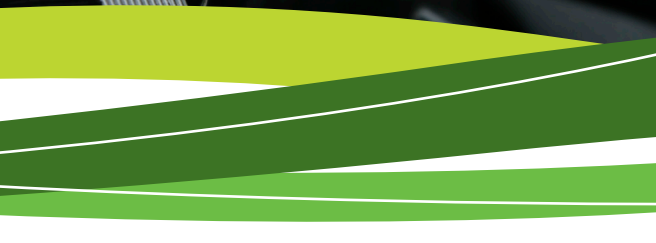




Government
— of —
Saskatchewan

Operator's Handbook

Central Vehicle Agency



Contacts

Toll-free.....	1-877-787-6902
General Inquiry	306-787-6901
Registrations/Licensing	306-787-6909
Parking Ticket Inquiries	306-787-6909
Distance Reporting.....	306-787-6907
Accounts Payable/Reimbursements.....	306-787-8683
Accounts Receivable/Billing.....	306-787-6986

Fuel Cards

Inquiries/Lost or Stolen (8 a.m. - 4:30 p.m.)...	306-798-0418
T-Chek Customer Service (after hours)...	1-866-571-2435

Authorizations

Mechanical Repair and Tires.....	306-787-2040
Accident Repair	306-787-5085
Glass Repair/Replace.....	306-787-5085

Accident

Reporting and Information.....	306-787-5085
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Fleet Services

Manager	306-798-0600
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Vehicle Acquisitions

Seasonal and Assigned Vehicles.....	306-787-7593
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Pool Depots

CVA Central Depot 500 McLeod Street..	306-787-2041
T.C. Douglas Building	306-787-5278

www.employeeservices.gov.sk.ca/CVA

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It's up to you!

Following the procedures in this handbook will help you minimize vehicle operating costs.

Your co-operation is invited

Please get to know your handbook thoroughly and operate your vehicle accordingly. Questions should be referred to your vehicle co-ordinator.

Extra costs are charged back

User agencies are responsible for the economical operation of vehicles they use. If your CVA vehicle incurs exceptional costs, such costs may be assessed against your agency.

Tickets and Violations

CVA is not responsible for paying parking or traffic tickets or violations. It is the responsibility of the driver to deal with any tickets in a timely manner. You must notify CVA if any other action is going to be taken apart from paying the ticket. CVA will assess a handling charge for correspondence relating to unpaid parking tickets.

No Smoking

Government's policy is that all government vehicles are smoke free. It is the responsibility of the user agencies and other prescribed government institutions to enforce this policy in their vehicles. When the vehicle is returned, CVA will charge back any incurred expenses to clean and eliminate smoking residue and odour present in the CVA vehicle if required.

Toll-free line (1-877-787-6902)

CVA has a convenient and easy to use toll-free telephone line. It is equipped with an automated menu that will allow you to reach the appropriate information that you require in an effective and timely manner.

How well you're doing is not a secret

Computer records compiled monthly on your vehicle indicate how its operating cost compares with that of others of the same make and class.

1. Frequently Asked Questions

Had an Accident?

If you have been involved in an accident, refer to page 16 and follow the steps listed. Always ensure the safety of yourself first, and then the safety of others before any other actions are taken.

Broken down, what should I do?

Call CVA repair authorization desk at 306-787-2040, or toll free at 1-877-787-6902 for assistance Monday to Friday, 8 a.m. to 5 p.m.

If vehicle is still under warranty, call Roadside Assistance at:

General Motors.....	1-800-268-6800
Ford	1-800-665-2006
Chrysler	1-800-363-4869
Toyota.....	1-888-869-6828
Mitsubishi	1-888-576-4878
Mercedes Benz (Smart)	1-877-627-8004

If the vehicle has no warranty coverage, or CVA is closed, call 411 for information on the nearest tow operator to your location.

Is my vehicle still under warranty?

Refer to your vehicle's Owner's Manual to see the length of time and distance that the warranty covers. Most vehicles come with a standard three year/60,000 km warranty. If in doubt, call CVA at 1-877-787-6902.

What do I do about warning lights?

If a warning light is on, you should pull over and shut off your engine immediately. Failure to do so may result in expensive engine damage and/or injury. Check the vehicle owner's manual for the appropriate action. You may be able to drive to a repair shop to have the vehicle checked, or you may need to stop driving immediately, depending on which warning light is on.

