

# Amazon Fleet Program



## DELIVERY SERVICE PARTNER FLEET PROGRAM

### User Manual

#### Table of Contents

1. Welcome	-----	2
2. Terms & Enrollment	-----	2
3. Monthly Payments	-----	2
4. Security Deposit	-----	3
5. Element Services	-----	3
6. Vehicle Acquisition & Delivery	-----	9
7. Vehicle Use & Operation	-----	9
8. Driver Safety	-----	13
9. Preventative Maintenance	-----	13
10. Early Surrender	-----	20
11. Casualty Loss	-----	20
12. Vehicle Return	-----	21

## 1. Welcome!

As part of the Amazon DSP program, you have been approved for the Element Fleet program. The Amazon DSP program will provide you a branded vehicle equipped to Amazon's specifications. This document will help you understand the key benefits, your responsibilities and specific details on maintenance and fleet management aspects of the program. In addition, we have training content available for you and your team to get acquainted with the features and expectations for the program. Please keep this information for future reference

## 2. Terms and Enrollment

**Element's role:** Element Fleet Management provides fleet management services for the Amazon delivery vehicles in the DSP program. All Amazon delivery vehicles are automatically enrolled Element's services that are part of this program. **Single invoice for vehicle costs:** Your monthly invoice will include your vehicle payment, taxes, and program fees. **Vehicle Usage:** The Amazon branded vehicles are to be used solely for purposes of making deliveries for Amazon.

**Your responsibility:** Any costs of operation not included in the Fleet Program are your responsibility and should be arranged and paid for out of pocket. This may include, but is not limited to, non-warranty/non-preventative maintenance repairs, damage to vehicles, abuse, parking or toll violations, licensing and registration costs not passed to you through the program, etc.

## 3. Monthly Payments

**Payment due date:** Payment for all lease and services charges are due on the 10th of the month (or next business day from the tenth). An invoice will be shared with you electronically and available via our web application, Xcelerate®, on or before the first of each month.

Monthly Payments include:

- Monthly Lease Payment
- Program Fees
  - Title & Registration
  - Telematics
- Preventive Maintenance and DVIR related Maintenance as pass through charges

**Pay in full:** You will be required to provide banking information to allow set up of automatic payment through ACH. There is a \$75 collection fee if there aren't enough funds in your account to cover your payments on the payment date. You also will be required to reimburse Element for out-of-pocket expenses incurred as a result.

Late payments will be charged 1.5% or the highest legal interest rate, whichever is less.

## 4. Security Deposit

You will be asked for a security deposit of \$750.00 per vehicle, payable in three equal installments for the first three months. The security deposit is refundable at vehicle turn in provided that there are no balances due on the vehicle (i.e. early surrender fees, damage repairs, etc.).

## 5. Element Services

Element provides a range of programs to help you optimize your fleet performance. All these programs are a part of the DSP Fleet Program and the related charges are included in the monthly lease cost. These are:

### ***Xcelerate® Web Access***

Fleet performance data through Element Xcelerate®: Xcelerate® is Element's fleet management software. Xcelerate® gives you access to a range of fleet performance data. Amazon can review fleet performance data in: Xcelerate®. This includes measures like odometer readings, Preventative maintenance activity performed through the Amazon PM Program, and telematics data. See section 11 for more details on Xcelerate® offering.

### ***Preventive Maintenance Services Program (PM Program)***

Certain Preventive maintenance services for your vehicles will be provided by an assigned Mobile Service provider to help ensure your vehicles are kept in good repair and on the road.

### ***Element Service Card***

DSP Owners will be issued an Element service card for each Amazon branded vehicle assigned to them in their inventory. The card should be kept in its respective vehicle at all times. The service card may need to be provided to the repair facility at the time of service.

The card will include key information:

1. Driver Authorization Limit - \$0-card is used for Preventive Maintenance, DVIR related maintenance, or DOT Repairs
2. Amazon's Element Toll Free Number-888-464-2695
3. Imprint-VIN#

When PM or maintenance is required, DSP owners are to contact their assigned Mobile Service provider for direction and arrange repairs.

### ***Telematics Services***

Element provides telematics devices for each vehicle and will coordinate device installation with third-party installation vendors. Amazon owns all telematics data generated by the telematics devices. Telematics data is used to populate your accurate odometer readings to ensure your PM schedules and certain DOT related compliance is accurate. Additionally, Telematics can be used to set up and track rapid acceleration events, harsh braking, hard cornering, and tailgating to monitor your drivers and ensure safe driving 100% of the time.

**Your responsibility:** Designate a single point of contact who is responsible for the active communication and functionality of the device. To ensure it is not unplugged, fuses removed or tampered with to avoid tracking.

### **DOT Compliance Services**

Amazon has partnered with J.J. Keller, an established Department of Transportation (DOT) compliance company, to support all of your DOT documentation needs. J.J. Keller will be providing you with its ELD technology, which will allow you to monitor daily DOT compliance within your vehicles. Through the J.J. Keller Encompass mobile application, you will be able to track driver compliance in terms of hours on the road, Daily Vehicle Inspection Report (DVIR) completion, idle time, and break time. Additionally, all preventive maintenance and safety repairs documentation will be sent directly to J.J. Keller by your designated Mobile Service provider to record compliance. Comprehensive details regarding all DOT compliance obligations can be found below.

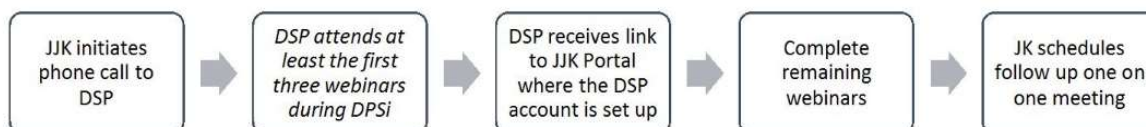
### **Your responsibility:**

Designate a single point of contact for all communications about DOT ELD devices. Provide accurate and timely information about Driver assignments and hardware installations. Ensure your DOT trained drivers are plugged in to the ELD outlet on the dash and transmitting crucial DOT data to keep you on the road. Follow the defined SOPs for both preventative maintenance and DVIR safety repairs

### **DOT Compliance Onboarding with J.J. Keller:**

For DSPs operating vehicles with GVWR over 10,000 pounds with regulated delivery associates, you will receive a welcome call from JJ Keller, within 2 business days after you are approved as a DSP by Amazon.

