Driver Policy And Procedure Manual

Please Read This Manual And Retain It In Your Glove Box.

Updated 1-2-2014

See the Quick Reference on the Inside Cover for important phone numbers.
Your assigned vehicle number is:

Please refer to the above number in all communications with ARI regarding your vehicle.
IMPORTANT: Please read this manual carefully.

Each section of this manual contains important information regarding Pep Boys' driving policies and procedures that affect your vehicle.

For Assistance, call . . .
1-866-723-5338
Select Option 1
(Monday through Friday,
8:30 AM to 7:00 PM)

In Case of an Accident, call . . .
1-866-723-5338
Select Option 2
(24 hours a day / 7 days a week)

All mail should be directed to:
Automotive Resources International
Attention: Fleet Administration
4001 Leadenhall Road,
P.O. Box 5039 Mt. Laurel, NJ 08054

Or

pepboys@arifleet.com
Driver Policy and Procedure Manual

Pep Boys has arranged with ARI to handle the day-to-day interaction with fleet drivers. In order to properly service your needs, ARI has assigned a team of Fleet Administrators to handle inquiries you might have regarding information pertinent to your vehicle and Pep Boys’ vehicle policies. This manual contains information on various topics intended to answer your questions in advance and save you time in the future.

Feel free to contact an ARI Fleet Administrator at 1-866-723-5338, option 1 anytime Monday through Friday (except holidays) 8:30 AM - 8:00 PM Eastern Time.
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Policy, Responsibilities and Guidelines

**Policy**
It is Pep Boys’ policy to provide leased vehicles to associates who require them for the conduct of company business.

**Responsibilities**
Company management is responsible for developing and enforcing standards for vehicle selection/replacement and the criteria for vehicle assignment.

Drivers must be legally licensed. Drivers are responsible for the safe, legal, non-abusive operation of the leased vehicles. All occupants must have seat belts fastened during any movement of the vehicle.

Drivers must report to their supervisor any accident or damage involving a company-owned, leased or rented vehicle, or personal vehicle used on company business.

Associates who are assigned vehicles are expected to keep records on vehicle use, arrange for proper maintenance of the vehicle, and keep them clean and in safe condition.

The assigned driver of a company vehicle must maintain a mileage log of business, commute and personal miles driven throughout the year. This information will be requested at the end of the calendar year and used to determine the associate’s tax rate that is applied to their earnings.
**Guidelines**  
**Pep Boys prohibits the following:**

- Transporting of a hitchhiker.
- Use of the vehicle for any business venture other than that pertaining to associate’s job duties.
- Operating a vehicle while using a cellular phone or PDA (Blackberry, iphone) device. Talking without a hands-free device or text messaging while driving is prohibited.
- Acceptance of any form of compensation for carrying passengers or materials.
- Towing of personally owned trailers unless approved by the Pep Boys Fleet Director of Store Set-up.
- Bumper Stickers
- Smoking in company vehicles.

In addition, all associates are expected to drive defensively, obey all traffic laws and not drive under the influence of drugs or alcohol. If a driver is taking any medication labeled with a warning that it could impair his/her driving ability, the associate must provide his/her Supervisor with the name of the prescription drug.
Vehicle Usage & Operation

The associate is responsible for operating and maintaining the assigned vehicle in accordance with the following requirements:

1. It is expected that the associate will be the primary driver of the vehicle.
2. An associate’s spouse may drive a company vehicle. All other family members are prohibited. Your spouse is required to review and acknowledge receipt of the Driver Handbook. Additionally, your spouse is to supply a legible copy of their driver’s license when you complete the driver’s acknowledgement form when hired or when marital status changes. Contact pby_compaycars@pepboys.com for form.
3. Cellular phone or PDA usage must be used with a hands-free device while the vehicle is in motion. If a call must be taken, and hands-free device is not in use, pull over/stop the vehicle as soon as safely possible.
4. Service and maintenance of the vehicle must be done in accordance with the manufacturers' instructions furnished with the vehicle. Additional information is provided in the Maintenance & Repairs Section of this manual.
5. All vehicle expenses, other than those covered by ARI, should be submitted on a Pep Boys Expense Form.
6. Company vehicles may not be modified for towing purposes, unless specifically required for company business and first approved by Pep Boys management. Additionally, company vehicles may not be used to tow any personal recreational vehicles including boats, campers, dune buggies, tractors, etc.
7. If an associate operates a vehicle while under the influence of drugs, alcohol, or under physical disability, or operates said vehicle in a grossly negligent manner or with reckless disregard for others, the associate will be subject to disciplinary action and be responsible to the company for the full amount of resultant damage to the vehicle and to the other person’s property or injury caused by such conduct. The Driver’s vehicle privilege will also be revoked.
8. A conviction or guilty plea to operating a vehicle while under the influence of alcohol or any illegal substance will result in permanent revocation of all company vehicle privileges.
9. The suspension of or failure to report the suspension of your driver’s license will result in the permanent loss of all company vehicle privileges.
New Vehicle Selection, Ordering & Delivery

