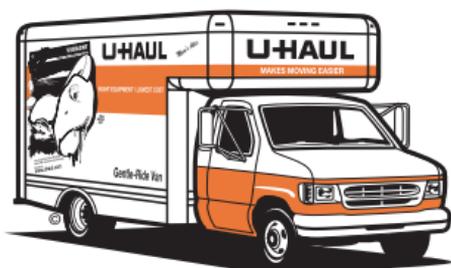


# USER INSTRUCTIONS



## RENTAL VEHICLE USER INSTRUCTIONS

**STUDY THESE INSTRUCTIONS  
DAILY BEFORE OPERATING  
EQUIPMENT**



# **WARNING**



**FAILURE TO FOLLOW  
THESE INSTRUCTIONS  
MAY RESULT IN SERIOUS  
INJURY OR DEATH.**

# TABLE OF CONTENTS

<b>WARNINGS</b> .....	<b>1</b>
<b>EQUIPMENT</b> .....	<b>3</b>
YOUR RESPONSIBILITIES .....	3
<b>LOADING</b> .....	<b>3</b>
LOAD HEAVY ITEMS FIRST.....	3
DO NOT OVERLOAD .....	4
HAZARDOUS MATERIALS.....	4
<b>HOUSEHOLD MOVING VAN</b> .....	<b>4</b>
LOADING RAMPS.....	4
AIR-RIDE SUSPENSION .....	4
OVERHEAD CLEARANCE.....	5
<b>DRIVING</b> .....	<b>5</b>
GET ACQUAINTED .....	5
SAFETY RESTRAINTS .....	6
CELL PHONES.....	6
SPEED LIMIT.....	6
STOPPING/FOLLOWING DISTANCE.....	6
DOWNHILL .....	7
PASSING.....	7
DISTURBANCES.....	7
ROAD SHOULDERS .....	8
BACKING UP .....	8
PARKING.....	8
TRAILERS .....	9
DIESEL OPERATIONS.....	9
<b>SERVICING YOUR RENTAL VEHICLE</b> .....	<b>11</b>
USE CARE WHEN REFUELING .....	11
REFUELING POLICY .....	11
TIRE PRESSURE.....	11
OIL AND COOLANT .....	11
<b>BREAKDOWNS &amp; ACCIDENTS</b> .....	<b>12</b>
GET OFF THE ROAD .....	12
MINOR BREAKDOWNS.....	12
MAJOR BREAKDOWNS .....	12
ALL ACCIDENTS.....	13
ACCIDENT REPORTING.....	13
ON-SCENE ACCIDENT INFO .....	14
<b>GLOSSARY</b> .....	<b>16</b>
<b>DRIVING CHECKLIST</b> .....	<b>BACK</b>

## **WARNING**

**FAILURE TO READ AND FOLLOW ALL THE INSTRUCTIONS IN THIS BOOKLET MAY RESULT IN SERIOUS INJURY OR DEATH**

### **WARNING**

-  **DO NOT** drive when you are tired or under the influence of any substance that might impair your vision, your judgment or your ability to control the vehicle.
-  **DO NOT** put the vehicle in motion before everyone in the vehicle has their safety restraint fastened. See page 6.
-  **NEVER** use a cell phone when you are driving. You may become distracted and cause an accident. See page 6.
-  **DO NOT** exceed posted speed limits. Excessive speed is a major cause of traffic accidents. See page 6.
-  Slow down for curves, adverse weather, hazardous road conditions, road construction and expressway exits. See page 6.
-  Use the checklist before driving and while on the road. See back page.
-  **NEVER** overload your rental vehicle. Look for a label on the driver's side door post listing the gross vehicle weight rating. See page 4.
-  **DO NOT** transport hazardous materials, corrosives, explosives or flammables. See page 4.
-  **NEVER** allow passengers in the cargo area. See page 3.
-  If your rental vehicle has a ramp, **NEVER** put the vehicle in motion while the ramp is being held or is extended.
-  **DO NOT PUT** the rental vehicle in motion with any doors open.
-  **ANTICIPATE STOPS! BRAKE EARLY!** Allow a three-second gap between you and the vehicle in front of you. In adverse weather, allow at least a four-second gap. See page 6.
-  Slow down **BEFORE** going downhill and shift the transmission into a lower gear. See page 7.

