

VAM ACCIDENT REPORTING & REPAIR PROCEDURES

Please Note: These procedures apply to all vehicles owned or leased by the State of Tennessee under Vehicle & Asset Management control. After contacting Corvel

1. Go to tn.gov to report the all accidents, vandalism or weather-related damage within 24 hours of the incident (or as soon as humanly possible). If the accident occurs after duty hours and is a minor accident (doesn't involve personal injury or serious property damage and the state vehicle is still operable), do not call in until the following business day. However, serious accidents (involving personal injury or serious property damage and the state vehicle is inoperable or must be towed) should be reported immediately. Wreck department **(615) 532-8903 option 3** for instructions or go online to tn.gov to fill out an incident report. In the search box type the word WRECK You may also use the **1-800-447-2277** number if you are outside the Davidson County calling area. You will be asked several questions pertaining to the accident to better determine what assistance is required by you.
2. You must prepare and forward an operator's statement (incident report) of the details of the event can be sent to MVM.Wreckrepair@tn.gov .Include the **accurate mileage** in your statement and operator's Edison ID#
3. Take pictures of the damage to the state vehicle and private vehicle or property damage. If you take digital images forward them as an e-mail attachment to MVM.Wreckrepair@tn.gov with State tag# in subject line. Another option is forwarding the pictures by mail to **VAM 6500 Centennial Blvd., Nashville, TN, 37243-0552. DO**

NOT FAX PICTURES. They simply do not fax well enough and it wastes time and paper.

4. After reporting the accident to VAM and providing the required paperwork stated above, the vehicle must be taken **by your agency** to an **approved** Edison vendor for the purpose of securing a repair estimate. The number of estimates required depends upon the dollar amount of the repair estimate:

A) One (1) **written, signed estimate** from an authorized Edison vendor must be submitted to VAM for review and approval for repairs up to **\$10,000**.

B) **Three (3) written, signed estimates** from authorized Edison vendors must be submitted to VAM for review and approval if the estimate exceeds **\$10,000**. No exceptions.

C) The VAM Wreck Repair Coordinator will prepare a purchase order to authorize the repair. You will be notified of the purchase order number and instructed to take the vehicle to the vendor for repair. *Do not authorize any work to be performed without approval by the VAM Wreck Repair Coordinator, regardless of the dollar amount.*

NON-Edison vendors may not be used for bids, and bids must be signed by the person giving the bid. You must not allow any bidder to see the bid from another vendor to bid by. If necessary, the VAM Wreck Repair Coordinator will assist you in finding an appropriate Edison vendor(s) when the wreck is initially reported. Bids obtained from vendor(s) are to be faxed to the VAM Wreck Repair Coordinator as soon as possible after they are obtained. Fax estimate(s) to the fax number listed

above. Most vendors also have the capability to take and send digital images. If you have not taken pictures before arriving at the vendor, please ask the vendor to take pictures and e-mail them to the e-mail address above. All wreck repairs **MUST** be billed to **VAM 6500 Centennial Blvd, Nashville, TN, 37243-0552,,** and the invoice **MUST** be **signed** prior to submission to VAM for processing for payment.

5. If an accident report is generated by any branch of law enforcement working the accident, it **MUST** be claimed by your agency and it **MUST** be forwarded to the VAM Wreck Repair Coordinator **AS SOON AS POSSIBLE**. It may be mailed, faxed or scanned and attached to an e-mail. If it is a good quality report (legible), then faxing is the preferred method of delivery to VAM. Accident reports typically are not ready for pickup for five to ten days after the accident; however, they must be promptly claimed and forwarded.

6. **Be sure to collect insurance data from all involved parties prior to departing the scene of the accident.** Usually, the insurance data is collected by any Tennessee Highway Patrol Officer working an accident, but local police departments are very unpredictable in their collection of insurance data. For your protection and the state's protection, please make an effort to collect any insurance data you can. Also, if there are witnesses, collect contact information for the witnesses. Witness statements have helped us to persuade non-cooperative insurance companies to accept financial responsibility in cases they otherwise would have denied.