Selection
Pep Boys and ARI to determine the best possible vehicles to meet your needs, based on: job title/requirements, safety, comfort, and economic criteria.

Ordering
Based on Pep Boy's policy for vehicle replacement, you will be notified, via email from ARI, in advance of the projected replacement date of your current vehicle for the purposes of ordering your replacement vehicle.

Types of Ordering
Store vehicles - Stock Orders
Assigned drivers, OSR, CAM & CMM – Stock Orders
Assigned drivers, CRD, AVP and above – Factory Orders

Stock Order Placement
ARI will search for a vehicle located at a nearby dealer that meets the order specification. A dealer will provide ARI the vehicle invoice.

Order Acknowledgement
ARI submits the Stock Purchase Summary and the dealer invoice to PepBoys Director, Store Set-up for approval. ARI then notifies dealer to secure vehicle. When secured, ARI purchases vehicle and vehicle licensing is completed by dealer. (takes 2 days after vehicle is secured)

Delivery Process
The dealer will notify the assigned driver or store when the vehicle is ready for pick-up. If the location exceeds the mileage of a local commute, arrangements will be made between ARI and the Dealer to deliver the vehicle.

Factory Order Placement
Upon receipt of a properly executed tentative order specification, ARI will place the new vehicle order with the manufacturer.

Order Acknowledgement
ARI will send an acknowledgment of your order after we receive a confirmation from the manufacturer. You should promptly review this acknowledgment. Any corrections should be immediately brought to your ARI Fleet Administrator’s attention.

Delivery
Approximately 8 to 12 weeks from the time of order placement, your vehicle will be produced and shipped to a delivering dealer near your home or office.

Delivery Notification to Dealer
The delivering dealer will be provided with Delivery Instructions/Delivery Receipts for your vehicle. The dealer will be provided with all necessary licensing and titling information to properly register the vehicle for you.

**Delivery Process**
Approximately 10 to 14 days prior to expected delivery of your new vehicle, ARI will mail a set of Delivery Instructions/Delivery Receipts to you. Confirm with the specified dealer that your vehicle is ready to be delivered. At the time of your scheduled delivery, remember to bring your copies of the Delivery Instructions/Delivery Receipts.

**If there are any problems with your new vehicle, call your ARI Fleet Executive prior to accepting delivery of the vehicle.**
You and a dealer representative will be required to sign both sets of Delivery Receipts. Copies of these documents should be returned to ARI in the postage-paid envelope provided to you.
Used Vehicle Return

Replacement by a new Vehicle
You will leave the vehicle at the dealership when you receive your new vehicle or as instructed by Pep Boys or ARI.
If you leave your used vehicle at the dealership, you will be asked to complete a Condition Report with the dealer representative. If unusual damage exists on the vehicle, document any damage with written explanation and photographs (if available).
Be sure to remove the insurance card, maintenance packet, fuel card and all personal belongings from your used vehicle.
License & Title Information

License Registration Renewals
ARI will handle most requirements for the registration and licensing of the vehicle, including payment of parish, county and/or state taxes, if applicable. Occasionally there may be a need to ask for your assistance to license or title the vehicle due to a time or location restriction, or due to emissions or safety inspections required by some states. ARI will do their best to keep your involvement in these instances to a minimum.
If, at any time, you receive any documentation related to your renewal, please forward it to ARI.

Transfers to Another State
If your vehicle is being transferred to a state other than where it is currently titled and registered, contact your ARI Fleet Coordinator immediately. ARI will handle the re-registration and titling paperwork for you. Please note: ARI may ask you to provide certain documentation, i.e., smog/safety certification, to facilitate this process.

