



## State Employees Roadside Mobile Assistance (SERMA) Car Guide

Visit <https://das-serma.iowa.gov/> for roadside assistance online!

*SERMA is DAS Fleet Services' mobile responsive resource for State of Iowa employees. If you are operating a State-owned vehicle, select the appropriate tab for instructions, vendor locator maps, and contact information for roadside assistance. SERMA is designed to provide basic information clearly and quickly.*

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### Accidents

Follow these procedures if you are involved in an accident or have damage to a State of Iowa vehicle:

- a) Refer to the insurance card and accident report procedures online or in your glove box packet. If the accident involves another party, exchange information with the driver or property owner. Do not admit fault or attempt to settle your claim.
- b) Call local law enforcement, if a fatality, injury or property damage has occurred, and obtain a police report. On the Capitol complex, call Iowa State Patrol, Post 16 at [515-281-5608](tel:515-281-5608).
- c) Within the first 24 hours, report accident or damage to DAS Fleet Services ([515-281-3162](tel:515-281-3162) or [DAS.Risk@iowa.gov](mailto:DAS.Risk@iowa.gov)), your agency fleet contact, and supervisor. Damage caused by an act of nature or unavoidable cause MUST be reported to DAS Fleet Services within 24 hours of the incident to qualify for contingent fund use (per [Iowa Code 29C.20](#)).
- d) For an estimate, locate the nearest contracted auto body repair shop in the [Contracted Service Providers](#) map. A contracted auto body shop within 30 miles should be used if available.
- e) If towing is necessary, contact DAS Fleet Services ([515-281-3162](tel:515-281-3162)) for assistance. After hours, call National Automobile Club (NAC) FleetRescue\* ([866-329-3471](tel:866-329-3471)) or local law enforcement.
- f) Within 72 hours, print and submit a completed Accident Report Form, including a cost estimate from the auto body shop to [DAS.Risk@iowa.gov](mailto:DAS.Risk@iowa.gov).
- g) Any accident in the State of Iowa that causes death, personal injury, or total property damage of \$1,500 or more must be reported on an [Iowa Accident Report Form](#) UNLESS the accident is investigated by a law enforcement agency and a report is filed. Failure to return an accident report form within 72 hours may result in suspension of driving privileges.

### Breakdowns

Follow these procedures if you are experiencing any mechanical difficulties in a State of Iowa vehicle:

- a) Call National Automobile Club (NAC) FleetRescue\* ([866-329-3471](tel:866-329-3471)) for jump starts, lockouts, tire changes, or fuel delivery.
- b) For towing, contact DAS Fleet Services ([515-281-3162](tel:515-281-3162)) for assistance. After hours, call National Automobile Club (NAC) FleetRescue\* ([866-329-3471](tel:866-329-3471)) or local law enforcement.
- c) Report breakdowns to your agency fleet contact and supervisor. Notify DAS Fleet Services ([515-281-3162](tel:515-281-3162)) of any mechanical difficulties or repairs involving a DAS Motor Pool vehicle.
- d) Routine service, maintenance, and repairs may be performed by any licensed service provider who direct bills the State of Iowa.
- e) Inform vendors all repairs over \$300 must be approved by DAS Fleet Services prior to work being started. Vendors must call [515-281-3162](tel:515-281-3162) for pre-approval.

### Tires

Follow these procedures if you are experiencing tire problems on a State of Iowa vehicle:

- a) Check the Tire Suppliers map for dealers available through the State's national contract accounts with Bridgestone, Goodyear or Continental. *All State-owned vehicles must be taken to one of these dealers, and all invoices must be billed through the national account.*

- b) Inform vendors all tire purchases and any repairs over \$300 must be approved by DAS Fleet Services prior to work being started. Vendors must call [515-281-3162](tel:515-281-3162) for pre-approval.
- c) For towing, contact DAS Fleet Services ([515-281-3162](tel:515-281-3162)) for assistance. After hours, call National Automobile Club (NAC) FleetRescue\* ([866-329-3471](tel:866-329-3471)) or local law enforcement.
- d) Report breakdown or damage to your agency fleet contact and supervisor. If the vehicle is DAS rental, report the incident to DAS Fleet Services.
- e) Contact National Automobile Club (NAC) FleetRescue\* at [866-329-3471](tel:866-329-3471) if tire-changing assistance is needed.

## Windshields

Follow these procedures in the event of glass or windshield damage:

- a) Call DAS Fleet Services ([515-281-3162](tel:515-281-3162)) if visibility is impaired or towing service is needed. After hours, call National Automobile Club (NAC) FleetRescue ([866-329-3471](tel:866-329-3471)) or local law enforcement.
- b) Report damage to your agency fleet contact and supervisor. Notify DAS Fleet Services ([515-281-3162](tel:515-281-3162)) of any damages involving a DAS Motor Pool vehicle.
- c) Find a windshield vendor on the Contracted Service Providers map.
- a) No prior authorization is required from DAS Fleet Services. Use the vehicle number as your PO.

## Fuel

Follow these procedures when fueling state vehicles:

- a) Find a WEX-accepting station on the Fueling Stations map.
- b) Only use E85 fuel in cars made for E85 fuel.
- c) If an E85 facility is not readily available, E10 may be used. If E10 is added to the fuel tank, at least 3 gallons must be added, and the vehicle must remain running for at least 10 minutes to allow enough time for the fuel to properly blend and the engine computer to adjust.
- d) If a fuel delivery is needed, contact National Automobile Club (NAC) FleetRescue\* at [866-329-3471](tel:866-329-3471).

## Hours and Contact Information

- DAS Fleet Services: [515-281-3162](tel:515-281-3162)
  - Hours:
    - Monday: 6:00 a.m. – 4:30 p.m.
    - Tuesday – Friday: 7:00 a.m. – 4:30 p.m.
  - Location
    - West entrance of the Facilities Management Center (FMC) on the Capitol Complex
    - 109 SE 13th St, Des Moines, IA 50319 (off of 13th St and Court Ave.)
- Iowa State Patrol, Post 16 (Capitol Complex incidents only): [515-281-5608](tel:515-281-5608)
- Towing and Roadside Assistance
  - Hanifen Towing: [800-383-3205](tel:800-383-3205); statewide towing 24/7
  - Perry's Towing: [515-243-9273](tel:515-243-9273); Des Moines area only
  - National Automobile Club (NAC) FleetRescue\*: [866-329-3471](tel:866-329-3471) (WEX Card required)

## Disabled Vehicle Assistance

- \*National Automobile Club (NAC) FleetRescue: [866-329-3471](tel:866-329-3471)
- WEX Card required; \$500 emergency roadside assistance limit
- Required WEX Information for NAC FleetRescue: State of Iowa Agency and Employee Name; Vehicle Number and Description; Driver's Phone Number; Vehicle Location; Nature of Disablement/Reason for Tow; WEX Card# and PIN for NAC FleetRescue

## Fleet Maintenance Approval Procedures

- All maintenance and repairs over \$500 must be approved in advance. It is the vendor's responsibility to contact DAS Fleet Services at [515-281-3162](tel:515-281-3162) for approval. Pcards & WEX cards cannot be used for any vehicle maintenance services.