

EMERGENCY INFORMATION FOR FLEET VEHICLES

VEHICLE PROBLEMS:

If there is a breakdown, accident, flat tire, out of gas, etc., locate the blue ARI (CAR CARE) packet in the glove compartment.

ARI is a roadside assistance program contracted by the State. The driver should call 1-800-CAR-CARE ([1-800-227-2273](tel:1-800-227-2273)).

The information needed (VIN number, fleet number etc.) will be found on a white sticker inside the ARI packet the odometer reading will also be needed.

Tell them where you are located and ARI will then call the nearest service provider to assist you.

If the car is under warranty, ARI should still be called to find a nearby dealer.

All repair costs must be approved by ARI before the work can be done so it is important that the repair shop calls them with the estimate.

Do not agree to any charges until the service provider gets approval from ARI.

The service provider will send the bill directly to ARI.

For reimbursement of personal costs due to vehicle malfunction, submit receipts with a "Travel Expense Report" to the respective department head. Fleet will pay all legitimate costs.

ACCIDENTS:

When in the Milwaukee area, during Fleet hours (6:00 a.m. - 4:30 p.m.):

Remove vehicle from traffic and secure.

Call UW-Fleet Garage (414) 229-4386 for instructions.

When not in the Milwaukee area or after Fleet hours:

1. Remove vehicle from traffic and secure.

- 2. Call ARI at 1-800-CAR-CARE for instructions. ARI will advise on repair facilities, towing, other transportation and motel accommodations. ARI packet is available in the glove compartment of vehicles.**
- 3. All repair costs must be pre-approved by ARI before work can be done.**

Complete a Vehicle Accident/Incident Report "DOA-6469(R08-2000)" found in the glove compartment and submit it to the Fleet Manager the first normal workday following the incident.

The driver should also get all information from the other driver and the name and phone number of the officer at the scene.

Ask the officer to complete a "Police Report".