If necessary (as directed in the owner's manual), arrange for your vehicle to be towed to a repair shop to be diagnosed. Refer to the "Repairs and Authorization" section on page 12 for instructions about the steps necessary to have your vehicle repaired.

A rock hit my windshield. How do I get it fixed?

If it is just a rock chip or small star, it may be repairable. No authorization is required; simply call a contracted glass vendor to arrange for repair.

If there are one or more cracks that interfere with vision, the windshield should be replaced. Contact the CVA glass authorization desk at 306-787-5085.

A list of preferred vendors for windshield repairs can be found on the CVA website at www.employeeservices.gov.sk.ca/CVA.

My fuel card doesn't work, or is lost or stolen. What should I do?

If the vendor is unable to process the transaction manually, you will need to pay for the fuel yourself and receive reimbursement from CVA. Reimbursement forms can be found online at www.employeeservices.gov.sk.ca/CVA.

If the problem persists and the card is no longer working, call CVA at 306-798-0418.

Immediately call 306-798-0418 if your card is lost or stolen, Monday to Friday, 8 a.m. to 4:30 p.m. After hours, call T-Chek customer service at 1-866-571-2435 to report a lost or stolen card.

I'm stuck in snow, what should I do?

The following are guidelines; **refer to the vehicle owner's manual for the proper procedure when stuck in snow.**

Be sure your traction control is turned off if you have a manual override switch (check vehicle owner's manual if unsure).

Dig some of the snow away from the wheels and try to gently rock the vehicle backwards and forwards. Do not spin the wheels more than 55 km/h; wheel or drive train damage may occur.

In many cases, the safest and cheapest way to resolve the situation is to call a tow service rather than risk damage to the drive train of the vehicle.

Do I need to call CVA for authorization for minor repairs and maintenance?

No. The vehicle operator has up to \$300 signing authority for minor repairs, diagnosis of concerns and routine maintenance.

If repairs are required and are estimated above \$300, the vendor **must** obtain prior authorization from CVA by calling 306-787-2040 or 1-877-787-6902.

What is required on invoices and work orders?

A work order or invoice must show the following information:

- Odometer reading, unit number, licence plate number
- Charge to: Central Vehicle Agency, 500 McLeod Street, Regina, SK, S4N 4Y1
- User agency name (i.e. Highways, SGI, etc.)
- Full description of the work performed including itemized parts, part numbers and labour costs.
- Printed name and signature. Direct vendor to send original customer copy to CVA.

2. Tips for Safe and Sustainable Operation

It is recommended that you take advantage of any safe-driving training available to you. Consult CVA's Guide to Green Driving, available on the CVA website.

Minimize acceleration. Aggressive acceleration consumes more fuel and wears out the engine and tires quicker.

Maintain a constant speed. Use the vehicle's cruise control when possible and safe to do so. Do not use cruise control if slippery conditions exist. Refer to the owner's manual for correct use of the cruise control functionality.

Avoid lengthy engine idling. Restart the engine instead of idling for periods of more than one minute except in extreme cold. Idling wastes fuel and is harmful to the environment. Excessive idling is hard on your vehicle, contaminates engine oil and can damage engine components.

Car starters will not be installed on CVA vehicles as they promote excessive idling.

Warm up the vehicle on cold days by driving. Once a vehicle is running, the best way to warm it up is to drive it. With computer-controlled, fuel-injected engines, you need no more than 30 seconds of idling on winter days. Ensure windows are adequately defrosted before driving away.

When reversing, be sure to check all mirrors and blind spots. Be aware of any short barriers or obstacles that may not be visible over the back of the car. Always remember that the nose of the vehicle may also swing and hit obstacles to the side when reversing.

Check your tire pressure regularly (at least once a month), especially after a sharp drop in temperature or before leaving on a highway trip. The appropriate tire pressure for your vehicle can be found on the inside back frame of the driver's door. Under-inflated tires can increase the risk of a blowout, and increase fuel consumption by as much as five per cent. Over-inflated tires can lead to a harsh ride, handling issues and increased wear on tires and suspension.

Car pool when possible and plan your trips to eliminate unnecessary travel.

Eliminate unnecessary weight. Remove heavy bags of salt or sand as they serve no useful purpose in the spring, summer or fall.

