

MAINTENANCE PROGRAMS

KEEP YOUR FLEET RUNNING SAFELY, SMOOTHLY AND EFFICIENTLY.



FOR DRIVERS

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

For roadside assistance, call from the eFleets Mobile App or call **1-800-325-8838** from the U.S. or **1-877-859-1763** from Canada.



FOR FLEET MANAGERS

If repairs exceed your company's set repair limit, we will notify you via email and telephone. You can approve expenses directly through the email.

Vehicles in your fleet are covered in one of two ways. Coverage may vary by vehicle, so double-check your agreements to see which program applies.

FULL MAINTENANCE PROGRAM

The Full Maintenance Program includes all scheduled maintenance. Drivers will need to show the service provider the Enterprise Fleet Management Maintenance Card from the eFleets Mobile App or Driver Quick Reference Guide, and we will handle the rest.



INCLUDES:

- Full maintenance fees cover the majority of the vehicle's maintenance and repairs.
- Brakes and tires are optional to the full maintenance program. Your service center will check with the Enterprise National Service Department (NSD) upon arrival to see if they are included in your program



DOES NOT INCLUDE:

- Repairs as a result of neglect, abuse or collisions
- Repairs to aftermarket equipment
- Glass-related repairs
- Body damage

- OR -

MAINTENANCE MANAGEMENT PROGRAM

Maintenance fees and expenses will be listed on your monthly invoice. Each vehicle in your fleet has its own Maintenance Card, and each card has a self-authorization threshold assigned to it. If work exceeds the threshold, the service provider will request authorization from the NSD.

HOW TO MAKE THE MOST OF YOUR MAINTENANCE PROGRAM:

- Call NSD for help with any warranty repairs, including back-ordered parts or repair escalation.
- Always schedule service appointments to avoid downtime. Drivers can schedule appointments with Firestone from the eFleets Mobile App.
- Use preferred vendors for streamlined service.

HOW TO USE YOUR MAINTENANCE CARD:

- Warranty and recall work should be completed at the dealership.
- For scheduled maintenance and routine repairs, we recommend using dealers or national chains like Firestone, Goodyear or Jiffy Lube, but there is no out-of-network fee for other service centers.
- To find a preferred vendor near you, use the eFleets Mobile App or go to efleets.com/locations. The NSD is also available to locate the facility best suited for necessary repairs. **If you need help, contact the National Service Department at 1-800-325-8838, option 5.**
- Before service begins, present your Enterprise Fleet Management Maintenance Card to the service provider. The Maintenance Card can be shown from the eFleets Mobile App, printed from the client portal website or is available on the back of the Driver Quick Reference Guide.
- While scheduled maintenance can be completed anytime, more complex repairs should be conducted during call center hours, **Monday-Friday 6 a.m. to 9 p.m. CT, and Saturday 7 a.m. to 4 p.m. CT** in case additional authorization is required. If this is not possible, be sure to use a preferred vendor to ensure authorization can be processed as fast as possible.
- **Employees do not pay for services.** Enterprise will handle it all. Please remind your drivers that Maintenance Cards are vehicle-specific and cannot be transferred.



MINIMIZE DOWNTIME WITH WELL-MAINTAINED VEHICLES.

When your vehicles are well maintained, they're safer, they perform better, they last longer – and driver downtime is kept to a minimum. That's why we make it easy for you and your drivers to connect with a nationwide network of 80,000 service centers.

Drivers should follow the manufacturer's maintenance schedules listed in the owner's manual. Mobile App and email maintenance reminders can be set up through the client website.



LEARN MORE ABOUT
YOUR MAINTENANCE PROGRAM
AT EFLEETS.COM/CLIENT/MAINTENANCE



FOR MORE INFORMATION, CONTACT

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