

**DOA Central Fleet FAQ: *What if I am driving a DOA vehicle and I need roadside assistance, vehicle repairs, maintenance or if I have an accident?***

***Q. What if my state vehicle requires roadside assistance or repairs?***

Holman will be your one stop shop for all roadside assistance, vehicle repair/maintenance needs.

***Q. How do I contact Holman?***

Holman can be contacted by calling 1-833-WISC-FIX (1-833-947-2349). When calling Holman make sure you can provide your Holman vehicle number or VIN number, as well as DOA's client number (DOA-5C23). You will find a clear plastic folder in the glove compartment with all the information needed, including the Holman vehicle number and DOA's client code.

***Q. What should I do if I have an accident with a state vehicle?***

Call 911 if there are injuries, severe vehicle damage or you are in an unsafe location or situation. They will dispatch assistance immediately.

***Q. Should I contact Holman if I have an accident with a state vehicle?***

Yes. Holman should be the second call you make after calling 911. Holman can assist you and the police with arranging to have the state vehicle towed to an authorized body shop if necessary. Holman will open an accident claim and they will notify DOA fleet about the accident. DOA fleet will send an e-mail to the driver with further instruction on getting the needed reports and estimates for the repair. If the vehicle is undrivable, Holman will work with DOA fleet on obtaining estimates.

***Q. How do I schedule maintenance for the vehicle I lease from DOA?***

For non-emergency repairs and preventative maintenance on leased vehicles, contact the Holman Call Center at 1-833-WISC-FIX (1-833-947-2349) to speak with someone who will help you find an authorized repair facility in your area. Then, take the vehicle into the nearest approved facility. The vendor should contact Holman to provide them with an estimate of repairs before the repairs are started.

For scheduled maintenance on leased vehicles, you will be issued a preventative maintenance coupon booklet with preapproved coupons that work as purchase orders. You will find a clear plastic folder in the glove compartment with all the

Holman information, including the coupons. The coupons list the service that needs to be completed at certain mileage intervals. Tear the coupon out of the book with the corresponding mileage on your vehicle and present it to a Holman authorized repair facility to have the work completed. The vendor must submit the invoice to Holman, so verify that the vendor is familiar with this process. Please do not send DOA-Central Fleet a copy of the invoice.

**Q. How do I get new tires for my leased vehicle through Holman?**

To obtain new tires for your leased state vehicle, you must purchase them from one of the tire contract vendors: Goodyear, Michelin or Bridgestone/Firestone. You can find a vendor by contacting Holman 1-833-WISC-FIX (1-833-947-2349) and they will inform you of the one nearest to you. No prior approval is needed from DOA to purchase new tires unless they are non-standard tires (e.g. snow tires). The vendor must contact Holman for a PO before the work is started.