



Driver Materials

Driver Support: 877.870.4999 Ext. 2



Questions about your electric vehicle? Scan the QR code or visit merchantsfleet.com/ev-knowledge-center

DO NOT DISCARD
Important vehicle information enclosed.
Keep in glove compartment of your vehicle.





merchantsfleet.com/ev-knowledge-center

Questions about your electric vehicle?

Scan the QR code for video tutorials, best practices, and more information.

Driver Support: 877.870.4999 Ext. 2

Approved National Vendors



meineke



Glass: For glass repairs, please contact your supervisor and/or fleet manager for approval and contact Merchants Fleet at 877.870.4999 to coordinate any repairs.

merchantsfleet.com/ev-knowledge-center



Vendor Instructions



Service can be performed within 500 miles before or after the stated odometer interval and this brochure serves as authorization to perform the maintenance as indicated. Any additional service or work outside of the mileage limitations must be authorized via the below number:

877.870.4999

Fleet Maintenance Authorization

Vendor Steps

- **Review maintenance schedule** and select the schedule for the mileage interval that matches the current odometer reading
- **Match the unit number and the VIN** to the vehicle presented for maintenance. Utilize the brochure as your approval to complete the work referenced on the appropriate schedule. No verbal consent is required for the items listed unless the vehicle is outside of the mileage limitations.
- **Reference** (at minimum) the unit number, VIN, mileage, and model with any invoice that is submitted for work approval
- **National Preferred Vendors:** Send invoices through the National Account.
- **Preferred Vendors:** Send a final invoice within 150 days of service date to preferredvendors@merchantsfleet.com or fax to 603.218.6386 for payment.
- **Non-Preferred Vendors:** Send a final invoice within 50 days of service date to nonpreferredvendors@merchantsfleet.com or fax to 603.218.7042 for payment.

Become a Preferred Vendor at:
merchantsfleet.com/become-a-vendor

Preventative Maintenance Schedule



Electric Vehicles

7,500 Miles

**Suggested Maintenance
Schedule**

- **Check Tire Tread Depth & Pressure**
Check Factory Recommended Oil Type
- **Rotate Tires**
Perform Courtesy Visual Brake Inspection While
Wheels Are Off
- **Check Hoses & Fluids**
Top Off As Needed
- **Check Air Filter & Cabin Filter**
Call for Authorization to Replace
- **Courtesy Visual Multi-Point Inspection**
Lights, Wipers, Steering & Suspension

It is recommended that services be completed at
an OEM dealership.

The above maintenance is pre-approved when
over mileage unless authorization is notated.



FAQs



Electric Vehicles

Q: What is an electric vehicle (EV)?

A: Electric vehicles are driven by electric motors that draw energy from an on-board battery. They have no engines or gas/diesel tanks.

Q: What are some of the advantages of an EV?

A: EVs have significantly fewer moving parts than gasoline/diesel vehicles and require less preventative maintenance (including no oil changes and less brake wear). EVs are quieter and cleaner with zero tailpipe emissions. They tend to have a lower center of gravity, making them more stable.

Q: What special safety considerations should I be aware of with an EV?

A: EVs have high voltage cables and parts that are generally well protected and out of reach. Do not tamper with any cable or connector that is orange – these are high voltage systems and can deliver lethal voltages.

Q: How far can I drive my EV?

A: The distance an EV can go on a full charge is called its range, which is specific to each EV model. Range will also vary based on weather conditions and driving practices. Refer to the QR code in your Driver Materials for specifics on your vehicle.

Q: How do I charge my EV battery?

A: Your organization will have a charging plan that may include charging equipment at your workplace, home and/or public charging. Talk to your fleet manager about your charging options. Familiarize yourselves with the location of the charging port on the vehicle and how to open it. This will allow easy charging when you are at a charging location.

Q: How long will it take to charge my EV battery?

A: Time to charge will depend on many factors including type of vehicle and its battery size, type and power of charger and to a certain extent, climatic conditions.

Q: Where are there public chargers in my area?

A: Most EVs can identify locations of public chargers along a route. Consult the in-vehicle dashboard displays to locate chargers. Your employer (or the vehicle owner) may have access to apps that indicate where there is public charging. Contact your fleet manager for more information.