- a. During this call, JJ Keller will provide a short explanation of what their services entail and to provide you with the requirements to begin onboarding drivers. This call will be followed up with an email with the same information.
- b. You are required to participate in 5 separate 1-hour webinars. You'll participate in these webinars at Amazon's DSPi and OEW. They focus on using the JJ Keller services and DOT regulations. After you complete the first two webinars, you will then be able to start qualifying drivers with your newly acquired industry knowledge.
- c. You will then receive your JJ Keller login credentials (Encompass portal, Compliance Library, and Training Portal) and your specific hiring link via e-mail.
- d. Once you have completed all of the webinars, JJ Keller will schedule a 2-hour session for one-on-one advisory support within 14 days of completing OEW. During this call, JJ Keller will answer questions and clarify compliance concerns; provide templates for DOT policies and procedures; ensure you understand your roles and responsibilities regarding safety management processes; and provide an overview of how your company will be assessed by Amazon regarding DOT compliance.



After you have onboarded with JJ Keller, you can call JJ Keller for all of your DOT-related compliance questions 24/7 at their toll free number, 1-833-813-7267. From time to time, JJ Keller or Amazon may notify

your company by email or in the JJ Keller portal of an issue with your company's DOT-related compliance, including with respect to driver qualification, Hours of Service logs, daily vehicle inspections, vehicle maintenance and inspections, roadside inspections, and accident reporting. Upon sending a notification, your company is required to respond promptly (and in all cases within 24 hours) and remedy the issue in accordance with instructions provided by Amazon and/or JJ Keller

**DA Onboarding for DOT Compliance:**

Once you have decided to qualify a driver to operate DOT regulated vehicles, you should begin the onboarding process on the JJ Keller portal. Follow the link to the JJ Keller Driver Qualification process. You received this link after you completed the first two webinars with JJ Keller. Have your driver fill out all of the required information to begin the screening process. This includes personal information, driving and license information, driving experience, education and training information, previous employer information, driving violation history, and accident record information (NOTE: It is essential that this personal information is entered 100% correctly or it could potentially delay onboarding time significantly).

Once JJ Keller has confirmed that the initial application, submitted documents and the Motor Vehicle Report and Safety Performance History are valid, JJ Keller will notify you via email that your driver is ready to move forward to obtain their Medical Exam and register for the certified driver training course. JJ Keller will contact your driver via phone to schedule their medical exam and on-road training. Where applicable, JJ Keller will email the driver a link to online training that must be completed before the on road training session. After driver receives their medical certificate, they will need to upload it in the JJ Keller Management Platform. After driver attends training and passes their road test, JJ Keller will enable the upload of the road test document. JJ Keller will notify you and your driver via email that the driver is now fully qualified.

While some driver candidates may have an existing medical certificate, Amazon wants to ensure that the very highest quality and safest drivers are operating for DSPs. Amazon requires the driver candidates to receive an updated medical certificate to verify that they are still physically qualified to safely operate a commercial motor vehicle.

**Your responsibility:** Designate a single point of contact for all communications about DOT ELD devices. Provide accurate and timely information about Driver assignments and hardware installations. Ensure your DOT trained drivers are plugged in to the ELD outlet on the dash and transmitting crucial DOT data to keep you on the road. Finally, be sure to keep a number of spare USB to Micro USB Cables, at least 4ft in length on hand in the even that the cables you're supplied with are damaged or lost. A picture of the proper connection types is shown below:



### **Registration Renewal Program**

Element's Registration Renewal Program helps you renew registrations for your delivery vehicles so you are always meeting the requirements in your states for standard commercial license plates. Element will communicate any renewal requirements for your vehicle such as Safety and Pollution certificates and VIN inspections. You will only need to send in the documentation that we specifically request from you. Your tags/plates will be sent to you in the mail. If you do not receive your new plates/tags 10 days prior to the expiration date of your current plates, please contact Element immediately at [CustomerCareUS.fleet@elementcorp.com](mailto:CustomerCareUS.fleet@elementcorp.com) or 888-464-2695.

The following activities happen prior to registration renewal date:

120 days prior – You will receive a report via email showing all vehicles pending renewal.

90 days prior – You will receive first email with a list of any requirements that must be provided to complete the renewal.

60 days prior – If requirements have not been received, a second email will be sent with a list of any remaining requirements.

30 days prior – If Element has not received requirements from you at this point, Element will send a final email with a power of attorney document notifying to renew the registrations yourself.

2 weeks prior - Registration is renewed at least 2 weeks prior to the expiration date, provided all required documents have been submitted. Renewed registration materials will be mailed to the DSP contact

You will have access to Xcelerate® to help you manage your fleet. Xcelerate® is Element's web-based fleet management system that provides analytics-driven fleet management information. It is designed to function on any mobile device, tablet, or PC platform. The platform is designed to allow Element to integrate diverse data, such as parts data or geography, and combine them with Element's vehicle, accident, maintenance and telematics data. Once Element receives your contract package back, Element will complete an audit and you will receive a notification email from Client Technology Services informing you that you have received access to the Element Xcelerate®. The confirmation email will provide directions on logging in. If you need additional assistance, please contact Element Client Technology Services at 877-950-2200.

Element will be hosting web based Xcelerate® training for your initial onboarding. Training schedules and support materials will be provided to you closer to receiving your credentials.

As part of our ongoing commitment to provide you with the tools you need to be successful in the Delivery Service Partner Fleet Program, we are pleased to share that you will be granted access to the Element web portal, Xcelerate®.

Using Xcelerate®, you will be able to review compliance, Preventative maintenance and the overall health of your fleet. Xcelerate® can provide valuable forecasting on upcoming registration renewals and required maintenance on vehicles.

You will be receiving an email notification shortly from our Client Technology Services with your log in and temporary password. Make sure to check "junk" folders if you do not receive this notification within the next few business days.

