

		Department of Administrative Services Central Procurement and Fleet Services Enterprise				
		Title/Subject:		Fleet Services Vehicle Disablement		
		Applies to:		All Executive Branch Employees, Non-Employees Representing the State		Effective Date: 6/30/2022 Revised Date: 6/1/2025 End Date:
X	Policy	Approved by:	Director Adam Steen	Policy #	650.040	
X	Procedure	# of Pages:	2	Procedure #	650.040	
	Other	Instruction:				
Legal Authority:						

I. Purpose

- A. The purpose of this policy is to advise agencies of how to proceed in the event a vehicle becomes disabled.

II. Policy

- A. The State provides vendors for emergency and after-hours roadside assistance for towing, jump-starts, tire changes, locked cars or fuel delivery.

III. Procedure

A. Guidelines

1. The State's WEX card program provides emergency and after-hours roadside assistance for towing, jump-starts, tire changes, locked cars or fuel delivery through NAC Fleet Rescue.
2. If a vehicle has a mechanical breakdown, the driver should take the following steps:
 - a) Call NAC Fleet Rescue 866-329-3471 for towing to the nearest contracted repair shop, dealership or factory authorized service facility.
 - b) Notify Fleet Services immediately of the breakdown via phone 515-281-5123 or email at motorpool@iowa.gov. Provide the name, address and phone number of the service facility.
 - c) Contact your agency to arrange alternate transportation to your office or to continue on to your destination. Alternate transportation with Enterprise Rent-A-Car may be arranged by contacting DAS Motor Pool at 515-281-5123.
 - d) Arrange transportation to the service facility upon completion of repairs to retrieve the vehicle, unless it's a Motor Pool rental, Fleet Services will retrieve the vehicle.
3. What to do in an emergency:
 - a) Drivers should contact NAC Fleet Rescue at 866-329-3471. NAC Fleet Rescue is a resource available Statewide 24/7 through our

WEX card program. NAC Fleet Rescue can assist with jump starts, lockouts, tire changes, fuel delivery, and towing (emergency expenses can be paid with the WEX card). As a secondary option, drivers may call DAS Fleet Services at 515-281-3162.

4. Fleet Rescue/Towing/SERMA For roadside assistance, State drivers are encouraged to visit [SERMA](#) - Fleet's mobile responsive website featuring instructions for breakdowns, accidents, windshield damage, flat tires, and other situations. Additional resources are also available in every State vehicle's glove box, including the [SERMA Car Guide](#).
5. Lost Keys: In the event that a key to a vehicle is lost, drivers may contact the nearest dealership to have replacement keys made. The expense may be directly billed to the State or paid with a State of Iowa purchasing card (Pcard).

B. Communication

1. This Policy is available on the DAS Fleet Services website.
2. Inquiries regarding this Policy shall be presented in writing to the DAS Fleet Manager.