



Master's
Leasing & Rental
a division of MaTran, Inc.

MASTER'S CARE

Renter's Guide 2023

Thank you for your business!



LETTER FROM THE PRESIDENT

Dear valued customer,

On behalf of Master's Transportation, we thank you for trusting us with your transportation needs. We strive to make a significant and positive impact in the transportation industry through our commitment to quality and safety. Our core values guide us in all that we do, inspiring us to "Move People Forward".

Since our beginning, Master's Transportation has maintained an exceptional reputation as a premier transportation provider, exceeding expectations for our customers, partners and employees based on our ethics, strength and reliability.

You have my personal commitment along with the entire Master's team that we will do everything possible to continue to offer exceptional service to you, our customer.

Sincerely,

John D. Goodbrake

OUR CULTURE

Our core values guide us to ensure that our customers and our colleagues are at the heart of every decision we make.

Core Values

- We Relentlessly Pursue Excellence.
- We Demand a Culture of High Integrity.
- We Have a Positive, Can-Do Attitude.
- We Are Solution Oriented.

Overview

Master's Offerings

Sales

- Over 1,000 vehicles in stock
- Multiple floor plans
- Certified pre-owned
- Competitive pricing and fast delivery

Service & Parts

- Local authorized warranty
- On-site service
- 4,500 authorized service locations

Rental

- Nationwide
- Over 1,000 vehicle fleet
- Various sizes
- Easy pick-up and drop-off

In-House Financing & Leasing

- In-house approvals
- Flexible terms
- Lease with maintenance

Nationwide Footprint & Support

- Kansas City, Missouri
- St. Louis, Missouri
- Branson, Missouri
- Nashville, Tennessee
- Dallas, Texas
- Denver, Colorado

- Washington, D.C.
- Oakland, California
- Corona, California
- Orlando, Florida
- Atlanta, Georgia

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Frequently Asked Questions

1. What is DEF and where is it located on the Mercedes Sprinter?

Diesel Exhaust Fluid: Additive to help exhaust system operate properly. DEF tank is labeled "DEF only" with a blue cap under the hood on the Mercedes Sprinters.

2. What happens when our bus breaks down?

We have 24/7 roadside service. Give Dickinson Fleet Services a call at (844) 820-8559. Be sure to have the bus number ready. (i.e. Z-12345 - last 5 of the VIN). This will be located on the sticker on the windshield.

3. Who do I contact during my rental with questions?

Please contact your rental representative at 816-318-9988 or email rental@masterstransportation.com.

4. What happens if the check engine light comes on?

Please contact your rental representative at 816-318-9988 or email rental@masterstransportation.com.

5. How do I delete storage for the Bluetooth on the Mercedes Sprinter?

Vehicle must be turned on and in PARK. Set the parking brake. Proceed to settings and clear storage on the Bluetooth system.

6. Rear door alarm won't stop buzzing?

There is a button on the top of the hinges of the rear door. You will need to make sure that when the door is shut, the button is also engaged. This will stop the alarm from sounding. If the problem still persists, you may also unplug the button.

7. Can I extend my rental?

Please contact your rental representative at 816-318-9988 or email rental@masterstransportation.com

8. Is smoking allowed?

No, smoking is not allowed and will result in a \$300 cleaning fee.

9. How dirty is too dirty?

Per the contract, the unit needs to be returned in the same condition when it left our lot. We do take into consideration the daily wear of the road.

Frequently Asked Questions (Cont.)

10. How do you turn on rear A/C and heat?

In the Sprinter, the rear A/C and heat will be controlled on the panel above the driver. Other shuttles, the controls will be on the middle console next to the controls for the front. Toggle Switch can be identified by looking for the snow flake.

11. How do I operate the wheelchair lift?

Power to the vehicle needs to be on. With the parking brake engaged, turn on power switch to the lift (toggle switch located on the right side). You will need to fold first then UNFOLD all the way before lowering the lift DOWN.

12. How to operate DVD/TV?

Make sure the TV is powered on using power button or toggle switch. Next, insert DVD into head unit and enjoy! Remote controls will be located in the glove compartment.

13. How to open the rear luggage door?

On most shuttles, the rear luggage door handle will need to be fully twisted around to the left in order to open the compartment. Turn all the way to the right to latch then back to center to lock.

14. What happens if I get in a wreck?

You will need to complete a police report. Contact your rental representative at 816-318-9988 or email rental@masterstransportation.com

15. What if I lock the keys in the bus?

You will need to call a locksmith in order to get back into the vehicle. Please contact your rental representative at 816-318-9988 or email rental@masterstransportation.com

Frequently Asked Questions (Cont.)

16. How to disable school bus “No child left behind alarm”?

In the school bus, after the trip is complete make sure the entrance door is closed, key is in the on position without starting the bus. Walk to the back of the bus depress the button on the back wall to disable the “No Child Left Behind” alarm. This will be a button at the back of the bus to the right of the emergency exit.

17. How to open the hood on the Sprinter?

See Sprinter Handout in the glove box.

18. What happens if I or one of my drivers gets into an accident with a vehicle that I have rented from you?

After assuring that you, your driver, and your passengers are safe, please contact us as soon as possible so we can be in the loop with the communications with your insurance provider. Also, in many instances, your insurance provider will pay for a replacement vehicle until the original vehicle is repaired.

19. What does Master's do with my information?

We only use the information you provide to assist you in finding a leasing or rental solution that works for you. We do not share your information with third parties, ever.

20. If I cross state lines, do I need to stop at the weigh station?

In most cases, yes. The majority of our rental and leasing fleet is above #10,000 GVWR (gross vehicle weight rating), which means that they are considered commercial vehicles, and must stop at ports of entry. You may be required to show proof of insurance, driver's logs and inspection documents, and some states require you to pay a small fee to enter. If you plan on crossing state lines, make sure you inform your Master's representative before receiving your vehicle, and we will walk you through the process from start to finish.

Have additional questions? Call (800) 783-3613

Thank you!

Thank you for your business! Please don't hesitate to contact us if you need anything.

Contact

- (800) 783-3613
- www.MastersTransportation.com