7. After all the required paperwork is collected by the VAM Wreck Repair Coordinator (Operator's Statement,

Pictures, Accident Report, and Bid(s)), a purchase order for the repair is produced, if required. You will be notified of the purchase order number and you will be told which vendor to take the vehicle to for repair.

8. **PRIOR** to leaving the vehicle at the vendor for repair, check for personal items in the vehicle and remove them. Neither the vendor nor MVM is responsible for any personal (or state-issued) items left in the vehicle. You will not be reimbursed for items left in units under repair that subsequently come up missing. Again, please remove all personal and state-issued items before departing the repair facility.

9. When dropping the vehicle at the vendor for repair, inform the vendor to make the invoice out to VAM OR STATE OF TN, 6500 Centennial Blvd., **Nashville, TN, 37243-0552**,. **DO NOT** tell the vendor or allow the vendor to bill the **repair to your department or to you**. If billed to your department or to you, the invoice will be returned to the vendor for correction prior to payment. Also, you are the eyes of VAM at the repair facility. Please insure the work was performed adequately before you leave the facility. Inspect the workmanship, and if it isn't right, tell the vendor. If a dispute ensues, contact VAM immediately. Most vendors will make corrections immediately if the fault is clearly theirs. **BEFORE YOU LEAVE** the repair facility, **sign the repair invoice**. Not signing the invoice means VAM must return the invoice to your department for signature. That slows payment of invoices to a crawl, and vendors get upset because they aren't getting paid. Unhappy vendors are uncooperative vendors. Please make every effort to work with us to keep our vendors happy.

The faster your agency collects and submits the required items listed above, the faster MVM can get your vehicle repaired and back to you. You determine the speed at which your vehicle is repaired. It is, therefore, in your best interest to quickly collect and forward the required paperwork.

Circumstances will arise that are not covered in this briefing sheet. That is when it is best to pick up the telephone and contact VAM. If you aren't clear on any issue discussed above, together we can work through that issue. We at VAM are here to serve you with your automotive repair needs. Remember - the only stupid question is the one that isn't asked! Do not hesitate to call MVM if we can be of assistance.

Emergency/After Hours Towing/Repairs

In an emergency situation, such as a breakdown or flat tire, that occurs in a city that operates TDOT HELP Response vehicles, attempt to contact them first. They are on routine patrol and may be the fastest source of emergency assistance. Only the larger cities operate these vehicles, but they are a tremendous source of assistance in emergency situations.

TDOT HELP Response Locations and Telephone Numbers:

Memphis (901) 537-2991
Chattanooga (423) 510-1175
Nashville (615) 350-4540
Knoxville (865) 594-2715

Another source of assistance in an emergency situation is the Tennessee Highway Patrol. THP maintains district offices in many cities across the state. They will provide assistance to arrange to have the vehicle towed if necessary and/or remain with the stranded motorist until help arrives and to prevent the possibility of the stranded vehicle causing an accident. Pick the location below that is closest to the location of the stranded vehicle.

Tennessee Highway Patrol District Offices and Telephone Numbers:

Memphis (901) 543-6283
Chattanooga (423) 634-6898
Nashville (615) 741-2060
Knoxville (865) 594-5800
Cookeville (931) 528-6143
Crossville Same as Cookeville
Tri-Cities Area (Bristol, Kingsport, Johnson City)
(423) 348-6144
Lawrenceburg (931) 766-1425

Or Dial *THP (*847) if calling from a cell phone anywhere in the state to be connected to the nearest THP Dispatcher.

To use the THP contact numbers effectively, dial the number. When you get the recorded message, immediately dial "0". This will put you directly through to "Dispatch" and you can explain your situation to a human being without all the bother of waiting out the recorded message and still not having a clue what number to press.