

**SUPPOSE U DRIVE TRUCK**  
**RENTAL AND LEASING**  
**DRIVER'S HANDBOOK**

**I. EMERGENCY BREAKDOWN PROCEDURE**

**“OUR TOLL FREE EMERGENCY 24 HOUR NUMBER IS (866) 300-4772”**

The procedure to calling our offices regarding any breakdown or service required is as follows:

- Please provide your full name or your driver's full name
- Please provide your Company's name
- Please provide your Call back phone number
- Please provide your Suppose U Drive unit number
- Please provide us with the Nature of the problem – remember, the more information you can provide the better we will be equipped to handle the call.
- Let us know if the vehicle is still drivable, stuck in the middle of the road blocking traffic, or are you on the side of the road in a safe place?
- Let us know what is the type of cargo (perishable, time sensitive, hazardous)
- Let us know the “exact” Location of breakdown (address, intersection, landmarks) including city
- Let us know if the vehicle is visible from the road?

As soon as we have the necessary information, we will then immediately respond by using the fastest method to repair your problem. We may use our own service personnel, the closest outside vendor with the necessary capability, or a tow service. Our usual response time to a location is within an hour (location, traffic conditions, time of day/night may influence this accordingly).

***PLEASE NOTE: Do not call another service individual or company to repair our vehicles unless directed so by our staff. Also, please do not move the vehicle once Suppose U Drive has the above information unless you are directed to do so by our personnel even if the vehicle becomes drivable after calling. If you are not exactly where we are told you are, you may be charged for the road call if we have to find you.***

## **II. PM TRACKING AND APPOINTMENTS**

Suppose U Drive tracks every vehicle for various services needed, for each type of truck, (including required Quarterly California BIT inspections). The appointed person in your company will receive a fax or phone call when a vehicle is due for PM or inspection and an appointment needs to be made with our staff, as soon as reasonably possible, at the earliest convenience of the customer.

We ask that you allow us the time that is necessary to complete the required service and it is very important to notify the local Suppose U Drive facility if an appointment cannot be met. Each PM or inspection service has a time period and a technician assigned to it. No shows can create a back log for future services for all of our customers.

***PLEASE NOTE: Failure to meet appointment times for PM's could result in customer charges if parts failure or damage can be attributed to the missed PM. The customer will be responsible for all fines incurred as a result of not meeting statutory inspections due to missed appointments or failure to make necessary appointments when notified.***

## **III. DRIVER REQUEST FOR REPAIRS (DVR)**

Drivers are required to do their pre and post trips on each and every vehicle rented, leased or owned, each day. We ask that all drivers adhere to this rule with respects to Suppose Rental/Lease Units and to come to a Suppose U Drive Facility to complete a request for repair, when necessary (Please refer to section VI & VII regarding the pre/post-trip). Repair request forms are available at shop and rental counters. If necessary the driver may be asked to meet with a technician to fully explain the nature the problem and answer questions that the technician may have.

Our policy is to first diagnose the problem, then either fix the problem immediately if we determine it can be done in a reasonable wait period, or ground the truck and provide a substitute or another rental.

***PLEASE NOTE: Failure to address repairs or problems to a truck due to time restraints could result in customer charges if parts failure or damage can be attributed to Customers' inability to address the problems. As mentioned above, again, the customer shall be responsible for all fines incurred as a result of not addressing repairs or problems due to missed appointments or failure to make necessary appointments.***

## **IV. TIRE POLICY**

Suppose U Drive Trucks are equipped premium quality tires with highway tread tires and can be original or cold cap re-cap tires depending on the application. For most trucks and trailers, the rear tires will be re-capped tires, and the steer tires will always be originals, unless otherwise previously agreed upon. Tread depth is checked on each tire at each PM interval and tires will be changed when minimum safety levels are found.

The customer is responsible for all tire damage and hazards on the road. All tire charges for replacement tires are pro-rated on the unused portion of the tire tread and the cost of the tire carcass. Tires are the property of Suppose U Drive and the customer is not authorized to remove or repair damaged tires. If the customer removes or repairs a Suppose U Drive tire they do so at their own peril and may not be reimbursed for tires, repairs or service. In addition they may be charged by Suppose U Drive for additional tire(s) that don't meet original tire specification, and for any additional work done by Suppose U Drive to bring the vehicle up to our standards.

