

MEMBER

Remember to complete your trip tickets fully & legibly!

Make sure to have a confirmation email before taking a vehicle.

CONTACT US:

970.920.5066

Option 1:
Office

Option 2:

After-hours Member Assistance

Option 3:
Roadside Assistance

WHAT IF MY CAR OR KEY ISN'T WHERE IT SHOULD BE?

- 1• Double check your reservation to ensure that you didn't reserve a different vehicle.
- 2• Check lock box for notes on the vehicle's location.
- 3• End your existing reservation early and attempt to reserve an alternate vehicle.
- 4• If all vehicles are unavailable, you may use a taxi to reach your destination. Keep your receipt for reimbursement.
- 5• Contact the CAR TO GO office.



REMINDERS

- You will not be charged for your reservation in this situation and may receive an invoice credit.
- Notify the office within 24 hours to ensure applicable credits and/or reimbursements.
- Always give yourself extra time when reserving a car to avoid a late return.



WHAT IF A VEHICLE IS IN MY RESERVED PARKING SPACE?

- 1• Park the CAR TO GO vehicle in the closest legal parking space.
- 2• Place a note explaining the vehicle's location in the lock box, so that the next member with a reservation can find the car.
- 3• Take a parking warning from the glove box, console or trip ticket log booklet and place it on the windshield of the offending vehicle.
- 4• Call the CAR TO GO office.

REMINDERS

- Do not park a CAR TO GO vehicle in a fire lane, ADA parking space, any space designated No Parking, or in a No Parking 3-7 a.m. parking space.

HOW DO I EXTEND MY RESERVATION?

- 1• Login to www.cartogo.com.
- 2• Select **My Bookings** and choose the reservation.
- 3• Select **Add 30-minutes** and adjust accordingly.

REMINDERS

- You may only extend a reservation if the reservation system is working, the car is not already reserved by another member and if you are in your current reservation and not late.
- Make sure your reservations provide you plenty of time to account for traffic, weather and other delays.
- If you return a vehicle late, you will be responsible for penalties as outlined in the member manual.

QUICK FACTS



www.CARTOGO.com

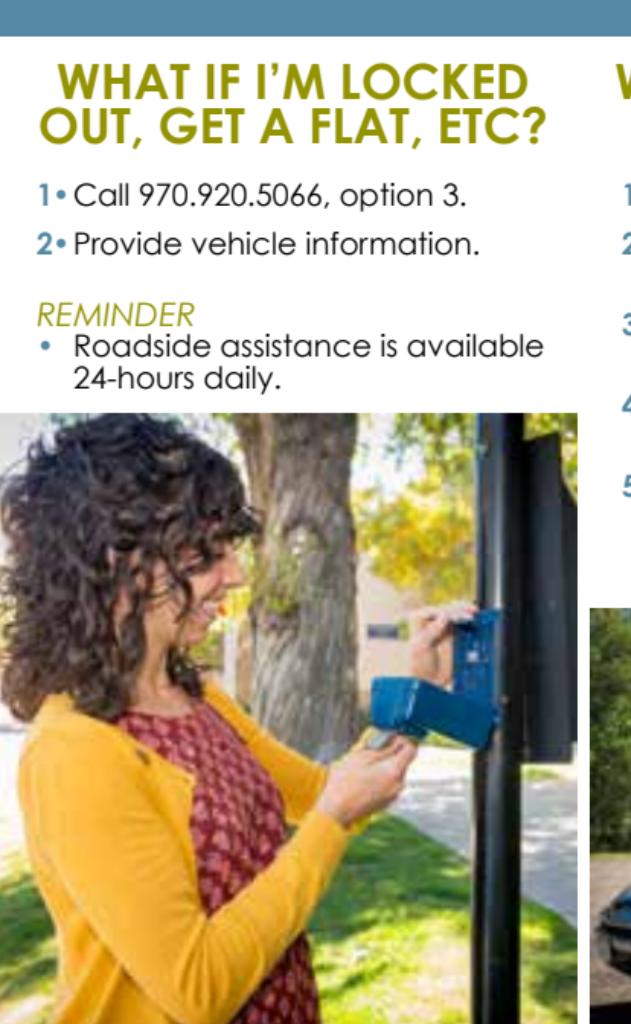


WHAT IF I'M LOCKED OUT, GET A FLAT, ETC?

