Friday, 6 a.m. to 9 p.m. CST and Saturday, 7 a.m. to 4 p.m. CST), please visit an Enterprise Fleet Management preferred maintenance partner. The service facility will submit an online request through the point of sale system (<https://online.autointegrate.com>). If authorization cannot be granted electronically due to type or cost of service, it will be reviewed by Enterprise Fleet Management the next working day. Non-preferred maintenance partners will need to call for a purchase order the next working day.

In the rare instance when an Enterprise Fleet Management preferred maintenance partner is not available, and emergency work must be done, have the repairs made at the most convenient repair facility. Please exercise prudent control over expenditures.

If the unit is part of the Full Maintenance Program, reimbursement can be made by your company. Work directly with your company for any expenses you personally paid. Reimbursement paperwork including a legible copy of the invoice and proof of payment should be emailed directly to Enterprise Fleet Management at:

DRIVER_REIMBURSEMENTS@EFLEETS.COM

EMERGENCY ROADSIDE ASSISTANCE

Call 911 for emergencies involving injuries or when you are in an unsafe situation.

To obtain roadside assistance service, call from the eFleets Mobile App or call the number listed on the maintenance card: (US) 1-800-325-8838 (Canada) 1-877-859-1763. Follow the phone prompts for Roadside Assistance. This nationwide number is operational 24 hours a day, 7 days a week.

Enterprise Fleet Management will coordinate roadside service through national partners and various vehicle manufacturers when warranty service is applicable. The Enterprise Roadside Assistance Program provides prompt mechanical repairs, towing, battery service, tire change, gasoline delivery and lock-out service.

Required information to schedule roadside service:

- Enterprise Unit Number or last 8 digits of the vehicle's VIN
- Vehicle location including address, mile marker, or nearby landmarks
- Contact name and phone number
- Please clarify whether the driver will be with vehicle (if not, key location is needed)