***PLEASE NOTE: If a tire is replaced on the road, the damaged tire must be returned to Suppose U Drive to determine the cause of the failure.***

## **V. SHOP & YARD SAFETY RULES**

Due to insurance regulations and Suppose U Drive Safety Policy, drivers are not allowed in the shop area where trucks are being worked on, or the wash area where a truck is being washed. Furthermore, drivers are not allowed to fuel a truck at a Suppose Facility; all fueling must be done by a Suppose Representative. All drivers may wait either in the truck if at the fuel/wash island or in the rental office at each facility if the truck is in the shop. The only exception is when the driver is accompanied by a Suppose U Drive employee for information purposes.

## **VI. PRE TRIP INSPECTIONS**

It is the driver's responsibility to perform all pre trip inspections as required by State and Federal law. The driver is responsible for maintaining proper fluid levels, including but not limited to: oil, fuel, coolant and transmission fluid, at start up and during the operation of the vehicle. The engine should also be warmed up during the pre trip inspection and the truck driven conservatively until fully warmed up.

For rental trucks, the driver is required to do a walk around inspection with a Suppose U Drive inspector. Again, it is the driver's responsibility to insure that the inspector notes all damage and exceptions on the check out sheet. The driver must read and initial all pertinent areas of the check out sheet and sign that he has agreed to what is noted on the sheet. The Suppose U Drive inspector must also sign and date the sheet. The driver will be given a copy of the signed sheet. **BY SIGNING THE CHECK OUT SHEET THE DRIVER IS ACKNOWLEDGING THAT HE HAS INSPECTED THE TRUCK AND HAS REVIEWED THE CHECK OUT SHEET AND AGREES THAT IT SHOWS THE CONDITION OF THE TRUCK. TRUCKS RETURNED WITH DAMAGE NOT NOTED ON THE CHECK OUT SHEET WILL BE CHARGED TO THE DRIVER.**

## **VII. POST TRIP REPORTS**

Operators of regulated vehicles (3 axles, trucks towing trailers rated at 10,000 lbs. GVW or more and trucks carrying hazardous cargo) are required to fill out an inspection report approved by the State and Federal government **each day** at the conclusion of operation. Operators must turn a copy in to their company or, in the case of a rental truck, to the Suppose U Drive rental department. These reports are subject to inspection by the California Highway Patrol and the United States Department of Transportation.

## **VIII. COLD WEATHER STARTING**

Do not crank an engine for more than 30 seconds. If the engine fails to start wait for two minutes for the starter motor to cool down and try again. If the engine does not start after a couple of tries, stop and call the Suppose U Drive emergency number. Some engines are equipped with pre-heaters to warm the air before cranking. This will be indicated on the instrument panel when the key is turned on. Wait until the light goes out before cranking the engine.

***PLEASE NOTE: Do not use ether (quick start to start a cold engine)***

## **IX. ENGINE COOL DOWN TIME**

After a hard run, the engine must have time to cool off before being shut down to allow the turbo charger and the exhaust being trapped in it to cool down. A couple of minutes at idle will do the job. This can also be done at the time of the Post Trip Inspection.

## **X. DOCUMENTATION AND DECALS**

It is the driver's responsibility to ensure the vehicle has proper documentation, external identification and a valid license before heading out on the road. There must be a current registration and proof of insurance in the vehicle. In the case a rental truck, there must be a current and valid copy of the rental agreement. The truck must have some type of "trademark" and an active "CA" number on the door or a Federal "DOT" number (having both is optional and acceptable). Trucks traveling interstate must have a Federal "DOT" number on the door. A California Motor Carrier Permit must be on file at DMV and renewed each year for every lease customer.