1. Call 970.920.5066, option 3.
2. Provide vehicle information.

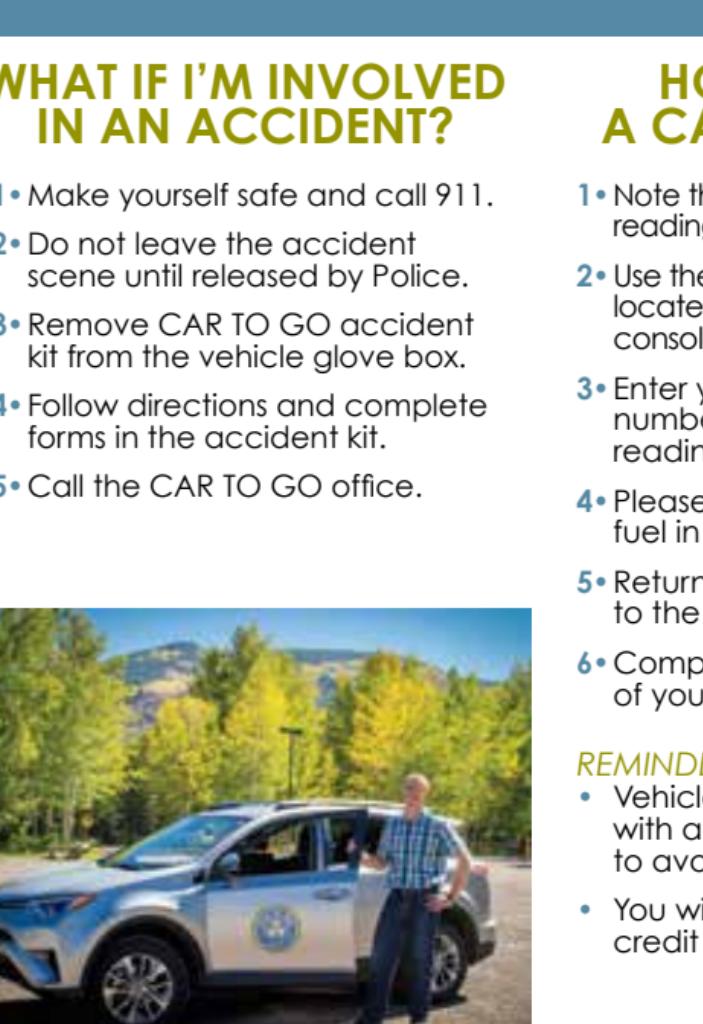
REMINDER

- Roadside assistance is available 24-hours daily.



WHAT IF I'M INVOLVED IN AN ACCIDENT?

1. Make yourself safe and call 911.
2. Do not leave the accident scene until released by Police.
3. Remove CAR TO GO accident kit from the vehicle glove box.
4. Follow directions and complete forms in the accident kit.
5. Call the CAR TO GO office.



HOW DO I FUEL A CAR/SUV/TRUCK?

1. Note the vehicle's odometer reading.
2. Use the CAR TO GO credit card located in the glove box, center console or trip ticket booklet.
3. Enter your 4-digit gas PIN number & current odometer reading as prompted.
4. Please use unleaded 87 octane fuel in all vehicles.
5. Return credit card & receipt to the trip ticket log booklet.
6. Complete fuel purchase portion of your trip ticket.

REMINDERS

- Vehicles must be returned with a minimum 1/4 tank of gas to avoid invoice penalties.
- You will receive an invoice credit for refueling the car.

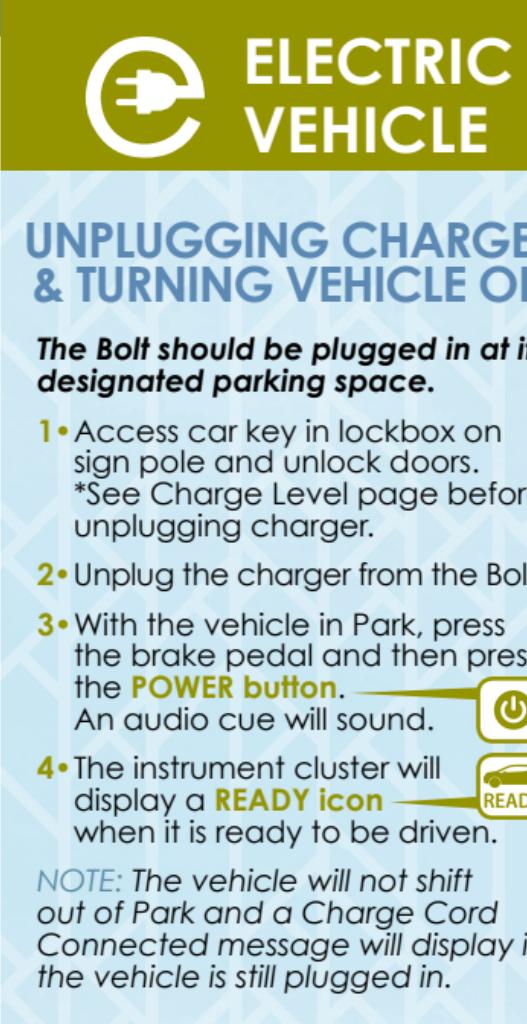
ELECTRIC VEHICLE

UNPLUGGING CHARGER & TURNING VEHICLE ON

The Bolt should be plugged in at its designated parking space.

1. Access car key in lockbox on sign pole and unlock doors.
*See Charge Level page before unplugging charger.
2. Unplug the charger from the Bolt.
3. With the vehicle in Park, press the brake pedal and then press the **POWER button**.
An audio cue will sound.
4. The instrument cluster will display a **READY icon** when it is ready to be driven.

NOTE: The vehicle will not shift out of Park and a Charge Cord Connected message will display if the vehicle is still plugged in.



For complete instructions including photos, see owner's manual inside the glove box.

*CHARGE LEVEL

Before departing, check the charge level of your vehicle.

1. Look to the Charging Status Indicator located on the instrument panel near the middle of the windshield.
 - Solid green light: 100% charged
 - 4 flashes: 75-99% charged
 - 3 flashes: 50%-75% charged
 - 2 flashes: 25%-50% charged
 - 1 flash: 0-25% charged
2. Do not use the Bolt if:
 - The Charging Status Indicator shows no light.
 - The Charging Status indicator shows no light and makes repetitive tones.

VEHICLE OFF & PLUG IN TO CHARGE

Members are required to park the Bolt in its designated parking space & plug it in to the charger.

1. Push **P** button on top of gear shift to engage into Park & then press the **POWER** button. An audio cue will sound.
2. Release the rear edge of the charge port door, located just in front of the driver's door.
3. Unlatch and lower the charging dust cover on the charge port (if required).
4. Tap or wave ChargePoint RFID card located on key chain ring to unlock charge cord from charging station.
5. The Charging Status Indicator on top of the instrument panel near the middle of the windshield will illuminate green and the horn will chirp when properly connected.