

## 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](http://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**


## 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 ¼ 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.