#### **Step 1. Log into Xcelerate®**

Using the information provided in the Welcome email, go to the URL [Xcelerate®.elementfleet.com](https://Xcelerate.elementfleet.com) and log in with your temporary password. Upon successful log in, you will be prompted to change your password and answer some security questions that will enable you to reset your password in the future.

## Step 2. Sign up for training

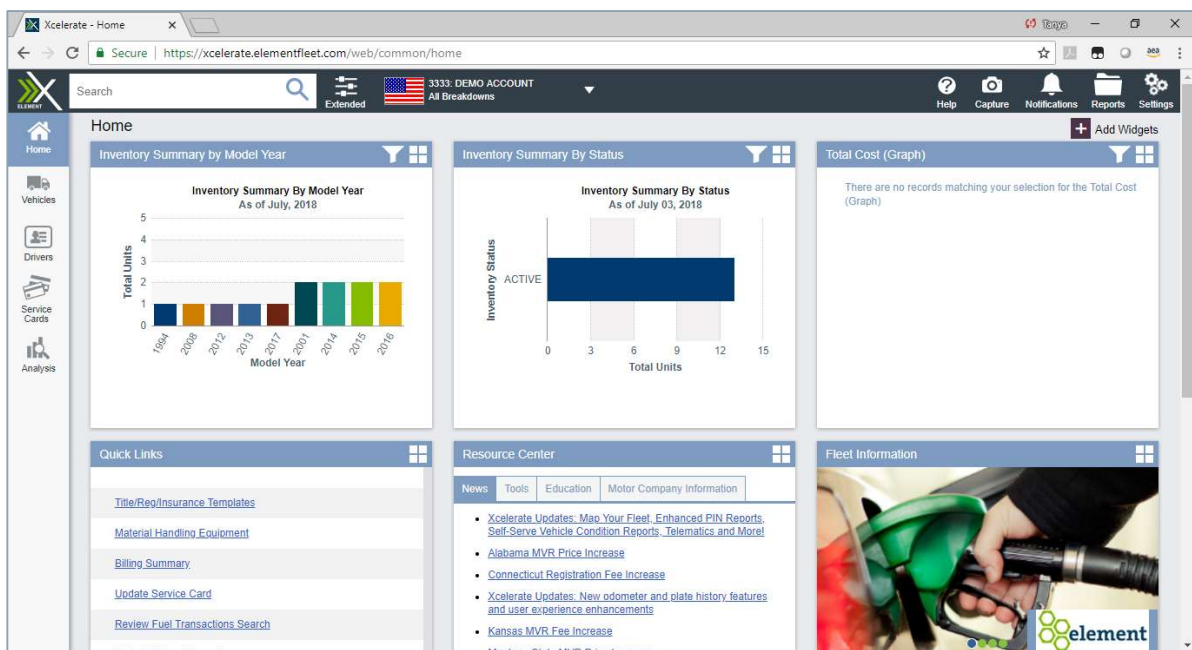
Element will be hosting a series of training sessions via Zoom to walk you through the Xcelerate® application and how to use it to manage your fleet. Registration is limited to 20 participants per session, so don't wait to sign up! You can register for training sessions at this link: <https://elementfleet.zoom.us/calendar/list>. Once you click on the link, you can navigate the calendar to see upcoming training sessions. You'll want to look for those sessions titled "DSP Xcelerate® Training", as they have been customized for you. Click "register" to the right-hand side of the page to complete the registration.

## Step 3. Get Started

Make sure to log in to Xcelerate® regularly to access important information about your fleet, including your single sign on access to telematics data through MyGeotab. A quick user guide to Xcelerate® will be distributed to you after training; please save it for future guidance!

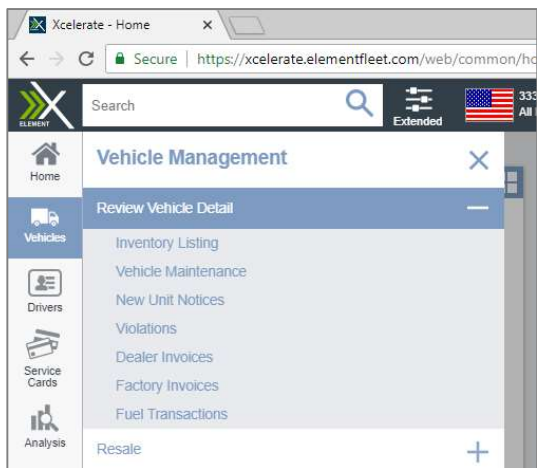
### ***Fleet Management Reporting***

Xcelerate® will provide you with detailed reporting on your fleet performance, maintenance history, Fleet SLA compliance, PM notifications and payment status. You can customize the widgets on your screen per your choice.



### ***Vehicle Asset Management***

Xcelerate® will give you access to view your vehicle inventory status and vehicle order status and through detailed reporting dashboards.



You will be able to view a summary of all vehicles in your fleet – their months in service, miles, maintenance history, cost summary etc. in the vehicle and driver details section of Xcelerate®. Each vehicle hyperlink will take you to the drill down for individual vehicle detail.

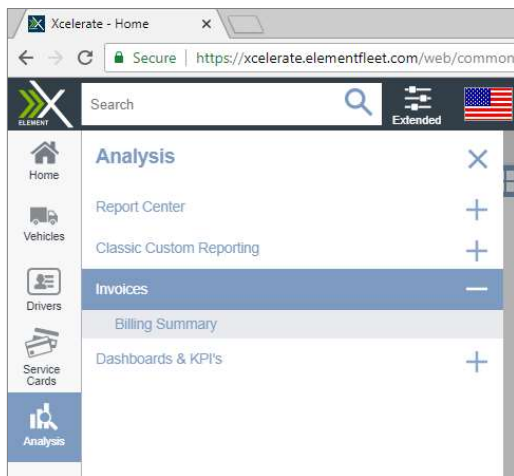
 A screenshot of the Xcelerate Home dashboard showing a table of vehicle search results. The table has columns for Unit Number, Client Asset ID, Months in Service, Driver Last Name, Driver First Name, Driver Middle Name, Breakdown, VIN/Serial Number, and Identifier. The table contains 15 rows of data, including vehicle details like 'TST27', 'TST26', '00001234', '71949', '94001', '13001', '01003', '08002', '05001', '01001', '12001', and '09001'. The table is filtered by 'Branch' and 'Standard View'. The 'element' logo is visible in the bottom right corner.
 

