



Maintenance Procedures

Email the Enterprise Maintenance department at maintenance@vanpool.com for a list of authorized repair shops near you (**Pep Boys, Firestone, or Sears**). Please include your Vanpool ID, vehicle unit number or license number and a description of the problem you need addressed. This email inbox is monitored throughout the day for prompt assistance. For maintenance emergencies (or if you don't have email access), please call **310-436-2375**.

Preventive Maintenance:

Enterprise services its vehicles every 7,500 miles or sooner (per auto manufacturer guidelines). When your vehicle is due for service, you will receive an email notification that includes a list of approved service shops in your area. **The Vanpool Coordinator or an authorized Vanpool Driver will need to bring the vehicle into one of the Enterprise-approved shops near their home or work.** When you arrive at the shop, please let them know you are an Enterprise Rideshare (not Rent-a-Car) customer and your vehicle is due for service. Have the shop contact Enterprise at 800-826-4967, Option #6, for all repair approval and purchase orders. For additional authorized shops in your area, email the Maintenance department (maintenance@vanpool.com).

It is important to have the service performed within a week of receiving the notification to ensure your vehicle remains in safe operating condition. If you are unable to take the vehicle in for service within the current week, please request a one-week extension from the Maintenance department.

For safety reasons, we are only able to extend the service one week.

Please email the Maintenance department (maintenance@vanpool.com) if either of the following occurs:

- A "service/check-engine" light of some type turns on in your van.
- You received a service notification after service was performed on your vehicle (please include the date and mileage when the service was performed).

Minor Repairs and Flat Tires:

For minor repairs (e.g. wipers, headlight, etc.) or if the “service due” light on your vehicle turns on, please bring the vehicle into an Enterprise-approved shop near you, and follow the instructions in the “Preventive Maintenance” section. You do not need to notify Enterprise in advance.

If the vehicle gets a flat tire, contact **Roadside Assistance** directly at **877-533-3996**, and they will arrange to change the tire/put on the spare. Once the spare tire is installed, drive the vehicle to a nearby Enterprise-approved shop to have the flat tire repaired. Please do not attempt to change the tire yourself.

Major Repairs:

For repairs that cannot be completed within one day, Enterprise will deliver a loaner vehicle to the Vanpool Coordinator (unless the vehicle is in a remote location). Once the original vehicle is repaired, Enterprise will return the vehicle and pick up the loaner. The Vanpool Coordinator is responsible for making sure the loaner vehicle is returned with the same amount of fuel (usually ¼ tank) as when delivered. Enterprise does not provide loaner vans for same-day servicing or repairs. If you notice a problem with your van on the way to work, call Enterprise’s Maintenance department as soon as you arrive.

Note: Please remove all personal belongings and valuables from the vanpool vehicle prior to service. Enterprise and its vendors are not responsible for any personal items left inside of the vehicle.