***PLEASE NOTE: All Trucks traveling Interstate (out of the State of California) must adhere to both the individual State and Federal Policies that may or may not be the same as California. (Please See Section XV before leaving the State Accordingly).***

## **XI. FUELING THE VEHICLE**

If fueling outside of Suppose U Drive make sure that you are buying ultra low sulfur diesel or gasoline at a reputable dealer. If purchasing biodiesel please make sure it is from a reputable dealer and it must be at a mixture of not more than B5 (5% Blend) or B20

(20% Blend) with regular diesel, (the exact blend maximum is relevant to the providing truck manufacturer, please ask your service representative prior to fueling on the outside). Any repairs made for fuel contamination or the use of fuel that contains more than 15ppm of sulfur will be charged to the customer. Buying unusually cheap fuel is always a bad idea.

***PLEASE NOTE: Fuel that is dyed red may not be used in a motor vehicle on public highways and is both a State and Federal criminal act. Removing and replacing contaminated or red dye fuel will be charged to the customer including disposal.***

***Do not allow anyone to use a cell phone, smoke on, in or near your vehicle during fueling,. The engine must be turned off and the parking brake must be applied.***

***Never let the fuel gauge go below ¼ before refueling, If the fuel level is too low, the fuel pump may pick up air, debris or water and the engine by lose power of turn off.***

## **XII. DIESEL PARTICULATE FILTER (DPF)**

Diesel engines manufactured during 2007 and later will have a diesel particulate filter in place of a muffler. This device is designed to trap soot in the exhaust. On some trucks i.e. Isuzu NPR NRR the regeneration process is usually done automatically and is indicated by a green regeneration light on the dash to alert the driver that the regeneration process is under way and the light will go off once the process is completed in about 20 - 30 minutes. However in some cases when the vehicle is driven in heavy stop and go traffic or heavy periods of idle time the regeneration light will turn Amber followed by an audio chime, this is a warning to the driver that the DPF is partially clogged and will require the driver to do one of two things, drive the vehicle above 30 miles per hour until the Amber indicator light goes off, or park in an area so the exhaust pipe is not directed at any surface or material that will melt, burn, or explode as the exhaust temperature coming from the exhaust can be very high. Place the truck in park or Neutral with the parking brake on and pressing the regeneration switch located on left side of the dash.

The regeneration process is normally completed in about 20 minutes and the regeneration light will go out, indicating the regeneration process is complete.

If the Amber light is ignored and the light turns Red followed by an audio chime this is a warning to the driver that the DPF is severely clogged and will require a manual regeneration immediately. **Warning:** If the **Red** light is ignored and the **Orange** check engine light should illuminate, this now puts the vehicle into a reduced power mode and requiring the vehicle to be towed to an authorized dealer for service.

Instructions for this type of regeneration system can also be found on the driver's sun visor.

### **Cummins Engines**

When driving at high speeds or with heavy loads, the exhaust is hot enough to burn off the soot accumulated in the DPF an automatic regeneration occurs while driving and

you do not have to do anything to start this automatic regeneration process.

During automatic regeneration, the exhaust can be hotter than when the engine is operating at full load. The exhaust during automatic regeneration could reach between [1100-1500 degrees F] under certain conditions. Some vehicles are equipped with a High Exhaust System Temperature lamp and will illuminate to indicate the exhaust is unusually hot and should go out once the exhaust is cooled down.

The Aftertreatment Diesel particulate lamp, when illuminated or flashing, indicates that the Aftertreatment Diesel Particulate Filter requires regeneration.

When the DPF Lamp illuminates solid, the Aftertreatment Diesel Particulate Filter needs to regenerate within the next 2-6 hours of operation. This is accomplished by:

1) Changing to a more challenging duty cycle, such as highway driving, for at least 20 minutes. Or 2) Performing a 'Parked' regeneration.

When the DPF Lamp flashes, the actions stated above should be performed in the next 1-2 hours. In addition, engine power may be reduced automatically.

Note: Remember if a manual regeneration is going to be done park the vehicle in an area so the exhaust pipe is not directed to any surface or material that will melt, burn, or explode as the exhaust temperature coming from the exhaust can be very high.

A manual regeneration can be started by pressing the regeneration switch located on the dash.

A flashing DPF Lamp combined with an illuminated warning or check Engine Lamp indicates that the Aftertreatment Diesel Particulate Filter needs regeneration immediately. Engine power will be reduced automatically. A 'Parked' regeneration is required.

