ROADSIDE ASSISTANCE

During normal business hours
Don’t sweat it, Valley Metro vanpool customers receive roadside assistance 24 hours a day, 7 days a week. Keep Your Cool and simply call 1-800-VAN-4-WORK (1-800-826-4-9675). The Enterprise roadside team will ask for the following information:

- Vanpool coordinator’s name and Enterprise vanpool ID number
- Location of the breakdown and vehicle
- Vehicle license plate or VIN number
- Number of riders/passengers in the vehicle
- Your destination

To receive roadside assistance, a vanpool participant with the keys must be present. If you’re unable to have someone present, contact your local Enterprise representative at 480-785-4307.

If you need to leave the vehicle and call roadside assistance, take one or all of the following references:
- Vehicle registration
- Photo of the VIN number
- Photo of the license plate number

If a roadside assistance truck cannot promptly fix the problem, a loaner vehicle will be delivered from Enterprise.

If your breakdown occurs more than 20 miles from an Enterprise location, alternative solutions will be considered.

After normal business hours
If you need roadside assistance during the weekend or after the local Enterprise office has closed, an after-hours roadside assistance company will assist. Simply call 1-800-VAN-4-WORK (1-800-826-4-9675).

If the vehicle needs a minor repair, a service truck will be dispatched to assist you.

If the vehicle has a serious breakdown and replacement transportation is needed, a taxi will be dispatched to take your group to its destination.

Call your local Enterprise representative the next business day to schedule a loaner to be delivered to your worksite.

For service to be provided, a vanpool participant with the keys must be present. If you’re unable to have someone present, please contact your local Enterprise representative.

If you need to leave the vehicle and call Roadside Assistance, take one or all of the following references:
- Vehicle registration
- Photo of the VIN number
- Photo of the license plate number

Vanpool members will need to drive themselves or carpool to work the next morning.

Make sure you have contact information for all vanpool participants to notify them if this situation occurs.