Unit Number	Client Asset ID	Months in Service	Driver Last Name	Driver First Name	Driver Middle Name	Breakdown	VIN/Serial Number	Identifier
TST27		17	KUMAR	SENTHIL		99-99-999		A3186815
TST26		17	UNASSIGNED	VEHICLE		00-00-000		A12645220
00001234		9	TREE	TALL	MIDDLE	00-00-000	1G6AG5RX1H0178558	A12902444
71949	12345779978978	19	DOCKRY	BRETT	J	22-22-222	2N4AL3APXFN349817	7241949
94001	6666	207	UNASSIGNED	VEHICLE		02	1FTCR11X5RTA38470	A3857402
13001	ASSIGNED	69	JOHNSON	LORRIN		02-00-000	WAUGFAFC2DN015786	12345678
01003	DONOTUPDATEIT	202	SMITH	JONATHON	TEST_13	01-00-000	JM1BJ227610432721	QWERTY123
08002	DONOTUPDATEIT	124	GELLER	ERICA		00-00-000	3VWPF31Y88M404379	A12869047
05001	LEGACY TEST	170	MICHAELSTEST	AARON	MIDDLE	02-00-000	2G2WS522X41260792	000123400
01001	LEGACY VEHICLE	199	PREMIUM	AUTOMATION	GARCIA	02-00-000	3VWSP69M01M116002	A279134478
12001	SALES	77	PREFERENCE	AUTO	NO	00-00-000	5J6TF2H56CL002596	A12856204
09001	SALEST	114	SMITH	WITHANY	TEST	02	4T4BE46K89R066748	

### Billing and Invoice Payment

You will be able to view your monthly invoices on Xcelerate®. The invoices will also be pushed to your email ids on a monthly basis. The payment will be automatically deducted from your ACH account. You will be able to view all your historical payments and itemized list of invoice components.





## 6. Vehicle Acquisition & Delivery

Once contracts have been received and processed, Element will work on allocating the approved vehicle amount to you. The vehicles will be delivered to the address that you will share with Element. Element's transport partners will be delivering the vehicle. After you have signed your contract, a transport partner will reach out to you approximately 3 to 5 business days prior to receiving the vehicles to coordinate the delivery date, time and the authorized person receiving the keys. Once the vehicle is delivered, you will need to inspect the vehicle and sign a "delivery receipt". The transport company will be taking care of titling and licensing of the vehicles in route. If at the time of delivery vehicle has damages, please contact Element Fleet Management Customer Care for assistance at 888-464-2695 or email [DSPSupport.fleet@elementcorp.com](mailto:DSPSupport.fleet@elementcorp.com)

### Best Practices:

- Review the Vehicle Acceptance Checklist that is sent during VIN communication (reference section 9.2)
- DO NOT ACCEPT VINS THAT ARE NOT ASSIGNED TO YOU
- Checklist is intended to help you inspect the vehicles
- Notate any damage on delivery receipts
- If any damage is identified outside the checklist parameters after you take possession, it is your responsibility to have it repaired
- Double check your VIN #'s
- Review and make sure contact information is current and correct

## 7. Vehicle Use & Operation

### **Insurance**

You will need to maintain and have proof of liability, comprehensive, and collision insurance as follows:

Automotive Liability Insurance: This needs to include an additional insured endorsement of no less than \$1 million combined single limit per occurrence (\$5 million for Vehicles capable of transporting more than 8 passengers).

Comprehensive and collision insurance: This must include a Loss Payee endorsement and coverage for the actual cash value of each Vehicle, subject to a deductible no greater than \$5,000.00.

**Your responsibility:** You bear all risk of loss, damage, theft or destruction to the vehicle (which may exceed actual cash value), however caused, from the time you accept until you return the vehicle. Self-insurance is not permitted. The repair cost for damage not attributable to normal wear and tear is your responsibility as specified in Wear & Tear policy under Preventative Maintenance-section 9.

#### ***DVIR/JJK Condition Compliance***

A tri – annual Vehicle Condition (QVCR) will also be performed by Element to provide an unbiased assessment of the vehicle condition (including repair estimate) to DSPs and Amazon. DVIR and QVCR reports will allow you to continuously monitor vehicle damages, ensure vehicles are meeting Amazon brand and roadworthy requirements and ensure repairs occur timely. Any unsafe defect on the vehicle identified during the daily DVIR must not be allowed to go out on-road until the safety defect has been rectified by your maintenance provider. Please see table 2 for the DVIR checklists.

As a condition of having a Branded vehicle DOT requires that DVIRs are completed at the beginning and end of all routes. Amazon will be tracking compliance to DVIR completion and failure to meet requirements will result in follow up action/coaching and possibly repossession.

#### ***Snow Tires & Traction Devices***

Tire chains & other traction devices for Amazon vehicles should only be used according to instruction in the truck's owner's manual. Further, be sure to consult local law enforcement for regulation of the use of these devices before engaging your maintenance provider for help with obtaining these devices.

Snow tires are approved for box trucks – reach out to your maintenance provider for assistance with obtaining snow tires for your trucks.

#### ***Manual Regen Cycle***

Every box truck is powered by a diesel engine and in order to meet federally mandated emissions guidelines, all new diesel trucks are equipped with a Diesel Particulate Filter or DPF for short. This component traps particulate matter that is a by-product of diesel fuel consumption. Under normal circumstances, your truck's engine computer monitors the level of congestion occurring in the filter & addresses it continuously throughout normal, day-to-day operation. In some cases however, it may become necessary to assist the standard process of eliminating these emissions by putting the truck into a manual regeneration cycle. If your truck's emission control system deems this process necessary, it will incapacitate your truck for up to 40 minutes while the system works to vaporize the particulate matter in the DPF. Attached below are some instruction documents with details on how to initiate that process.

Don't worry – each truck is equipped with a gauge on the dash to indicate to the operator the condition of the DPF filter so that there are no surprises for when the truck might need to be put into a regen cycle.



