



# Driver's Guide

## Contact Us

- 1-877-654-4400
- [membercare@hertz.com](mailto:membercare@hertz.com)
- [hertz247.com](http://hertz247.com)
- Or use in car screen pad.



## Unlock and Lock the Vehicle

- Using the Pin Pad reader on the front windshield, unlock and lock the vehicle by holding your access card or key fob over the top section of the unit or enter your **6-digit entry code**.
- The key should remain in the vehicle at all times. Never use the ignition key to lock/unlock the vehicle.





## If in an Accident or Incur Damage to Vehicle During Rental

- Contact the local Police Department.
- Contact Customer Care Center to notify of accident/damage: **1-877-654-4400**.
- Accident forms are available at **Hertz247.com**, & should also be found in vehicle glove box.



## Starting the Vehicle

- Using the screen pad next to the steering wheel, confirm there is no visible damage to vehicle and that the vehicle is reasonably clean.
  - Select the  button to indicate "yes".
  - Select the  button if "no".
- You will now be able to start the vehicle using the ignition key.

**NOTE:** After prolonged inactivity, the vehicle will go idle and not start. If this occurs, simply re-enter your 6 digit entry code or hold your access card or key fob over the top section of the Pin Pad unit reader on the front windshield.



## Refueling the Vehicle

### Using the Hertz Fuel Card:

- Locate the in-vehicle Hertz Fuel Card, secured to the driver's side sun visor.
- To start refueling, you will be asked for car's mileage, and for your PIN.
- To obtain a PIN:
  - Scroll to "Fuel" on the in-vehicle screen pad.
  - Select "Pin Code" for the number.

### If fuel card is not available - use Self Pay:

- If a Hertz Fuel Card is not found in the vehicle, use your personal payment card for refueling.
- Hertz will refund you for the refueling cost by issuing a credit to your personal payment card.

**NOTE:** To receive a refund, the personal payment card used must be included in your Hertz 24/7 Customer Profile.

- Cash should never be used for the Self Pay refueling option as cash refunds will not be provided by Hertz.

### How to submit for fuel refund:

- Email a copy of your receipt and the vehicle mileage at time of refueling, to the Customer Care Center at [membercare@hertz.com](mailto:membercare@hertz.com).
- A credit will then be applied to your personal payment card within 48 hours of Hertz's receipt of your email.



## Ending Your Rental

- Using the in-car screen pad, select "My Reservation".
- Scroll to "Close" or "End Reservation" using dial knob on screen pad.
- Answer the question: "Do you want to end your reservation?"
  - Select "Yes" to end your reservation.
- Turn off the vehicle and lock doors using your access device or by entering your 6-digit entry code on the Pin Pad.
- If ending reservation earlier than expected, you must contact the Customer Care Center: 1-877-654-4400.

**NOTE:** A confirmation that your rental has ended will be sent to you via email or text.



## Extending Your Rental

- Using the in-car screen pad, select "My Reservation".
- Select "Extend Booking".
- Turn the dial knob on screen pad to select the additional time you need.