Q: Can I charge a vehicle during rain?

A: Yes; the cables connecting the vehicle to the charger are not energized until a safe, physical connection between vehicle and charger is made and automatic ground fault testing is performed.

Q: What should I do if I run out of charge?

A: Attempt to coast the vehicle to a safe location on the side of the road and contact your fleet manager or roadside assistance service for the next steps.

Q: What happens if I get a flat tire on an EV?

A: Typically, your roadside assistance service provider can replace your tire. Contact your fleet manager or roadside service for next steps.

Q: Can I run my AC/heating when I am on a break? Will that reduce range?

A: You can run your AC/heating when idling in your vehicle. Keep an eye on range and don't deplete the battery so much you cannot get to your destination.

Q: My EV did not charge at a charger. What should I do?

A: First, ensure that the charging cable is plugged in properly. Visually inspect it and, if necessary, disconnect and reconnect. Next, be sure you have authorization to charge at that station. For help determining this, contact your fleet manager. Most public stations will have 1-800 numbers to reach a station operator. In some cases, they can remotely troubleshoot and initiate a charge.

Q: Can I plug in my EV and walk away?

A: Yes, though always confirm a charging session has started prior to walking away. Ideally, check that the vehicle dash is reporting that an active charging session is underway.



Accident Management



Powered by Fleet Response

ACCIDENT CLAIMS
877.870.4999

WHAT TO DO IN CASE OF AN ACCIDENT:

NOTIFY police and obtain accident report

SEEK medical help for injured parties

DO NOT admit fault

OBTAIN driver insurance from other parties involved

CHECK for and/or obtain information any witness and/or injured parties

CALL 877.870.4999 to file a claim

CONFIRM repair shop prior

Client Name _____

Client Vehicle No. _____

Unit No. _____

VIN _____

Accident Date _____

Accident Location _____



ACCIDENT DETAIL FORM

After completing this form, please call
877.870.4999 ■ merchants@fleetresponse.com

Driver (1) Information

Driver Name _____
Driver Address _____
City/State/Zip Code _____
Phone No. _____ Alt. Phone No. _____
Location of Damage _____
Unit No. _____ VIN No. _____
Year/Make/Model/Plate _____
Drivers License No. & State _____

Driver (2) Information

Driver Name _____
Driver Address _____
City/State/Zip Code _____
Phone No. _____ Alt. Phone No. _____
Location of Damage _____
Unit No. _____ VIN No. _____
Year/Make/Model/Plate _____
Drivers License No. & State _____

Police Information

Police at Scene? (circle one) Y or N
Police Officer Information/Name _____
Badge Number _____
City, County, State Issuing Badge _____
Summons Issued at Scene? (circle one) Y or N
Summons Issued to Whom? _____
Nature of Summons _____

Accident Details

Description of Accident - Please use one (1) for your vehicle and two (2), three (3), etc. for other vehicles (as applicable)

Factory Warranty



Please return to your local authorized dealer for repairs if vehicle falls within the manufacturer's warranty period.

Roadside Assistance



Warranty Coverage

Please call your OEM if vehicle is still under OEM factory warranty.

Non-Warranty Coverage

For emergency roadside assistance outside of factory warranty, please call:

877.870.4999

MERCHANTS ROADSIDE ASSISTANCE

To receive the fastest service possible, please have your Merchants Unit Number and the last eight numbers of the vehicle's VIN available.



merchantsfleet.com/ev-knowledge-center

Driver Instructions



Present this brochure to any of our national account network vendors **within 500 miles before or after** your stated odometer reading.

This brochure will serve as your payment for pre-approved maintenance on your vehicle.

Driver Steps

- 1** At the appropriate mileage interval, bring the vehicle to the most convenient approved network repair facility.
- 2** If the vehicle only needs the pre-authorized preventative maintenance work listed on the maintenance schedule, no additional authorization is required.
- 3** Once repairs are complete, the vendor will bill Merchants directly for all repairs. **You will not be responsible for payment or submission of receipts.**

GLASS: For glass repairs, please contact your supervisor and/or fleet manager for approval and contact Merchants Fleet to coordinate any necessary repairs.

24-HOUR ASSISTANCE

877.870.4999