# PERFORMING A MANUAL REGENERATION ON A HINO CABOVER



*This document does not replace information provided in the vehicle owners manual or the sticker on the vehicle sun visor.*

Diesel Particulate Reduction (DPR) system **AUTOMATICALLY** regenerates (regens) when the level of soot collected in the system exceeds a specific quantity.

Regens may **NOT** automatically occur if stop-and-go conditions or engine shut downs are common. The indicators may appear if an automatic regen is in process and the vehicle is stopped. Indicators may be seen multiple times during a drive cycle.



If truck is **stopped for 2 minutes** the automatic regen will stop.

A **MANUAL REGEN** is required when the indicator light blinks on the regen switch (center of the instrument panel), beeping tone comes from the instrument cluster and the instrument cluster will display the indicators below:



**BEFORE** starting manual regen, please follow the steps below: (Allow for 15 - 20 minutes)

1. Park vehicle on a level & secure location away from flammable materials (high grass, leaves, etc.)
2. Firmly apply the parking brake.
3. Place the gearshift lever in in the "P" position.
4. Press the DPR manual regen switch  
(blinking button in center of instrument panel):



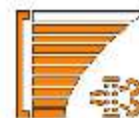
5. During manual regens keep the engine running. Do not press the accelerator pedal or shift gears.
6. While the manual regen is in process, you will see these indicators:



7. Once the manual regeneration is complete all indicators will disappear.

DPR Gauge on Instrument Cluster (0 – 10 Bars)

- 1-4 Bars indicates no action is required
- 5-7 Bars indicates Manual Regen is required
- 8 Bars limits road speed to 55 MPH and Manual regen is required
- 9 Bars limits road speed to 35 MPH and Manual regen is required
- 10 Bars limits road speed to 25 MPH and trip to Authorized Hino Dealer is required for customer pay (non-warrantable) Manual Regen and programming setting for truck to be operated out of 25 MPH limited road speed.



For a video tutorial of the manual regen process click here: <https://www.youtube.com/watch?v=DFBWjufpECM>



## Performing A Selectable Regeneration Procedure



*This document does not replace information provided in the vehicle owners manual*

Diesel Particulate Filter (DPF) system **AUTOMATICALLY** regenerates (regens) when the level of soot collected in the system exceeds a specific quantity. If truck is stopped for 2 minutes the automatic regen will stop.

Regens may **NOT** automatically occur if stop-and-go conditions or engine shut downs are common. The indicators may appear if an automatic regen is in process and the vehicle is stopped. Indicators may be seen multiple times during a drive cycle.



A **SELECTABLE REGEN** is required when the selectable (switch) regeneration required warning light (amber or red) is displayed on the MID:



**BEFORE** starting selectable regen, please follow the steps below: (Allow for 15 - 20 minutes)

1. Stop the vehicle at a safe place free of flammable material such as dead grass, leaves, waste paper.
2. Move the selector lever into the "P" position and engage the parking brake.



3. Run the engine at idle. Be sure the accelerator pedal is not depressed and the PTO switch (if equipped) is "OFF".
4. Press and hold the DPF switch until the amber checking PM Level indicator light appears on the MID.
5. If "Selectable" regeneration is available, the selectable (switch) regeneration required warning light (amber) will appear on the MID. If this indicator light does not appear on the MID, the PM level in the DPF filter is "OK" and DPF regeneration is not needed at this time.
6. Press and release the DPF switch to begin regeneration.
7. The selectable (switch) regeneration required warning light (amber) will change to regeneration in progress indicator light.
8. Do not leave the vehicle during the regeneration. Regeneration normally completes in about 20 minutes, if the engine is at operating temperature. Regeneration may take longer if the engine is cold.
9. When the regeneration in progress indicator light goes out, the "Selectable" regeneration is complete.

### Video Tutorials:

- Diesel Particulate Filter (DPF) Select Regen - PART 9:  
<https://www.youtube.com/watch?v=ho-QHCGbh6E>
- Regen Warnings - PART 10:  
[https://www.youtube.com/watch?v=Yozar\\_9Y8W4&list=PLU\\_79CiflI3B9ayUEs8DAC2K9vRzJiGih&index=12&t=0s](https://www.youtube.com/watch?v=Yozar_9Y8W4&list=PLU_79CiflI3B9ayUEs8DAC2K9vRzJiGih&index=12&t=0s)

**DPF PM Accumulation Level:** This green display only indicates DPF soot accumulation status. The MID can display the PM accumulation level in a green, six step bar graph.

- 0-3 Bars indicates no action is required
- 4-5 Bars indicates Manual Regen is required
- Vehicle will not restrict speed at 4+ bars.
- If you continue to drive without performing a manual regen at 5+ bars the Required Regen light will turn red. At this point the vehicle must be taken to an authorized Isuzu Dealer for required Manual Regen and programming setting and customer will pay for this non-warrantable repair. If you continue to drive the vehicle in this status additional engine damage could occur and would not be covered by warranty.



Level	Display	Level	Display
PM level 0		PM level 3	
PM level 1		PM level 4	
PM level 2		PM level 5	

## 8. Driver Safety

Coming Soon

## 9. Preventive Maintenance

All DSP Fleet Program vans will come with extended warranty.

Amazon will email you a periodic PM compliance report and regular cadence on maintenance through PM notifications. You will receive a notification 500 miles before it is due. 2 additional notifications if you have not completed it within 1000 miles of the first notification and 1 more if you are overdue before the vehicle is grounded for safety. Element will be responsible for managing the PM approval, payment, and reporting process. This report details vehicles where Preventive maintenance actions are forecast as coming due, and overdue if necessary. The PM reporting program depends on accurate and timely odometer data and historical usage patterns. PM reporting services serves as a reminder – DSPs are still responsible for accurate and timely PM completion based on vehicle mileage since last PM.

Always verify the PM due against both the Amazon PM schedule for the specific items, as well as the actual odometer on the vehicle. If the oil life indicator on the dash of the vehicle indicates oil change is due, even if it is prior to the scheduled mileage, you will need to get the oil changed within seven days from such indicator. To get PM performed, it is recommended that you contact your assigned Mobile Provider to make an appointment. If you have not yet been engaged by Amerit, please reach out to Carrie Stone at Amerit - [cstone@ameritfleet.com](mailto:cstone@ameritfleet.com).