Close windows when driving. Use the flow-through ventilation system.

Do not overfill fuel. To prevent fuel spillage and leakage, never fill the fuel tank to the brim.

Always use good judgment. These fuel saving tips may not be practical under all driving circumstances.

3. Fuel Card

Fuel Card Use

The fuel card is only valid for the purchase of fuel and a maximum of \$50 for the purchase of supplies and minor repairs for the CVA vehicle to which it is assigned – it is not for the purchase of personal items.

Credit card receipts are to be retained by the vehicle coordinator for a period of one year.

The fuel card is **not** to be used to pay for repairs, towing, parking or any personal expenses. Repairs and towing can be invoiced directly to CVA (see the “Repairs” section on page 12 for invoice requirements); parking may need to be paid for by yourself and reimbursed by your organization.

If out-of-country travel is required, contact CVA in order to ensure that your fuel card will work in the United States.

Fraudulent use of the fleet credit card is a criminal offence and may result in severe penalties.

Care and Control

To avoid fraudulent use of fuel cards, it is critical that they be treated with the same care as normally afforded personal charge cards.

Do not leave the card loose in a vehicle exposed to public view and potential theft or exposed to direct sunlight which could destroy the card.

Call Central Services at 306-798-0418 Monday to Friday, 8 a.m. to 4:30 p.m. to report a lost or stolen card. After hours, please call T-Chek customer service at 1-866-571-2435 to report a lost or stolen card.

Purchasing Fuel

Most gasoline-powered vehicles require the use of regular grade gasoline. Mid-grade or premium gasoline should only be used if stipulated in the Vehicle Manufacturer's Handbook. Additional expenses incurred from the use of a higher than required grade of fuel may be charged back to the user agency.

CVA establishes fuel discounts with fuel suppliers. Refer to the list of preferred suppliers found on the CVA website at www.employeeservices.gov.sk.ca/CVA.

No personal cash, fuel refund, membership dividends, reward points or air miles may be accrued and claimed for the benefit of any employee.

4. Maintenance and Operation

Maintenance

It is the operator's responsibility to ensure the vehicle is well maintained. It is to your advantage to keep your vehicle in good condition at all times.

A combination of proper maintenance and operation will help to achieve maximum fuel economy from the vehicle. The vehicle may be properly maintained; however, prudent operation is the responsibility of the operator.

Have your vehicle identification number (VIN), also referred to as a serial number, checked by the dealer at least semi-annually for outstanding recalls or updates.

Oil Change and Service Intervals

MAINTENANCE REQUIREMENTS

Service	Interval	Additional Information
Change oil and filter	Every 6,000 kms or six months, whichever occurs first. If Oil Life Monitor equipped: when indicated.	Also check lights, horn, wipers, washers, battery terminals, fluid levels, belts, hoses and tire pressures (including spare).
Rotate tires	Every 2nd oil change.	
Perform Semi-annual CVA Inspection (or SGI safety inspection if required). Raise and lower spare tire winch (if equipped). CVA inspection form must be attached to invoice (Form is available online at www.employeeservices.gov.sk.ca/CVA)	Every six months, regardless of distance travelled.	Complete visual inspection and highway road test utilizing CVA form, which covers all major systems including brakes, steering, suspension, and safety items (e.g. operation of all seat belts).
Replace diesel fuel filters with OEM parts	At the manufacturer's required interval.	For diesel vehicles only.

Contact CVA at 306-787-2040 or 1-877-787-6902 for maintenance, transmission, differential and coolant service intervals, and other maintenance specific to your vehicle.

Pre-Trip Inspection

A pre-trip inspection should be done at regular intervals and before every long trip. This should include: a visual check of the vehicle for any previously unknown damage or wear and tear; a tire pressure check to ensure that all four tires are properly inflated; checking fluid levels (i.e. washer fluid, engine oil, coolant / antifreeze); and checking that your wipers and lights are properly functioning.

Washing and Cleaning

You are required to maintain your vehicle in a presentable condition. Weather conditions in your area will determine the frequency of washing.

Obtain authorization from CVA at 306-787-2040 or 1-877-787-6902 prior to having an interior shampoo performed on your vehicle.