Note: If a 'parked' regeneration is not performed, the Red STOP ENGINE ENGINE lamp will illuminate putting the vehicle into a limp mode and nothing else will be able to be done in the field and will have to be serviced by an authorized dealer.

### **Interational Engines**

When driving at high speeds or with heavy loads, the exhaust is hot enough to burn off the soot accumulated in the DPF an automatic regeneration occurs while driving and you do not have to do anything to start this automatic regeneration process.

During automatic regeneration, the exhaust can be hotter than when the engine is operating at full load. The exhaust during automatic regeneration could reach between [1100-1500 degrees F] under certain conditions. Some vehicles are equipped with a High Exhaust System Temperature lamp and will illuminate to indicate the exhaust is unusually hot and should go out once the exhaust is cooled down.

If the DPF lamp located on the lower right side of the dash should illuminate and stay on solid this is a warning to the driver that the DPF has reach level 1 low soot load and will require the driver to drive the vehicle on the highway at highway speeds until the lamp turns off or start a parked regeneration to prevent loss of power.

If the DPF light comes on or changes to flashing lamp this is an indication that the DPF has reached level 2 moderate soot load and will require the driver to safely pull off the road and perform a parked regeneration to prevent loss of engine power.

#### **Procedures for performing a parked regeneration:**

**Step 1)** Park the vehicle safely off the roadway in an area

so the exhaust pipe is not directed to any surface or material that will melt, burn, or explode as the exhaust temperature coming from the exhaust can be very high. Do not operate the PTO or vehicle mounted equipment during regeneration, engine speed may increase unexpectedly

**Step 2)** Before initiating parked regeneration the following four conditions must be met

- Apply parking brake.
- Place transmission in Park or Neutral.
- No foot pedals applied during regeneration, if foot pedal is applied during regeneration, the process will stop.
- Engine coolant temperature must be above 160 degrees F.

**Note:** If any of the above conditions are altered during the parked regeneration process, regeneration will be halted, and must be restarted.

**Step 3)** Press and hold the **PARKD REGEN** switch for 2 seconds to initiate the regeneration cycle. The engine will automatically ramp up to a preset RPM and the switch indicator will illuminate solidly when the cycle is started.

If the switch is blinking, check to make sure that all conditions in step 2 are met.

Once started, the regeneration cycle will last approximately 20 minutes.

**Note:** In the event of an emergency situation where the vehicle must be moved after beginning a parked regeneration, press **PARKD REGEN** switch off to cancel parked regeneration.

**Step 3a)** The DPF light will stop blinking and eventually turn off during the parked regeneration indicating a cleaned exhaust filter. If at any time after the regeneration process the High Exhaust temperature lamp located on the left top portion of the dash cluster should illuminate this is an indication that the exhaust temperature is above 400C+ and vehicle speed is less than 5mph, this condition is NORMAL.

Step 4) When the regeneration cycle is complete, the switch light will go off, the engine rpm will return to normal idle and all exhaust filter indicators will be off. The vehicle may now be driven normally.

If the DPF light should illuminate and is flashing followed by an Audio alarm and a solid illuminated light that looks like an upside down triangle this is a warning to the driver that the DPF has reached level 3 Full Soot Load and a moderate Engine Performance De-rate will take place. If this should happen pull the vehicle safely off the roadway and start a Parked regeneration to prevent engine stopping. Follow the same **PARKD REGEN** procedures as above.

If the above conditions have been ignored and an Audible Dash Alarm comes on followed by a solid illuminated light that looks like an exclamation mark in an octagon circle, this is an indication that the DPF has reached level 4 Over-Full Soot Load Severe Engine performance De-rate. A serious engine problem has occurred. Exhaust filter may be overfull. Engine may SHUTDOWN soon. Pull vehicle safely off the roadway, turn on flashers, place warning devices, and STOP ENGINE. DO NOT USE parked regeneration.

This will no longer help. Call for service  
Instructions for this type of regeneration system can also be found on the driver's sun visor.