**Your responsibility:** Ensure your vehicles are kept in good repair and comply with the Preventive maintenance schedule provided below.

**Preventive Maintenance (PM) Schedules based on a lifecycle of 150k miles.  
(k = 1,000)**

**\* Vehicles with Dual Rear wheels should rotate only if unusual wear is noted**

Model	Description	Intervals (mths/miles)
Hino 195	PMI (Preventative Maintenance Inspection + LOF)	6/12k
	Replace Fuel Filter(s)	6/12k
	Rotate tires	10k
	Inspect Brakes	10k
	Replace Transmission Fluid	12/24K
	Replace Wiper Blades	12/24K
	Replace Differential Oil	12/24K
	Replace CCV Filter	24/48K
	Replace Engine Air Filter	24/48K
	Replace Coolant	30/60K
	Replace Drive Belt(s)	36/72K
	DPF Service	48/96K



Model	Description	Intervals (mths/miles)
Hino 268A	PMI (Preventative Maintenance Inspection + LOF)	6/15k
	Replace Fuel Filter(s)	6/15k
	Rotate tires	10k
	Inspect Brakes	10k
	Replace Transmission Fluid	12/30K
	Replace Wiper Blades	12/30K
	Replace Differential Oil	12/30K
	Replace Engine Air Filter	24/60K
	Allison Spin-On Transmission Filter Replacement	12/30K
	Replace Coolant	30/75K
	Replace Drive Belt(s)	36/90K
	DPF Service	48/120K

Model	Description	Intervals (miles)
Isuzu NRR	PMI (Preventative Maintenance Inspection + LOF)	10k
	Replace Fuel Filter(s)	10k
	Rotate tires	10k
	Inspect Brakes	10k
	Replace Transmission Fluid	30k
	Replace Wiper Blades	30k
	Replace Differential Oil	50k
	Replace Coolant	50k
	Replace Drive Belt(s)	60k
	DPF Service	100k

**PM compliance:** PM compliance is critical for vehicle uptime and to maintain extended warranty coverage. You will receive a notification 500 miles before it is due. 2 additional notifications if you have not completed it within 1000 miles of the first notification and 1 more if you are overdue before the vehicle is grounded for safety. You may lose routes and be expected to ground the vehicles until the PM is completed, or even return the vehicle based on the PM past due status.

**Extended Warranty Information:** Your vehicles are covered under extended warranty from the chassis manufacture OEMS and Aftermarket Up-fit Components. In the table below you can find a simple summary guide to coverage by vehicle type. All warranty work will need to be completed at an approved dealer for OEM chassis and you can find the link to the dealer locator in the table below. You will also find in the table below the aftermarket up-fit warranty contact information and will work directly with you on repairs. What's included and detail on coverage for both OEM and Aftermarket up-fit warranty information can be found in the appendix of this welcome packet. For full warranty guides please refer to your DSP operations manual.

OEM Model	Coverage	Dealer Information	Road Side Assistance
Hino 195	60 Months or 200,000 miles	<a href="https://www.hino.com/dealers.html">https://www.hino.com/dealers.html</a> .	1-866-365-HINO (4466)
Hino 268A	60 Months or 250,000 miles		

Izuxu NRR	60 Months or 200,000 miles	<a href="https://www.isuzucv.com/en/app/locator">https://www.isuzucv.com/en/app/locator</a>	1-866-441-9659
<b>After Market Up-Fit</b>	<b>Coverage</b>	<b>Dealer Information</b>	<b>Contact Warranty Support</b>
Morgan	See Appendix	<a href="https://www.morgancorp.com/service/supremecorp.com/support-tools/warranty-policy/">https://www.morgancorp.com/service/supremecorp.com/support-tools/warranty-policy/</a>	800-666-7426 ext. 2250
Supreme	See Appendix		(800) 642-4889

Beyond the OEM offered roadside service you may find yourself in a position where you cannot use this service due to time, using a rental, accident related or similar. Amazon offers a 3P roadside solution through INA to ensure all your roadside needs are covered. This is a pay for use service but if you are need please do not hesitate to use INA Towing | 866-853-2125

**Uncovered items:** DSP Fleet Program and warranty covers the majority of repairs required. Items not considered as DOT/safety-related items will be your responsibility. A copy of the DVIR checklist has been provided below as a guideline as to what is covered. Please note that this is not an exhaustive list of covered repairs. DOT inspection forms may include more items.

**Table 2: DVIR Checklists**

**Daily Vehicle Inspection Report (DVIR) for Amazon Box Trucks**

Vehicle Code #: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM / PM

Inspection Type *circle one*: Pre-Trip / Post-Trip Odometer: \_\_\_\_\_

CHECK BOX only if item is defective needing repair or replacement, affecting normal operation

**\* = OUT OF SERVICE DEFECT THAT MUST RENDER THE VEHICLE GROUNDED IMMEDIATELY UNTIL THE SAFETY DEFECT IS RECTIFIED**

**Engine Compartment**

- ☐ \*Brakes/air lines
- ☐ Engine
- ☐ \*Steering
- ☐ \*Air Compressor
- ☐ \*Fluid Levels
- ☐ \*Front Axle Indicators
- ☐ \*Radiator
- ☐ \*Suspension System

**Lights/Walkaround Front**

- ☐ \*License Plate
- ☐ \*Lights, Head
- ☐ Lights, Marker – front
- ☐ \*Lights, Turn indicators
- ☐ \*Reflectors

**Rear of Vehicle**

- ☐ Rear - Bumper
- ☐ \*Rear - Doors
- ☐ \*Rear – License Plate
- ☐ Rear – Lights, Marker
  - ☐ \*Rear – Lights, Stop
  - ☐ \*Rear – Lights, Turn
- ☐ \*Rear - Reflectors
- ☐ Rear – Roof

**Right Side**

- ☐ Right side – Battery
- ☐ \*Right side – Body
- ☐ \*Right side – Brake/air Lines
- ☐ \*Right side – Brakes
- ☐ Right side – Branding
- ☐ \*Right side – Doors
- ☐ \*Right side – Drive Line
- ☐ \*Right side – Frame & Assembly

