

### Objective

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Outline the procedure for vehicle maintenance at University of Michigan (U-M).

### Procedure

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1. Your U-M vehicle has a mechanical and/or safety issue.
2. Contact Garage Services at (734) 764-2490 and explain the issue with the Garage Supervisor. Garage Services is open from 7:00 am until 12:30 am, Monday – Friday.
3. The Garage Supervisor will arrange for a time you may drop off the vehicle or if needed, have the vehicle towed to the maintenance facility.
4. If a loaner is needed while the vehicle is being repaired, contact Fleet Services to arrange for a loaner at (734) 764-2485.
5. The repairs will be completed by the Garage Services personnel or an authorized service provider approved by Garage Services.
6. The keys to the U-M vehicle will be taken to the Fleet Services office and the using department will be notified that the vehicle is ready to be picked up.

### After Hours Procedure

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1. Your U-M vehicle has a mechanical and/or safety issue.
2. Garage Services is open from 7:00 am until 12:30 am, Monday – Friday.
3. If you have a maintenance issue after Garage Services hours, contact the Department of Public Safety at (734)763-1131. They will contact Garage Services personnel at home and someone from the Garage Services will provide you with further direction.

### Out of Town Procedure

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1. Your U-M vehicle has a mechanical and/or safety issue.
2. Contact Garage Services at (734) 764-2490 and explain the issue with the Garage Supervisor. Garage Services is open from 7:00 am until 12:30 am, Monday – Friday.
3. If you have a maintenance issue after Garage Services hours, contact the Department of Public Safety at (734)763-1131. They will contact Garage Services personnel at home and someone from the Garage Services will provide you with further direction.
4. The Garage Supervisor will direct you to a repair facility or authorize towing the vehicle to a repair facility.
5. If the repair is going to take more time than you are able to wait, the Garage Supervisor will be able to assist you with alternative transportation so you may continue on with your U-M business.