

Roadside and Emergency Maintenance QRG

Purpose and Overview

This document outlines the process, details, and who to contact if the van is disabled or has a critical failure of the chassis system. This is broken down into the following categories:

- Roadside Assistance
- Emergency Maintenance – On the Road
- Emergency Maintenance – At the Store

Roadside Assistance

Technician Actions:

Step	Action
1	Make sure you are in a safe location.
2	Call 1-800-Car-Care.
3	You will need the Client ID: 54W8 .
4	They will need the five-digit van number. Add zeros in front of the van number to make five digits. Example: Van 55 is 00055.
5	If a shop is lined up, have the location and contact information ready.

Store Actions: The store should send an email to dtmi_maintenance@asaptire.com with the van number, any details of what is wrong, confirmation numbers and the location where the van is being towed.

Emergency Maintenance – On the Road

Technician Actions:

Step	Action
1	Make sure you are in a safe location.
2	Call 1-800-Car-Care.
3	You will need the Client ID: 54W8 .
4	Arrange a tow to a local Ford Dealership.
5	Contact your Store Manager and notify them of the van failure so they can reschedule your route.

Store Actions: The store should send an email to dtmi_maintenance@asaptire.com to notify the Maintenance Team of the issue.

Emergency Maintenance – At the Store

Technician Actions:

Step	Action
1	Attempt to diagnose the issue.
2	Notify your Store Manager of the van failure so they can reschedule the route.

Store Actions:

Step	Action
1	Email dtmi_maintenance@asaptire.com with a description of the issue.
2	The Maintenance Coordinator will contact an appropriate shop and arrange a tow.
3	The Maintenance Coordinator will follow up with the Store Manager with details about when the van will be picked up and taken to the shop for repair.
4	The Maintenance Coordinator will follow up with the Store Manager when the van is repaired and will be available for pick up.

Contact

dtmi_maintenance@asaptire.com