

ARI

Contact Information:

1-800-227-2273

Automotive Resources International (ARI) provides emergency roadside assistance and vehicle maintenance support for the Department of Fleet Operations vehicles, including bookmobiles. ARI provides approval for repairs and maintenance, roadside assistance, and information/coupons for maintenance.

IMPORTANT: *If a repair is needed because of an accident, do not call ARI. Contact Cerena Crosby at 801-965-4194.*

Repairs and/or Maintenance on the Truck

1. Expenditures for repairs or maintenance on the engine, cab, chassis and tires must be approved by ARI, prior to getting the work done, no matter what the estimated cost.
2. Expenditures for repairs or maintenance on the box portion of the truck are approved by USL Mobile Library Supervisors. If the estimated cost for the repair is under \$1000, you are not required to get prior approval.

Roadside Assistance (towing, lockout, fuel delivery, flat tire change)

1. Call (800) 227-2273.
2. Provide your Client and Vehicle Numbers.
3. Provide the exact location of your vehicle and the type of service needed.

Driver Operating Packet

This should be kept in the vehicle at all times. Enclosed in the packet are the following:

Program Information Pullout

This details your responsibility to maintain your vehicle. The procedures are indexed by subject heading for quick reference. A list of National Account Vendors is also listed on the back inside cover of the coupon book.

P/M Coupon Book for Routine Maintenance

This is to be used exclusively for routine preventive maintenance with mileage intervals and service requirements preprinted on each coupon. If you have already passed the initial mileage intervals, please destroy the coupons which no longer apply.

ARI has developed these service requirements, together with the automobile manufacturers, to ensure safe operation of all vehicles, that all warranty requirements are met; and, that maintenance costs are prudently managed for your company.

These coupons will serve as purchase orders for the routine maintenance listed on each coupon, so a phone call is not required. However, you are always encouraged to call ARI's certified service technicians, should you have any service questions or concerns about the operation of your vehicle.