***PLEASE NOTE: Do not ignore the flashing DPF warning light. If you don't know what to do, call your local service representative for instructions.***

### **XIII. WHEEL RE-TORQUE**

If a wheel has been removed it is recommended that the wheel fasteners (nuts) be rechecked between 50 and 100 miles after installation. Wheel and tires must be installed by a qualified installer. Please stop by one of our locations and a qualified technician will handle this in a quick and efficient manner.

***PLEASE NOTE: This can be a very dangerous repair, only a qualified installer can mount tires to a rim.***

### **XIV. UNGUARDED VEHICLES AND ENGINE IDLING**

Do not leave a vehicle unattended with the keys in the ignition even for a second. Whether stranded on the road or making a load drop/pickup, always remove the keys and lock the vehicle and all compartments. Suppose does not provide locks for the enclosed van bodies, therefore customers may use their own locks accordingly. Also, as of 2007, California Air Resource Board (CARB) has enacted the limited idling act thus some of the newer Vehicles may be programmed to stop running after five minutes of no activity per California and Federal law. For more information, please contact your Service Representative.

***PLEASE NOTE: If handling hazardous material the driver must be within 100 feet of the vehicle with and unobstructed view (there are more stringent rules depending on the class of hazardous material) and the shipping papers must be accessible on the driver's seat or driver's door pocket.***

### **XV. INTERSTATE DRIVING REQUIREMENTS**

If you are moving commercial goods you must have the following when crossing state lines:

- A daily driver's log showing hours of driving
- A medical certificate meeting Federal standards for each driver
- A daily vehicle inspection record
- Valid registration
- Proof insurance
- An inspection sticker showing a federally qualified inspection within the last year



- A United State Department of Transportation registration number on the side of the truck (**Please Note: Suppose's DOT# is only good for a 30 day period, after which, it is the customers' responsibility to place the customer's name and CA/USDOT# onto the vehicle.**)
- A mounted and charged fire extinguisher
- Three road emergency reflector triangles
- If a rental truck, there must be a current copy of a rental agreement showing a rental of less than 30 days
- If carrying hazardous cargo, the truck must be placarded with proper hazmat class square on point signs on all four sides, federally legal shipping papers, and a hazmat endorsement on the driver's license.
- If the truck has a gross vehicle weight in excess of 26,000 lbs. and is not licensed for interstate travel (IRP and IFTA –see below) you will be required to stop at the entry port (usually scales) for each state you are entering and obtain and pay for a trip permit.

***PLEASE NOTE: Suppose U Drive recommends that all long haul vehicles should have a road side inspection after two hours of driving. A road side inspection is a quick visual walk around looking for potential problems such as a low tire, loose wheel nuts, leaks or breaks, or any other item that may cause a problem. Safety defects must be repaired immediately.***

## **XVI. APPORTIONED VEHICLES**

If the vehicle is licensed under the International Registration Plan (IRP) and/or the International Fuel Tax Agreement (IFTA) the driver must keep an accurate and current driver trip record. This record must record the mileage at the time the vehicle leaves a state, including the state leaving and the highway traveled. Fuel must be recorded in the appropriate area of the trip sheet for every fuel stop and must show the date, place of purchase, fuel invoice number and gallons purchased. Original fuel receipts must be turned in at the end of a trip (either to the company if a leased unit, or to the rental department if a rental truck). Understand that this is tax information subject to state audit. It is used to pay each state their highway taxes for miles traveled and to apportion the vehicles license to each state where the carrier has established authority. Penalties for not recording miles in each state and fuel purchased are severe; it is no less than one would expect from the Internal Revenue Service for not paying income tax. Authority to travel under IRP and IFTA may be cancelled for poor record keeping or missing miles forcing the company to purchase permits in each state (very expensive and time consuming). In the case of operating under Suppose U Drive authority in a rental truck, failure to provide the original fuel receipts and a completed trip record at the end of each trip will cause the company to be billed a severe penalty per mile. Suppose U Drive authority includes vehicle license and fuel tax permits. However in some states additional taxes may be charged for the right to carry commercial cargo (such as Oregon and New Mexico) and this tax is the responsibility of the customer and not covered by Suppose U Drive.

