

Objective

Outline the policy regarding issuance of loaner vehicles for University of Michigan (U-M) vehicles in the garage for maintenance.

Vehicle Maintenance Policy

1. All maintenance performed on U-M vehicles must be coordinated through Garage Services. **Exception:** Both U-M Dearborn and U-M Flint who have their own campus maintenance facility to repair their fleet vehicles.
2. U-M vehicles leased through Fleet Services include routine maintenance as part of the lease cost. Routine maintenance is considered any repair work that is preventative (oil changes) or normal wear and tear on vehicles.

Policy

1. All U-M vehicles leased through Fleet Services are eligible for a free loaner while their vehicle is in the garage for preventative or routine maintenance.
2. U-M vehicles owned by the using departments are not eligible for a free loaner and the loaner cost will be the responsibility of the using department.
3. Vehicle modifications are not considered part of routine maintenance and the loaner cost will be responsibility of the using department.
4. Fleet Services will make every effort to provide a loaner vehicle similar to the vehicle that is in for service but there are times when we are not able to meet the request. In those cases, we will provide some means of transportation in order for the operator to return to their department or work site.
5. Once your vehicle is repaired and you are notified, you are allotted 24 hours to return the loaner vehicle and pick up your assigned U-M vehicle. If the operator or using department does not return the loaner vehicle within the given time frame, a daily charge for the loaner may be assessed to the using department until the loaner is returned.