



1. OVERVIEW

These guidelines provide general information and instructions for use of road assistance when necessary due to a mechanical failure of a vehicle leased or rented from FMD.

2. PERSONAL SAFETY

- 2.1. Turn off the engine; or,
- 2.2. If the engine cannot be turned off:
 - 2.2.1. Set the gear to neutral;
 - 2.2.2. Pull emergency brake;
 - 2.2.3. If the vehicle is positioned downhill, turn the steering wheel clockwise to turn vehicle wheels toward the curb or road's shoulder; if uphill, turn the steering wheel counterclockwise.
- 2.3. If the vehicle location and / or condition creates a risk to your personal safety, move away from the vehicle. If driver is unable to exit the vehicle, try to unlock the door. If life is in immediate danger due to the vehicle condition (e.g. leaking fuel and fire.), knock out the nearest window and exit the vehicle.
- 2.4. Unless there is an electrical or fuel problem with the vehicle, turn on the emergency lights.
- 2.5. Call Road Assistance (see Section 5), and if necessary call 911.

3. ROAD SAFETY

- 3.1. Prevent vehicle from creating a road hazard. Park the vehicle as far off the road as possible, i.e. nearby parking lot or a road shoulder.
- 3.2. Otherwise, follow steps 2.1. – 2.4.
- 3.3. If the vehicle location and/or condition does not create a risk to your personal safety, remain inside or nearby until road assistance and / or emergency response units arrive.

4. AVAILABLE ROAD ASSISTANCE SERVICES:

- 4.1. Towing
Up to **25 miles** of towing for any size vehicle from the point of breakdown to the nearest service provider or other specified location. There is an additional fee for towing a car more than 25 miles.
- 4.2. Locksmith Service
Locksmith services will be provided at an accessible location.
- 4.3. Battery Boost
Jump-start or perform minor mechanical adjustment to start the car.
- 4.4. Fuel Delivery
An emergency supply of fuel will be delivered to the disablement site. If necessary, the car will be towed to the nearest gas station.
- 4.5. Winch
Includes extraction of the vehicle when it is stuck on ice, in mud or snow on a normally traveled roadway.



DCAM - FLEET MANAGEMENT DIVISION

PROCESS A001: **Road Assistance**

5. ROAD ASSISTANCE CONTACT

5.1. Primary Contact:

5.1.1. Road Assistance card should be found in the pouch with the State Fleet Card;



5.1.2. NetworkFleet Road Assistance;

5.1.3. Dial 1-866-227-7323;

5.1.4. Press 2;

5.1.5. Services listed in section 4 are free of charge when provided by NetworkFleet Road Assistance; an additional fee applies if:

5.1.5.1. Services are needed more than four (4) times (per vehicle) in one year,

5.1.5.2. Towing exceeded 25 miles (charge is for the difference between total distance and 25 miles),

5.1.5.3. Full charge for towing when incident is accident related.

5.2. Secondary Contact:

5.2.1. Fleet Rescue;

5.2.2. Dial 1-800-226-3860;

5.2.3. Services provided by Fleet Rescue are free of charge only:

5.2.3.1. When NetworkFleet Road Assistance is not capable to provide service; AND,

5.2.3.2. For standard lease and daily rental Fleet Management owned vehicles.



6. OTHER

- 6.1. Use the State Fleet Card for additional charges pertaining to the vehicle.
- 6.2. Contact Fleet Management at 1-405-521-2204, if road assistance:
 - 6.2.1. Cannot be provided;
 - 6.2.2. Does not follow-up within 30 minutes of initial trouble report;
 - 6.2.3. Cannot locate the vehicle in their database;
 - 6.2.4. Card is not with the vehicle.
- 6.3. Services provided by Fleet Management are free of charge only:
 - 6.3.1. When NetworkFleet Road Assistance is not capable to provide service; AND,
 - 6.3.2. For standard lease and daily rental Fleet Management owned vehicles, AND,
 - 6.3.3. When incident was not a result of lack of compliance with the Driver Responsibility Certification ([DCAM-FORM-FM-015C](#)).
- 6.4. If a mechanical failure renders a vehicle inoperable:
 - 6.4.1. The driver is responsible for own transportation accommodations on the date of the vehicle mechanical failure
 - 6.4.2. An agency may choose to provide an alternative transportation on the date of the vehicle mechanical failure.