***PLEASE NOTE: The original (green) registration showing what state the vehicle is licensed for, must be in the vehicle. Photo copies may not be acceptable to some states and it is the customer's responsibility to make sure it is in the truck at all times.***

## **XVII. CARE OF THE EQUIPMENT**

As a professional driver it is your responsibility to know how to maximize the performance of your vehicle. This includes such items as proper progressive shifting of manual transmissions to obtain the best fuel economy, properly inflated truck tires at all times, the proper fluid levels and overall safety on the highways. We ask that you stay professional and courteous to others on the road and remember that you are in a heavy expensive machine that can cause extensive damage to others and others' property if not careful. If you have any questions or would like to schedule a training seminar for either driving or overall care of the equipment, please contact your Service Manager accordingly.

## **XVIII. ACCIDENTS**

In the event that you are involved in an accident, there are several important things you should do:

- Move your vehicle out of traffic to a safe area if it is drivable unless there are people in the accident zone that cannot be moved to a safe area. If so, then you may want to use your vehicle as a barrier to prevent additional vehicles from entering the accident zone.
- Deploy your triangles to divert traffic around the accident area. Do not use road flares if there is a fuel spill in the area or if there is a hazardous material spill that may be flammable or emit fumes.
- If there are injuries, call 911 for help or direct someone capable to call for assistance.
- Assist the injured. Do not move injured people any more than is necessary to put them in a safe position away from possible fire or additional injury because of oncoming traffic. Moving injured persons may make their injuries worse or perhaps you liable later, so be careful in keeping proper support and minimize flexing of the body and extremities.
- Do not get involved in discussions about the cause of the accident or trying to establish fault. Any statements you make can re-appear later and can be used against you in litigation. An opinion stated may become a statement of fact that you never intended in a court of law. Causes and fault will be determined by investigators, insurance companies, attorneys, judges and juries; not you.

- As soon as things are settled at the accident scene, sit down and write down what occurred either on a piece of paper first, then directly onto our Accident Form or directly onto our Accident Form. Draw diagrams, get the names and licenses of those involved (required by law), other driver's insurance information, description and license numbers of vehicles involved and police report information if investigated by law enforcement.
- As soon as you reach the terminal or rental yard complete an accident report and use your notes and diagrams. You may also need to notify the Department of Motor Vehicles depending on state law.
- As soon as possible, Contact Suppose U Drive and provide us with all the above information as well as any Service/Road Call information (please refer to section I of this handbook) needed so we may quickly assess the situation and provide the proper response and assistance.

***PLEASE NOTE: If you have damage, please report the incident as soon as possible to Suppose U Drive. Non reported damage may result in a traffic violation and could cause more severe damage if it is not repaired.***

***Also, Please Note that Suppose U Drive inspects all vehicles for damage during PM services and at the time of check in. Any damage is documented, a digital picture is taken, and a report is made to your company's representative. Suppose U Drive will make every effort to expedite repairs and return the vehicle to normal service as soon as possible.***

#### **XVIV. REFRIGERATION UNITS**

A OEM manual and guide to use and operation should be included in this packet of information. For use and instruction, please refer to this manual. Also please note that in addition to the weekly mileage readings reported for the truck, we also require from our customers the weekly SOH (Switch on Hour) refrigeration hour readings located on the in-cab control module. Again instructions on how to obtain this reading is located in the attached manual or feel free to call your service representative for a tutorial.

***PLEASE NOTE: All Refrigeration units are now subject to the new California Air Resource Boards Clean Air Act, thus usage and idling restrictions must be adhered. For prolonged periods of idle use, we strongly recommend using the attached "Electric Standby" Outlet located on the side of the truck (underneath the body) and plugging in the unit to a 220V connection in lieu of running the unit on the diesel engine. Again for more information, please contact your Suppose U Drive Service Representative.***

*Lastly, I would like to welcome you to Suppose U Drive and whether you are utilizing our services for a short term rental or perhaps a long term lease, we really appreciate the opportunity to serve you and we look forward to continuing to provide the best trucks, information, flexible options and customer service.*

*Sincerely,*

*Justin E. Johnston  
President, C.O.O.  
Suppose U Drive Truck Lease*