## **WARNING**

### **CONTINUED**

-  **Never** lug the engine when going uphill. Shift to a lower gear if road speed decreases.
-  Your rental vehicle may experience momentary disturbances. If a disturbance occurs, **DO NOT** brake, speed up or turn the steering wheel. Let off the gas pedal and keep the steering wheel in a straight-ahead position, sufficient to remain within the lane of travel. See page 7.
-  If your rental vehicle travels off the paved roadway, hold the steering wheel firmly. Let off the gas pedal. **DO NOT** apply your brakes. **DO NOT** turn sharply. Slow down below 25 mph. Then gradually turn the steering wheel to get back on the roadway. Proceed with caution when entering traffic. See page 8.
-  There are blind spots behind any vehicle. **DO NOT** rely on mirrors alone. Get assistance before you back up. If no assistance can be found, walk around the rear of the vehicle and **MAKE SURE** there are no children, pedestrians or obstructions behind you. See page 8.
-  When parking, shift transmission firmly into park and firmly set parking brake. When parking with a standard transmission, shift transmission into first or reverse gear and firmly set the parking brake. See page 8.
-  **NEVER** leave children and keys unattended in your rental vehicle.
-  Exhaust fumes are lethal. **DO NOT** operate the engine in a confined area where exhaust fumes could enter through doors or windows. **DO NOT** sleep in the rental vehicle with the engine running. See page 9.
-  Shut off the engine before refueling. Extinguish all smoking materials and open flames. See page 11.
-  **NEVER** put **GASOLINE** in a vehicle that is powered by a **DIESEL** engine.

# EQUIPMENT

## YOUR RESPONSIBILITIES

These instructions are to help you, your passengers and your rental vehicle reach your destination safely. If you have any questions while reading this booklet, please do not hesitate to contact the nearest U-HAUL® representative.

Your U-Haul rental vehicle may be capable of storing information regarding vehicle speed, brake application, steering input, seat belt use or other vehicle information. In the event of an incident, law enforcement or others may access this information.

**If the driving duties are to be shared, make sure all drivers read and understand these instructions.** All drivers must be at least 18 years old with a valid driver's license.

### **WARNING**

**NEVER** allow passengers in the cargo area while the vehicle is in motion. Passengers risk injury due to shifting cargo, asphyxiation and lack of collision protection.

## LOADING

Failure to follow these loading instructions or those indicated on the vehicle decals may result in a disturbance of your rental vehicle. If you have any questions about loading your U-Haul rental vehicle, contact U-Haul Customer Service at 1-800-789-3638.

## LOAD HEAVY ITEMS FIRST

### **WARNING**

Load the heaviest items first, in front and on the floor. Load lightest items last, on the top and to the rear. Pack all items closely and firmly.

Secure partial loads with rope as close to the front of the vehicle as possible. **NEVER** load cargo on the outside of the rental vehicle.

When unloading the rental vehicle, use caution when opening the rear door because the cargo may have shifted.

## DO NOT OVERLOAD

### **WARNING**

Every U-Haul rental vehicle has a maximum (fully loaded) gross weight label on the driver's side door post. Never load the rental vehicle so that it exceeds the maximum gross vehicle weight listed. If in doubt, check the weight on a commercial or state scale. (See the Yellow Pages under "Scales, Public.")

## HAZARDOUS MATERIALS

**DO NOT** transport hazardous materials, corrosives, explosives or flammables such as gasoline or paint thinner. A container that is almost empty is just as dangerous as a full one. Flammables may explode or ignite through spontaneous combustion from vehicle movement.

Empty and air out the tanks on lawn mowers, camp stoves, lanterns, etc., before loading.

Propane tanks cannot be transported unless secured standing upright.

### **WARNING**

**NEVER** fill a portable fuel container **IN** or **ON** the rental vehicle. Vapors can be extremely flammable and explosive.

Securely close and properly package household cleaning products.