Anti-Freeze

Your vehicle is equipped in production with lifetime anti-freeze. Never fill the cooling system with water. The anti-freeze must be checked each fall to ensure it is up to strength and will resist minus-forty-degree (-40°) temperatures. Consult your owner's manual for appropriate maintenance guidelines.

Battery Boosting

Caution: if it is necessary to boost the battery, be sure to check the owner's manual for proper boosting procedures for your vehicle. Failure to follow the proper procedures can lead to serious injury or death.

Parking and Storage

CVA is not responsible for the parking and storage of our vehicle. Storage and parking arrangements should be referred to your agency head office.

Payment of parking tickets is the responsibility of the driver/employee involved. There may be a charge for handling correspondence relating to unpaid parking tickets.

Airbag Deactivation

Certain vehicles are equipped with switches that may be used to turn off the passenger side airbag. With this switch in the “off” position, the passenger side airbag will not deploy under any condition. To reduce the possibility of injury to the passenger, the operator is responsible to ensure that this switch is in the “on” position, except in exceptional situations as noted in the Vehicle Owner’s Manual.

5. CVA Semi-annual Inspection

All vehicles must be taken to a vehicle repair shop twice a year to have a semi-annual safety inspection completed.

Required repairs must be estimated and the repair authorization process described in the “Repairs” section on page 12 must be followed.

The original CVA semi-annual inspection form must be submitted to CVA attached to the repair invoice.

For billing, follow the same process as repairs. Have the repair shop bill CVA directly.

A graduated notification process will be used for vehicles which have not performed the semi-annual safety inspection as required.

Semi-annual inspection forms are available online at www.employeeservices.gov.sk.ca/CVA.

6. Purchases

Repairs and Authorization

Authorization is required before repairs are made for the following:

- Coolant flushes
- Transmission flushes
- Transfer case or differential fluid changes
- Windshield replacement
- Battery replacement
- Tires

Repairs Authorization Process:

As a vehicle operator, you have been delegated the authority to purchase up to \$300 for repairs at any one time without prior authorization from CVA.

If your vehicle requires repair, have an accredited repair vendor provide a repair estimate. If the repair estimate totals \$300 or more including parts, labour, shop supplies and PST, repair authorization **must** be obtained from CVA by calling 306-787-2040 or 1-877-787-6902 before the repairs are started.

Repairs must be detailed on a vendor work order/invoice. These work orders/invoices must be charged to CVA and the signed original copy forwarded by the vendor to CVA for payment.

DO NOT use the fuel credit card to pay for repairs.

Warranty service and recalls are only available from authorized dealers.

Fully describe the nature of the required vehicle services/repairs on the vendor work order. This information is essential when processing service/repair orders for payment.

Work orders/invoices must show the following information:

- VIN, odometer reading, unit number, licence plate number
- Charge to: Central Vehicle Agency, 500 McLeod Street, Regina, SK, S4N 4Y1
- User agency name (i.e., Highways, SGI, etc.)
- Full description of the work performed including itemized parts, part numbers and labour costs.

The vehicle operator is responsible for reviewing the completed work order to ensure that the charges relate only to repairs/work requested.

After reviewing the work order, if satisfactory, sign the “out” portion certifying that the work has been performed.

The vehicle operator is responsible for properly instructing the repair vendor on the correct authorization process.

Tires

CVA establishes standing offers with the major tire manufacturers and arranges for tires to be supplied at various tire dealers throughout the province. See the current preferred vendors at www.employeeservices.gov.sk.ca/CVA.

All requests for tires require prior authorization from CVA by calling 306-787-2040 or 1-877-787-6902. Tire purchases must be detailed on a work order/invoice. This work order/invoice must be charged to CVA and the original copy forwarded by the dealer to the parent tire company.

It is unnecessary to return used tires to CVA – leave them with the selling dealer.

Check tires frequently for correct pressure, wear and physical damage. Report irregular wear to CVA.

CVA will pay for winter tires if required by the client. The user agency will be responsible for the storage and tracking of the extra set of tires between seasons as well as any cost associated with storage. CVA will pay for the reasonable cost of changing tires over between seasons.

CVA will not pay for studding tires.

Windshield Damage

Prior authorization must be obtained from CVA for all glass replacement.

Windshield stone chip repairs do not require prior authorization. Replace windshield if there are more than four (4) stone chips. Use standing offer glass suppliers where feasible.