**Left Side**

- ☐ Left side – Battery
- ☐ \* Left side – Body
- ☐ \* Left side - Brake/air Lines
- ☐ \* Left side – Brakes
- ☐ Left side – Branding
- ☐ \* Left side – Doors
- ☐ \* Left side - Drive Line
- ☐ \* Left side - Frame and Assembly

**In Cab**

- ☐ \* Back up alarm
- ☐ \* Brakes, Parking
- ☐ \* Brakes, Service
- ☐ \* Camera
- ☐ Defroster/Heater
- ☐ \* Doors
- ☐ \* Horn
- ☐ \* Lights, Dash

- ☐ Right side – Front Axle
- ☐ \*Right side – Fuel Tanks
- ☐ Right side - Lights, Marker
- ☐ \* Right side – Mirrors
- ☐ \* Right side – Muffler
- ☐ Right side - Rear Axle
- ☐ \* Right side - Rear End
- ☐ \* Right side – Reflectors
- ☐ \* Right side - Suspension System
- ☐ \* Right side – Tires
- ☐ \* Right side – Transmission
- ☐ \* Right side - Wheels and Rims
- ☐ \* Right side – Windows

- ☐ Left side - Front Axle
- ☐ \* Left side - Fuel Tanks
- ☐ Left side - Lights, Marker
- ☐ \* Left side – Mirrors
- ☐ Left side - Rear Axle
- ☐ \* Left side - Rear End
- ☐ \* Left side – Reflectors
- ☐ \* Left side - Suspension System
- ☐ \* Left side – Tires
- ☐ \* Left side – Transmission
- ☐ \* Left side - Wheels and Rims
- ☐ \* Left side – Windows

- ☐ \* Mirrors
- ☐ Oil Pressure
- ☐ \* Safety, Fire Extinguisher
- ☐ Safety, Flags
- ☐ Safety, Flares/Fuses
- ☐ Safety, Reflective Triangles
- ☐ Safety, Spare Bulbs
- ☐ Safety, Spare Seal Beam
- ☐ \* Seatbelt
- ☐ Speedometer
- ☐ Starter
- ☐ \* Steering Wheel
- ☐ Tachograph
- ☐ Vehicle Registration
- ☐ \* Windows
- ☐ \* Windshield and Wipers

**NOTES:** \_\_\_\_\_

Note: Any damages deemed safety concern including but not limited to brakes not working, broken windshield, missing side mirrors, missing/not working lights, bald tires, etc. should require immediate grounding of the vehicle of repairs.

### ***Wear & Tear Policy***

You are expected to maintain DSP Fleet vans per the wear and tear policy and definitions below.

### **SECTION 1 - GENERAL CONDITION STANDARDS**

#### **1) Vehicle Return Requirements**

- a. Vehicles must be maintained as described in the Vehicle Owner’s Manual and the DSP Fleet Program Preventative Maintenance Schedule, with the DSP Fleet Program PM Schedule superseding. Failure to comply will result in additional charges.
- b. Each vehicle must be in sound mechanical and electrical operating condition. All lights and lamps must be operational. Any issues causing visible warning lights to illuminate on the instrument panel must be corrected prior to turn-in
- c. No post-delivery modifications to the vehicle are allowed.
- d. Vehicle must be turned-back at the agreed upon Amazon Delivery Station (or other designated location) on the agreed upon date unless instructed otherwise.
  - i. Turn-back must occur during normal business hours.
  - ii. Vehicles must have a full tank of fuel, if it is less than full, we will fill up the tank and pass the expense to DSP.
  - iii. All upfits must be in place and in good working condition on all vehicles returned.
- e. Vehicles must have all sets of keys, programmed keyless remotes, owner manuals, included as original equipment (as applicable).
- f. Vehicles must display actual mileage.



## SECTION 2 - EXCESS WEAR AND TEAR DEFINITIONS

You will only be charged for excess wear and tear at turn-in. Normal wear and tear are assumed and will not be charged. The guide below can be referenced for measurements.

Please use this link: <https://help.element-portal.com/article/182-wear-and-tear-guidelines> to see the full wear and tear guidelines with examples.

Safety Item	Damage Type	Repair Standard
Frame   Structural & Unibody	Any damage to the frame, structure or unibody because of an accident or a repair completed.	If the frame can be repaired to manufacturer's specifications, the vehicle will be repaired. If it is deemed unsafe, the vehicle will be a total loss.  <i>Cost of repair(s) may also factor into deciding if a vehicle is determined to be a total loss.</i>
Lights   Bulbs	When a lens cover is broken or a bulb is not working.	All broken lens covers and non-functioning bulbs will be replaced.
Windshield   Glass	Stars, bullseye's, cracks, chips, spider webs, etching.	All glass/windshield damage will be replaced/ repaired for the damage.
Warning Lights	Dashboard warning lights are on, or flashing.	Diagnostic fee will apply & other charges for repair may be applicable based on the warning light(s).
Engine or Mechanical Damage	All mechanical, electrical, or engine damage because of failure to maintain the vehicle in accordance with the owner's manual and the DSP Fleet Program Preventive Maintenance Schedules.	*All repairs will be completed to manufacturer's specifications.
Electrical	When electrical equipment and accessories are inoperable (USB ports, cameras, monitors/screens, sensors, cigarette lighter, window controls, radio).	
Wipers & Blades	When wipers and/or blades are not present or are visibly damaged.	
Suspension	When altered or damaged	
Side Mirrors	When broken, non-functioning, cracked, or missing.	
Seat Belts	The buckle and tongue mechanisms are not operational and effective.  Seat belt retractors, locking mechanisms and pre-tensioners are not operational.  Seat belt webbing has cut, tear, or rip.	