## HOUSEHOLD MOVING VAN

### LOADING RAMPS

U-Haul designed the loading ramp to assist you in loading and unloading your household moving van. **MAKE SURE** the loading ramp is completely stored and latched before you put the vehicle in motion.

### **WARNING**

**DO NOT** put your household moving van in motion with the ramp extended or while the ramp is being held. Follow decal instruction in the cargo area of the household moving van.

### AIR-RIDE SUSPENSION

Some household moving vans are equipped with

an Air-Ride Suspension System. If your household moving van is equipped with Air-Ride Suspension system, you must lower the vehicle before pulling the loading ramp out. To lower the household moving van, follow the instructions located on the dash above the control knob.

 **WARNING**

The Air Ride Suspension system has a low-air-pressure warning light. If the light comes on and stays on, you must stop and contact U-Haul Hotline. See the Breakdown section of this guide for more information on how to contact U-Haul Hotline.

## OVERHEAD CLEARANCE

Household moving vans are taller than passenger cars. The U-Haul fleet includes household moving vans that require up to 12 feet of overhead clearance.

Watch out for drive-through restaurants and motel overhangs, service-station canopies, bridges, balconies, roof eaves, porch awnings, electrical wires and tree limbs. Many overhead obstructions are not posted for clearance.

 **WARNING**

**DO NOT GUESS.** If you don't know the overhead clearance, get out of the household moving van and make certain that you are clear of any obstruction.

## DRIVING

### GET ACQUAINTED

Before you start driving, become familiar with the location and operation of all controls. Adjust seat, rearview and sideview mirrors for maximum visibility. Then with your safety restraint on, make sure you can comfortably reach the controls before starting the engine.

Be rested before driving. **DO NOT** drive when fatigued. Avoid driving at night. Night drivers have a three times greater fatality rate.

**DO NOT** drive under the influence of any substance that might impair your vision, your judgment or your ability to control the vehicle.

## SAFETY RESTRAINTS

U-Haul recommends all occupants wear appropriate safety restraints at all times while riding in a vehicle. State laws require that children be restrained while in a vehicle. Smaller children and babies should always be restrained in an approved child or infant restraint. Refer to the child restraint manufacturer's instructions for proper application and usage for your child.

### **WARNING**

Rear-facing infant seats should never be placed in the front seat of a vehicle equipped with a passenger-side air bag. A child may be seriously injured if an activated airbag strikes the child restraint.

## CELL PHONES

### **WARNING**

**DO NOT** use a cell phone when you are driving. You may become distracted and cause an accident. If you need to use a cell phone, find a safe place to exit the roadway, such as a rest area, before using the cell phone.

## SPEED LIMIT

### **WARNING**

Excessive speed is a major cause of accidents. Observe the posted speed limits. Slow down for curves, adverse weather, hazardous road conditions, road construction and expressway exits. Do not feel secure if your rental vehicle drives easily at higher speeds. A road hazard that could be avoided at 45 mph may become unavoidable at 55 mph.

## STOPPING/FOLLOWING DISTANCE

### **WARNING**

U-Haul rental vehicles are heavier than passenger cars, especially when loaded. This means it will take you longer to stop.

-  Allow at least three seconds between you and the vehicle in front of you. Start counting when the back of the vehicle in front of you passes a fixed object, such as a signpost, telephone pole or crack in the road. Count "one thousand and one, one thousand and two, one thousand and three." If the front of your vehicle reaches the object before the

end of the three seconds, ease off the gas pedal slightly to increase the distance. Then check your following distance again.

- ⚠️ If you are driving in adverse weather, such as rain, snow or fog, use at least a four-second gap.

## DOWNHILL

### ⚠️ WARNING

Decrease speed **BEFORE** starting downhill. Shift into lower gears. Let off the gas pedal and let the engine help you control your speed.

**DO NOT** ride the brake pedal going downhill. Prolonged use of brakes results in overheating and loss of brake effectiveness.

When you need to slow down, apply firm pressure to the brake pedal and slow the vehicle to a speed that is well below the posted speed limit. This avoids prolonged use and gives the brakes a chance to cool between applications.

## PASSING

Your rental vehicle is heavier and longer than a passenger vehicle and will require more time and distance to pass. **DO NOT** pass on hills or curves.

