

Vehicle Assistance Centers

Call 1 (866) 400-0411

- Press 1** Maintenance, Battery and Tire Repair Procedures (MCC)
- Press 2** Accident, Body, or Glass damage (AMC)
- Press 3** Vendors wanting to close or modify a previous maintenance authorization over \$100
- Press 4** Customers with a Fleet Service Card acceptance problem (under \$100 purchases)
- Press 5** Vendors with a payment problem

(over)

Decorative geometric shapes at the bottom of the page, including a tan triangle on the left, a large yellow triangle in the center, and a blue triangle on the right.

Maintenance, Battery and Tire Repair Procedures:

Reference the *Guide to Your GSA Fleet Vehicle* located in the glove box for maintenance and repair information. The vendor must contact the Maintenance Control Center (MCC) before work begins on all tire replacements, battery replacements and maintenance over \$100. Repairs under \$100 can be purchased using the Fleet Services Card assigned to your Fleet vehicle. If the vehicle is still covered by the manufacturer warranty, have repair work performed at an affiliated dealership. Contact the MCC at 1-866-400-0411 (option 1).

Accident Body Damage Procedures: In the event of an accident, please refer to your vehicle's *Fleet Vehicle Accident Kit* in the glove box for detailed procedures. The Accident Management Center (AMC) must be notified of all incidents and accidents, regardless of damage or cost, and the AMC must authorize all repairs. Contact the AMC at 1-866-400-0411 (option 2).

Glass Damage Procedures: For glass replacements and repairs, please contact the AMC.

Roadside Assistance Procedures: Check the vehicle owner's manual to see if this vehicle is covered under the manufacturer's roadside assistance plan. If so, use the phone number provided to request assistance. If not, or if you are unsure, contact the MCC.

After Hours Procedures: For After Hours assistance, call 1-866-400-0411 and follow the prompts provided to request assistance.