CVA establishes standing offers with glass suppliers throughout the province. The replacement authorization that you receive from CVA will indicate the authorized supplier in your area. A list of preferred vendors may be accessed online at www.employeeservices.gov.sk.ca/CVA.

7. Emergency Road Service

Each vehicle comes with Roadside Assistance during vehicle's three year/60,000 km warranty period (information can be found in the Owner's Manual). Roadside Assistance provides several emergency services including boosting, towing, spare tire installation, gas delivery, winch service and lockout service free of charge. The toll-free phone numbers for the individual manufacturers are as follows:

General Motors.....	1-800-268-6800
Ford	1-800-665-2006
Chrysler/Jeep	1-800-363-4869
Toyota	1-888-869-6828
Mitsubishi	1-888-576-4878
Mercedes Benz (Smart)	1-877-627-8004

If the vehicle is no longer under warranty, call 411 to obtain information on the nearest tow operator to your location. It is imperative to know your location on a particular route should you require assistance.

Have the tow operator charge CVA directly. **DO NOT try to charge a tow to your fuel credit card.** If this is not possible, and the vehicle needs to be towed to a vendor for repair, the charges can be billed to CVA through the repair vendor instead. If neither of these options is available, the vehicle operator may have to provide payment and submit a reimbursement form to CVA. **Lockout service or towing services needed as a result of driver error or negligence will be charged back to the client organization.**

Your agency is responsible for any costs caused by negligence.

8. Warranty

Automobile manufacturers provide bumper to bumper warranties in material and workmanship under normal use and service for a period of three years or 60,000 kms. There are also additional power train warranties, diesel engine warranties and extended warranties in effect. If you are unsure of the status of your vehicle's warranty for services or repairs, call CVA at 1-877-787-6902.

This warranty does not apply to tires. Tire manufacturers, through their respective dealers, will provide all tire adjustments.

9. Accidents

Procedure

Take whatever steps necessary to protect yourself from further injury.

Do not move an injured person unless it is necessary to get the person out of danger of further injury. Only provide the first aid that you are qualified to provide.

Call local Police immediately if the collision involves:

- Any bodily injury or death
- A hit-and-run
- A driver that appears to be impaired by drugs or alcohol
- A motor vehicle towed from the scene
- An out-of-province vehicle
- Damages caused by the following offenses:
 - Vandalism and malicious acts
 - Theft or attempted theft

Cooperate with local law enforcement. Provide factual information. Limit responses to questions asked.

Obtain the driver's name, address, phone number, licence and plate number, and the name and address of the owner if the driver is not the owner. Identify witnesses and obtain addresses and phone numbers.

Do not discuss your actions with parties other than law enforcement. Do not admit fault to other parties or make any statements about the province's response to the accident, financial or otherwise.

Report the accident. Refer to the next section for instructions on how to report the accident.

Reporting an Accident

Report the accident to your supervisor and to the CVA accident desk (1-306-787-5085) as soon as possible. An Accident Report Form must be filled out for every case of vehicle damage, regardless of the amount of damage. The Accident Report Form may be found online at www.employeeservices.gov.sk.ca/CVA.

Body or undercarriage damage resulting from material handling or continuous contact with road obstructions will not be considered an accident.

The accident must also be reported to SGI. Claims can now be submitted online with SGI's e-claim service which can be found at www.sgi.sk.ca/online_services/eclaim/index.html.

If there is an SGI Claims Centre in your area and your vehicle is operative, make an appointment, drive it to the Claims Centre and obtain an estimate. Have the vehicle towed from the scene to the nearest SGI compound if the vehicle is not drivable.

If your area does not have an SGI Claims Centre, contact the nearest SGI office and ask them for instructions for your situation.

SGI will ask you to sign a voluntary statement. The Accident Report Form and SGI Estimate must be forwarded through your supervisor to reach CVA. For more information on reporting an accident to SGI, see the SGI website at www.sgi.sk.ca/individuals/claims/autoclaims/questions/incollision.html.

Accident Repairs

Indicate on the Vehicle Accident Report if repairs need to be performed immediately.

Obtain and submit the damage estimate to your supervisor who will obtain authorization from CVA to have the vehicle repaired at any SGI accredited body shop.

Do not proceed with repairs until you receive authorization from CVA.