### ⚠️ WARNING

Passing by another vehicle in the same or opposite direction can result in a disturbance. This disturbance is greater as the speed of your vehicle increases. See the Disturbances section below.

## DISTURBANCES

One or more causes (crosswinds, passing vehicles, driver steering inputs, improper loading, excessive speed, tire blowouts, etc.) may result in a disturbance.

### ⚠️ WARNING

During a disturbance, applying your brakes or turning the steering wheel can cause loss of control. If a disturbance occurs:

- ⚠️ Let off the gas pedal. **NEVER** speed up to try to control a disturbance.
- ⚠️ **DO NOT** apply your brakes.
- ⚠️ Steer straight ahead, sufficient to remain within your lane of travel. **DO NOT** try to

control the disturbance by turning the steering wheel.

After the disturbance has stopped:

-  Pull a safe distance off the roadway and stop. Get all occupants out and away from the vehicle.
-  Check the cargo to make sure the load has not shifted.
-  Check that all the tires are properly inflated and that all lug nuts are tight.
-  **DO NOT** exceed the posted speed limit. Disturbances happen more often at higher speeds.

If the disturbance persists, contact the nearest U-Haul representative and have them inspect or exchange the rental vehicle, if necessary.

## ROAD SHOULDERS

### **WARNING**

If the wheels of the rental vehicle travel off the paved roadway:

-  Hold the steering wheel firmly.
-  Let off the gas pedal and slow down below 25 mph.
-  **DO NOT** apply your brakes.
-  **DO NOT** turn the steering wheel sharply.
-  After slowing below 25 mph, gradually turn the steering wheel to get back on the roadway.
-  Proceed with caution when entering traffic.

## BACKING UP

There are blind spots behind any vehicle. **DO NOT** rely on mirrors alone. Get help before you back up. If no help can be found, walk around the rear of the vehicle and **MAKE SURE** there are no children, pedestrians or obstructions behind you.

## PARKING

When parking, move shift selector firmly into park and firmly set the parking brake. When parking with standard transmission, shift trans-

mission into first or reverse gear and firmly set the parking brake.

When facing downhill, turn the wheels toward curb. When facing uphill, turn the wheels away from curb.

### **WARNING**

Exhaust fumes are lethal. **DO NOT** operate the engine in a confined area where exhaust fumes could enter through doors or windows. **DO NOT** sleep in the U-Haul rental vehicle with the engine running.

## **TRAILERS**

Some U-Haul rental vehicles are fully equipped to tow a trailer. If you plan to tow a U-Haul trailer, you will be provided with the appropriate equipment and instructions. Read the *U-Haul Trailer User Instructions* thoroughly. Follow the instructions on how to properly load and operate your vehicle/trailer combination.

### **WARNING**

If you plan to tow your own trailer, make sure the coupler and safety chains are attached and that the trailer lights are working properly.

### **WARNING**

**NEVER** transport passengers in the trailer. The trailer does not provide safety restraints or impact protection.

## **DIESEL OPERATIONS**

To start the engine, turn the key on without cranking the engine. This will illuminate the glow-plug light on the dash. Wait until this light goes out before cranking the engine. Allow the engine to warm up a few minutes before driving. Warm-up is complete when the temperature gauge just begins to move.

If during cold weather the engine doesn't start on the first try, start the engine using the following method.

1. Turn the key to on without cranking the engine.
2. After the glow-plug light goes out, wait 20 to 30 seconds; do not start the engine.
3. Turn off the key and wait three to five seconds.

4. Repeat this on-off sequence three to six times before cranking the engine.
5. If the engine fails to start within 30 seconds, release the key. Wait two to three minutes, allowing the starter motor to cool, then repeat Steps 1 through 4.

You may notice the “H<sub>2</sub>O in fuel” light on the dash when starting the engine. This light will go out as soon as the engine starts. If this light comes on while the engine is running, drive to the nearest U-Haul center or dealer so any moisture in the fuel system can be drained.

Black smoke from the exhaust is normal when operating a diesel engine, although thick black smoke is a good indication that you may be lugging the engine and need to downshift.