Change of Address Within the Same State
If you are moving but staying within the same state, ARI must still be notified. Contact your ARI Fleet Coordinator with your new address and telephone number so your records can be updated. This information is vitally important for tax purposes and to ensure written communications reach you.

Titles & Other Licensing Concerns
If, at any time, you receive a vehicle title or other documentation not specifically related to your annual registration renewal (i.e., Personal Property Tax Notification), you should send this documentation to ARI immediately at:
Automotive Rentals, Inc.
License and Title Dept.
4001 Leadenhall Road
P.O. Box 5039
Mt. Laurel, NJ 08054
Parking & Moving Violations
As the operator of a company leased vehicle, you are responsible for all parking and moving violations associated with your assigned vehicle. Please pay all violations immediately. If ARI receives notification of an unpaid violation, documentation will be forwarded to you for handling. A handling fee is assessed to Pep Boys and will be passed on to the responsible driver. Failure to promptly comply with local violations can result in: increased fines and penalties, impounding of the vehicle, and/or preventing registrations from being renewed for your vehicle or other vehicles within the company's fleet.

Operating a Vehicle Outside the U.S. (Canada & Mexico)
Pep Boys management approval is required prior to taking a company vehicle outside the United States. ARI must also be notified if you intend to leave the United States with your leased vehicle. Special provisions are required for both Canada and Mexico to legally operate your vehicle. Please contact your ARI Fleet Coordinator for instructions prior to leaving the country with your vehicle.
Maintenance & Repairs

1. All services to company vehicles must be pre-approved
   Except for VEH 005000, 020000, 030000, 060000, 100000
   (reference chart below).
2. Email request for approval to
   PBY_companycars@pepboys.com
3. Subject Line MUST be: PO Approval Request
4. Content of e-mail must include:
   a. Service Work Order Number
   b. Name of associate making request
   c. Associate ID#
   d. Nature of the complaint
5. Items that must be on the Service Work Order prior to any PO
   approval request:
   a. CURRENT VIN and Mileage
   b. Charge must be to Fleet Account #80000219.
   c. Note: Inaccurate or required information may delay
      your request.
6. Once the request is processed, a purchase order will be issue
   via e-mail.
7. In some cases, a Store Support representative may contact
   you regarding your request.

NOTE: Company vehicle approvals will only be processed
Monday thru Friday, 9am to 6pm, Eastern Time zone.

No purchase orders will be processed on Saturdays,
Sundays or holidays.
Pre-Approved Company Vehicle Maintenance Chart

<table>
<thead>
<tr>
<th>Maintenance Level</th>
<th>Every 5,000</th>
<th>Every 20,000</th>
<th>Every 30,000</th>
<th>Every 60,000</th>
<th>Every 100,000</th>
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<tr>
<td>Every 5,000</td>
<td>5,000</td>
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<tr>
<td>- Oil change</td>
<td>10,000</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>- Tire rotation</td>
<td>15,000</td>
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<tr>
<td>(use PO#: VEH005000)</td>
<td>20,000</td>
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<tr>
<td>Every 20,000</td>
<td>25,000</td>
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<tr>
<td>- Oil change</td>
<td>30,000</td>
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<tr>
<td>- Tire rotation</td>
<td>35,000</td>
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<td></td>
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<tr>
<td>- Replace cabin and air filter</td>
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<tr>
<td>- Replace fuel filter</td>
<td>40,000</td>
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<tr>
<td>(use PO#: VEH0200000)</td>
<td>45,000</td>
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<td>Every 30,000</td>
<td>50,000</td>
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<tr>
<td>- Oil change</td>
<td>55,000</td>
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<tr>
<td>- Tire rotation</td>
<td>60,000</td>
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<tr>
<td>- Coolant exchange</td>
<td>65,000</td>
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<tr>
<td>(use PO#: VEH0300000)</td>
<td>70,000</td>
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<tr>
<td>Every 60,000</td>
<td>75,000</td>
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<tr>
<td>- Oil change</td>
<td>80,000</td>
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<tr>
<td>- Tire rotation</td>
<td>85,000</td>
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<tr>
<td>- Coolant exchange</td>
<td>90,000</td>
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<td></td>
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<tr>
<td>- Transmission fluid exchange</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>- Standard tune-up</td>
<td>95,000</td>
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<tr>
<td>(use PO#: VEH0600000)</td>
<td>100,000</td>
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</tbody>
</table>

*** All maintenance packages include a preventative maintenance inspection
Basic Warranty Information

Your vehicle is covered by a Manufacturer's Warranty, generally for 36 months or 36,000 miles (refer to your Owner's Manual). Routine maintenance must be followed according to the guidelines in your Owner's Manual in order to keep the Manufacturer's Warranty valid.