Damage Type	Damage Location	Examples of Chargeable Excess Wear	Examples of Normal Wear & Tear
Paint Chips	Body Panels, Bumpers, & Roof	When the number of chips on any one panel equals 10 or more  OR  When any chip is greater than the width of 3 inches in diameter.	If there are less than 10 chips on a panel we will not repair it unless a chip is greater than 3 inches in diameter.
Misaligned /Missing Panel(s)	Entire Vehicle	Missing or damaged body panel or misalignment of panels that prevents the full functioning use of all doors, hoods, and latches or compromises vehicle safety.	If the panel is not damaged or missing, it will not be repaired or replaced.
Interior Trim Upholster Carpet	In-Cab	Burn, hole, tear, cut, singe or stain, when larger than 1 inch on seats or headliner; when greater than a length of 3 inches on carpets.	Headliner/seats: Any burns, holes, tears, cuts, singes, and stains smaller than 1 inch in diameter will not be charged.  Carpets: Smaller than a length of 3 inches will not be charged.
Scratches	Body Panels, Bumpers, & Roof	When the scratch is the length of 12 inches or longer and/or is the width of 3 inches or wider.	When the scratch is less than the length of 12 inches and/or has a width less than 3 inches, single or accumulative will not be charged.
Dents	Body Panels & Bumpers (Does not include the roof)	Dents larger than 3 inches in diameter or when any single panel contains 4 or more dents greater than 1 inch each.  <i>The panel will be repaired using paint-less dent repair whenever possible. If dent(s) cannot be repaired using paint-less dent repair, normal repair methods will apply.</i>	Dents under 1 inch in diameter will not be repaired regardless of volume.
Dents	Roof	Dents that compromise safety, vehicle structural integrity, and professional image will be repaired.  If the dent has broken the paint through to the primer, it will be repaired.  <i>Dents larger than 3 inches in diameter will be evaluated to determine if safety is compromised.</i>	Dents smaller than 3 inches will not be repaired regardless of volume, if they are not visible, and have not broken through to the base-coat.

Damage Type	Damage Location	Examples of Chargeable Excess Wear/Damage	Repair Standard
Gouge in Tire	Exterior	All gouges in tires	Replacement required.
Bent Rim	Exterior	All damaged rims	Replacement required.
Aftermarket Parts & Upfit Parts	In-Cab, cargo bay	Equipment is missing or damaged.  When the upfit items (e.g. a side & rear steps, rear view cameras, monitors/screens, sensors, shelving, & partition) are missing and/or damaged  Any unauthorized vehicle modification or alterations.	Replacement of missing items is required.  *Damaged items require repair to manufacture's specifications.  Unauthorized vehicle alterations require conversion back to the original state.
Key Remotes	In-Cab	When one or more sets are not functioning.	Replacement of functioning remotes
Knobs & Handles Missing or Broken Parts	In-Cab, cargo bay	Missing equipment, broken parts and accessories (radios, knobs, handles, USB ports, cigarette lighters, seat controls, etc.)	Replacement of missing items is required.  *Damaged items require repair to manufacture's specifications.
Exhaust System	Exterior	When there are any exhaust leaks or damage to the exhaust system.	*Damaged item require repair to manufacturer's specifications.
Flood/Water Damage	Entire Vehicle	When flood or water damage exists	No flood or water damage can exist on the vehicle.
Holes	Exterior Body of Vehicle	Any hole in any body panel or bumper.	Holes will always be repaired and are never considered "normal" wear & tear.
Poor Quality Repairs	Entire Vehicle	When there is existence of peeling paint, drips, wavy panel repairs, paint spidering or cracks, color mismatch, scratches covered with touch-up paint, etc	Any existence of these repair quality issues will be repaired properly. This is never considered "normal" wear & tear.
Paint Contamination	Entire Vehicle	When excessive clear-coat etching has occurred. Tree sap, acid rain spotting, bird droppings, fluid spills, etc	Any existence of paint contamination will be repaired. This is never considered "normal" wear & tear.
Brake Pads	Exterior	Brake pad level at or below 3mm	Brake pads will be replaced.
Tires	Exterior	Mismatched tires  Tire tread at or below 3/32 of an inch.  Tire wear is uneven due to not rotating tires.	Tires will be replaced.

## 10. Early Surrender

**Early Surrender Responsibilities:** When you need to turn in a vehicle earlier than the full lease term of the vehicle, you will be required to submit that request in writing to Element. Element will arrange pick up of that vehicle at a point in time no more than 45 days from notice.

**Early Surrender Fee:** If you need to return the vehicle prior to its minimum lease term, you will be required to provide 45-day written notice and will be charged a \$450 Early Surrender Fee and a pro-rated portion of the recurring monthly rental payments for the vehicle for the month during which the vehicle is returned. If excess wear and tear exists on the vehicle, you will be required to arrange repairs prior to turn in of the vehicle at your own expense. Repairs not made prior to turn in will be withheld from the security deposit and amounts in excess of the security deposit will be billed to the DSP.

## 11. Casualty Loss

If a Vehicle is lost, stolen, destroyed or irreparably damaged, promptly notify Element in writing and pay the sum of all accrued and unpaid rent and any other amounts for that vehicle, including the Book Value.

## 12. Vehicle Return

You will need to notify Element Fleet Management when a vehicle needs to be returned. You will need to give a 45-day notice to return a vehicle. Vehicles returned before the end of lease term will be subject to an Early Surrender Fee (as discussed in section 13). Please send your vehicle return information to [dspvehiclesupport@amazon.com](mailto:dspvehiclesupport@amazon.com) & [dspsupport.fleet@elementcorp.com](mailto:dspsupport.fleet@elementcorp.com).

Upon return approval, you will be contacted by the transport company to schedule the vehicle pick-up. The transport company will be completing an inspection on the vehicle. If there are no damages or repairs beyond the normal wear and tear policy, you will be refunded your security deposit minus any applicable early surrender fees. If there are damages or repairs beyond the normal wear and tear policy (as covered in the Maintenance section) you will receive an estimate for these repairs. Element will then arrange repair of the vehicle. You will receive any remaining security deposit refund (if repairs are less than your security deposit) or an invoice for repairs (if repairs are greater than your security deposit) when the final repairs have been completed.

You will not need to return any registration plates at the time of vehicle return. If a vehicle is going to be turned in, please allow the transport company to handle the plates. If the registration is in your possession, please leave it in the vehicle. If you receive the registration after the vehicle is picked up, please mail to:

ELEMENT FLEET MANAGEMENT  
ATTN: REGISTRATION RENEWALS  
940 RIDGEBROOK RD  
SPARKS, MD 21152