In some areas, diesel fuel may not be as readily available as gasoline. Diesel fuel can be purchased at truck stops and different locations along the interstate system. Start planning to refuel when the fuel gauge nears the 1/4-mark. **NEVER put gasoline in a vehicle that is powered by a diesel engine.**

Diesel fuel is blended year-round to meet the demands of the engine in all types of climates and locations. When faced with a choice of diesel 1 or diesel 2, ask the attendant. Be sure to indicate your destination.

You should be given a supply of diesel-fuel treatment for operating in temperatures below +30°F (-1°C). The diesel-fuel treatment will help you avoid cold weather operating problems. If you need to purchase additional treatment, make sure you purchase a treatment that **DOES NOT CONTAIN ALCOHOL**. Keep the sales receipts for reimbursement. Also, fill the fuel tank before stopping for the night or anytime the truck will be left sitting for more than a few hours.

Diesel rental vehicles are equipped with an engine block-heater for use when the temperature drops below +10°F (-12°C). If you are going to be parked for more than a few hours, use an extension cord (three-prong, 110v, 50 feet long) to plug the heater into a 110v outlet. Always make sure to unplug the heater before starting the engine.

# SERVICING YOUR RENTAL VEHICLE

## USE CARE WHEN REFUELING

Shut off engine before refueling. Extinguish all smoking materials and open flames. Remove fuel-tank cap slowly to vent any pressure inside the tank.

### **WARNING**

Avoid spilling fuel. Hot engine exhaust can ignite flammable vapors, causing a fire or explosion.

## REFUELING POLICY

Refer to your Document Holder for information concerning the U-Haul refueling policy.

## TIRE PRESSURE

Check tire pressure when tires are cold. Refer to the tire pressure decals for correct pressures. Tire pressure may increase during travel; do not bleed off this increased pressure.

## OIL AND COOLANT

You should check engine oil at each fuel stop. Use only the grade of oil that is listed on the decal in the engine compartment. Keep the oil level between the ADD and FULL marks. Save receipts for reimbursement when you return your rental vehicle.

If your rental vehicle is equipped with a tilt engine hood, always pull it open only from the front.

### **WARNING**

Check radiator level only when engine is COLD. NEVER loosen radiator cap when engine is HOT. Doing so can cause HOT coolant to spray out under pressure.

# **BREAKDOWNS & ACCIDENTS**

## **GET OFF THE ROAD**

Immediately park your rental vehicle in a safe place, completely off the roadway. Turn on the emergency flashers. Get all occupants out of the vehicle and away from the roadway. Assemble and appropriately place the emergency-warning triangles. Instructions for the assembly and placement of the emergency-warning triangles are shown on the back of the passenger-side sun visor.

If you must continue on the roadway to reach a safe place off the road, turn on the emergency flashers and proceed with caution. Do not hesitate to drive on a flat tire if it is necessary to reach a safe place completely off the roadway. Drive slowly, since the scraping tire and wheel could cause a fire.

## **MINOR BREAKDOWNS**

If the mechanical problem is minor and the rental vehicle can be safely driven, proceed to the nearest U-Haul representative. A U-Haul representative can be found in the white pages under "U-Haul." If a local U-Haul agency cannot be contacted, call the U-Haul hotline.

**U-HAUL HOTLINE**  
**1-800-528-0355**  
**24 HOURS - 7 DAYS A WEEK**

## **MAJOR BREAKDOWNS**

If the mechanical problem is major or if the rental vehicle is inoperable or cannot be driven safely, call U-Haul Hotline. Be prepared to give your exact location and a callback telephone number and have your contract with you when you call. The Hotline will have a U-Haul representative contact you and do whatever is necessary.

**U-HAUL HOTLINE**  
**1-800-528-0355**  
**24 HOURS - 7 DAYS A WEEK**

## **ALL ACCIDENTS**

In case of an accident, get everyone out of the vehicle and completely off the roadway. Call a doctor or ambulance if anyone is injured. Notify the police as soon as possible.

Call U-Haul Hotline if anyone is injured, another vehicle is involved in the accident or if there is any damage.