Repairs covered under the Manufacturer's Warranty must be performed at the Manufacturer's dealership.

Call ARI's Fleet Management Department if you have any questions regarding your vehicle's warranty coverage.

WEX (Wright Express) & Totale Voyager (Puerto Rico only) Fuel

Fuel credit cards will be provided to each driver by ARI. These cards are to be used for the purchase of fuel only. Cards are assigned to specific vehicles, not individuals, and may not be used for any other vehicles.

All drivers are expected to self-pump fuel, use regular unleaded fuel (unless their vehicle requires diesel or an alternative fuel), and monitor fuel prices.

Each driver will be provided with a personal identification number (PIN) when his/her credit card is issued and will be required to input this number at each time of fuel purchase. In addition, the driver must provide the vehicle odometer reading to the attendant, which is keyed in to the central computer at the credit card company. Drivers must report accurate odometer readings each time they fuel.

Lost or stolen credit cards must be reported to ARI at the beginning of the next working day to minimize fraudulent use of cards. Until a new card is received, fuel charges will be reimbursed via the company expense voucher.

When using the company vehicle for personal vacation use, vacation trips over 250 miles one way must be approved by your supervisor.
Insurance Information

Pep Boys expects the associate to exercise prudent judgment in the operation of any vehicle while on company business or in the operation of a company-leased vehicle at all times. An Insurance ID Card should be kept in the vehicle at all times. Replacement ID cards are located at www.arifleet.com/pepboys, select Insurance cards on left ribbon and then select the state the vehicle is licensed. Should an accident occur, call ARI at 1-866-723-5338. (See Accident Reporting section.)

Accident Reporting

Accident Repairs to your Assigned Vehicle
An ARI Insurance Claims Administrator will schedule repairs at an established repair facility. Towing, estimates, appraisals and rentals when approved by Pep Boys will also be arranged. A Purchase Order will be issued to the repair facility, and the vehicle will be released to you when repaired. 

ARI will pay all repair invoices.

Daily Rental Vehicles
If your company vehicle is inoperative due to an accident or major repairs, and you need substitute transportation, ARI can provide you with a rental vehicle, subject to Pep Boy's approval. Call ARI at 1-866-723-5338, option 1 or send email to pepboys@arifleet.com with reason for rental, vehicle number, store number and anticipated duration of rental and the necessary arrangements will be made.

What to do in the event of an Accident
1. If you are involved in an accident, notify the police immediately and file the necessary reports. In some areas, the police may not go to the scene of an accident unless there are serious damages, injuries or the vehicle is stolen. However, you should go to the local police station and file a report. This is extremely beneficial to you and Pep Boys. Reporting an accident to the police will ensure the incident did, in fact, occur and the events were properly documented. Do not admit fault.
2. Collect the names, addresses and telephone numbers of all injured persons and witnesses.
3. Record location, date and time as well as the other vehicle driver’s name, driver license number, address, telephone number, insurance company and policy number.

4. If you are exclusively assigned the company vehicle, please report the accident to ARI by calling 1-866-723-5338, option 2, immediately. An ARI Claims Administrator will take a brief report, which will be entered directly into our computer database. If the vehicle is assigned to a store, please report the accident in the STARSWeb system (store intranet page) immediately.

5. Report accidents, injuries, and thefts to Pep Boys Management immediately.

6. Complete an Accident Form and forward it with a Police Report to the ARI Claims Administrator within three workdays of the accident.

7. Retain the valid insurance identification card and Accident Reporting forms in your vehicle.

Collecting these facts will protect you and Pep Boys, while increasing recovery from the other party.

4001 Leadenghall Road  Mt. Laurel, NJ 08054

Eff. 09/08