On completion of repairs, as the vehicle operator, you will act as the duly authorized agent of CVA with signing authority to release the vehicle in accordance with the conditions contained in the Certification of Repairs form.

10. Insurance

Coverage

CVA vehicles have the mandatory licence plate insurance provided to all vehicles registered in Saskatchewan. The licence plate insurance provides liability insurance and covers the cost of damages caused by the driver in a motor vehicle collision. Central Services also carries additional liability insurance for all CVA vehicles.

Vehicle Registration

CVA will arrange for all licensing transactions (renewals, plate replacements, etc.).

Vehicle Operator Responsibilities:

Once a year you will receive the renewed vehicle registration from CVA. If you have not received your renewed registration, please call CVA at 306-787-6909. For SGI insurance coverage to be valid, the following numbers on the vehicle registration must be identical to those on the vehicle itself:

- VIN/serial number (located at the extreme left-hand side of the dash, where the dash meets the windshield, or on the driver's door post)
- Unit number
- Licence number

If any errors are found on the registration card, please contact CVA immediately at 306-787-6909.

The operator of the vehicle is the only person able to ensure that the vehicle has valid plates; therefore, any tickets incurred because of invalid or missing plates will be the responsibility of the operator. As the operator of the vehicle, it is your responsibility to ensure that you are driving a legal vehicle.

Licensing and Trailers

To avoid the illegal operation of vehicles, ensure that the National Safety Code (NSC) and local legal requirements for driver's licence classification, logbooks, over-weight licence fees and trailer towing are known and followed. The illegal operation of vehicles is punishable by law, and it is the operator's responsibility to ensure they are fulfilling all requirements for the operation of their vehicle.

11. Distance Reporting

Accurate reporting of distance is essential. Your vehicle is leased from CVA on a rate-per-kilometre basis. It is essential that all distance traveled be reported accurately.

Vehicle Distance Reports are to be completed and submitted to CVA once each month, to reach CVA no later than the 10th day of the following month.

Ensure that the unit number is entered correctly and enter the month and year (numerically) in the space provided. This date should be the last day of the period (month) for which the distance is being reported.

Only the upper portion of the form is required to be completed for CVA use. A detailed record is provided for your convenience in maintaining a daily record during the month.

Contact your vehicle coordinator for additional Distance Report forms.

12. Accessories

Each vehicle has been purchased with specific options and accessories in accordance with agreed specifications between the client organization and CVA. All new vehicles will be supplied with an extension cord and windshield scraper. Replacement of these items is the responsibility of the vehicle operator. CVA will not be responsible for their replacement.

All vehicles are supplied with two keys. The cost of cutting and coding additional keys or fobs is not the responsibility of CVA.

The unauthorized purchase of additional accessories or non-standard equipment will not be honoured by CVA. Shovels, car warmers, winter survival or first aid kits, etc., cannot be charged to CVA.

Installation costs or body damage associated with accessory installations may be charged back to the user agency.

13. Vehicle Exchange

When it comes time to replace your old vehicle because it has reached the end of its lifecycle, the CVA website will have a link to the right-sizing document to fill out to ensure that your replacement vehicle is well-suited for your needs.

Newly assigned vehicles will be picked up at the CVA Vehicle Operations Depot, 500 McLeod Street, Regina. Your agency vehicle coordinator will advise you when a replacement vehicle is available. An assessment will be made of the old vehicle's condition when it is turned in and any repairs necessitated by abuse or neglect may be charged back to the user agency.

Stone chips and parking lot chips are considered to be normal wear. Bent and dented mouldings, bent bumpers or fenders, or torn upholstery are not normal wear. Mechanical repairs required at less than normal component life due to damage, neglect, or improper operation will be considered exceptional costs and may be charged back to the user agency.

In order to expedite the transfer to your newly assigned CVA vehicle, your old vehicle should be washed and cleaned and have at least a half tank of gas. The cooling system must be checked and the antifreeze brought up to strength. Warranty books, fleet fuel card, service records, registration certificates, estimates of unrepaired damage and extra keys must be left in the glove compartment.

Return the extra set of all season or winter tires with the vehicle as well as any extra spare tires.

Any user-owned, non-standard equipment or accessories that you wish to retain must be removed. A brief list of any known repairs required should also be prepared.