Get the following information from all parties involved in the accident: name, address, home and business phone number. From the other driver, get their driver's license number, the state in which their driver's license was issued and their insurance carrier's name. Use the form on the next page.

Be courteous and calm. Do not argue. Make no comment regarding the accident to anyone except the police, a U-Haul representative or insurance carrier or your insurance carrier.

For your protection, complete a U-Haul Equipment Damage Report when returning the rental vehicle.

## **ACCIDENT REPORTING**

Fill out the On-Scene Accident Information Form found on the next page of this booklet. Completion of the brief form will ensure that you get prompt action. Bring this booklet with the completed form with you when returning the rental vehicle.

**ON-SCENE ACCIDENT INFORMATION**

DATE & TIME OF ACCIDENT

AM  PM

STREET OR HIGHWAY

CITY

STATE

ACCIDENT INVESTIGATED BY:

ACCIDENT REPORT NUMBER

**OTHER VEHICLE DRIVER'S INFORMATION**

OTHER DRIVER'S NAME

CURRENT ADDRESS

CITY

STATE

ZIP

HOME PHONE

BUSINESS PHONE

( ) -

( ) -

EXT

OTHER DRIVER'S LICENSE NUMBER

STATE

OTHER DRIVER'S INSURANCE CO.

POLICY NUMBER

WITNESSES/ADDRESS/PHONE NUMBER



## **GLOSSARY**

### **CURB WEIGHT**

The weight of the vehicle with standard equipment, full of all fluids and appropriate options.

### **DISTURBANCE**

Movement of the vehicle from its intended path, due to one or more causes (crosswinds, passing vehicles, driver steering inputs, improper loading, excessive speed, tire blowouts, etc).

### **GROSS VEHICLE WEIGHT RATING**

The weight specified by the manufacturer as the recommended maximum weight of a single vehicle.

### **SAFETY COMPLIANCE CERTIFICATION LABEL**

Original equipment manufacturers decal attached to driver's side door post. Lists the gross vehicle weight rating.

### **SAFETY RESTRAINTS**

Seat belts for adults and older children, approved child or infant restraints for smaller children. Refer to the vehicle manufacturer's instructions and the child restraint instructions for proper application and usage for your child.

# USER INSTRUCTIONS



[www.uhaul.com](http://www.uhaul.com)

## DRIVING CHECKLIST

(USE AT EACH STOP)

### BEFORE DRIVING

- Check the rear of the vehicle for pedestrians and obstructions.
- Load secure in cargo area.
- Fasten safety restraints.
- Properly adjust mirrors.

### ON THE ROAD

- Observe posted speed limit.
- Anticipate stops. Brake early.
- Be alert and drive defensively.
- Stop for rest when you get tired.

### AT STOPS

- Shift transmission firmly into park, and firmly set parking brake.
- Check tire condition.
- Check that all lights are working.
- Check that all towing connections are secure.
- Remove keys and lock vehicle.

---

## REMEMBER

MOST ACCIDENTS ARE CAUSED BY:

- DRIVER ERROR
- EXCESSIVE SPEED
- FOLLOWING TOO CLOSE

A graphic for a customer service hotline. It features a large black telephone handset icon on the left. To the right, the word "HOTLINE" is written in white, bold, sans-serif font on an orange background. Below this, the phone number "1-800-528-0355" is written in black, bold, sans-serif font on a white background. Underneath the number, the text "USE FOR BREAKDOWNS ACCIDENT ASSISTANCE OR ABANDONED EQUIPMENT" is written in a smaller, black, sans-serif font. At the bottom, the text "Have your rental contract with you when you call. Be prepared to give the operator the exact location of the equipment and a callback phone number." is written in a small, black, sans-serif font. Finally, "24 HOURS 7 DAYS A WEEK" is written in bold, black, sans-serif font at the very bottom.

**HOTLINE**

**1-800-528-0355**

USE FOR BREAKDOWNS  
ACCIDENT ASSISTANCE OR  
ABANDONED EQUIPMENT

Have your rental contract with you when you call. Be prepared to give the operator the exact location of the equipment and a callback phone number.

**24 HOURS  
7 DAYS A WEEK**