

Vehicle Wreck & Reporting Procedures

In the event of an accident, vandalism, or theft it is important to report the incident to law enforcement officials, Vehicle & Asset Management, and Corvel immediately. **It is the full responsibility of the operator and/or passengers to adhere to the following procedures within 24 hours of the incident.**

1) First, make sure you are all right and determine if there are injuries to anyone else involved. Call 911 for emergency assistance if needed.

2) Call the police to file an accident report. Do not leave the scene unless your physical safety is at risk. If this becomes necessary, inform the police why you left the scene and where you have gone.

3) All accidents involving damage to private vehicles or property **MUST** be reported to Corvel at 855-253-0629 within 24 hours, regardless of who is at fault.

4) Limit discussion of the accident as much as possible. Talk only with the police concerning details of the incident itself. Show the reporting officer the Proof of Insurance Information: T.C.A. §55-12-139(b)(2)(C) that specifically exempts all State vehicles being used with proper permission and in an authorized manner from the requirement to carry proof of insurance.

5) Get the facts and essential details at the scene, including:

- Name, phone number, license plate number, Insurance Information of others involved.
- Name and phone number of any witnesses.

6) Take pictures of any damage to all vehicles involved, and of the license plates of the vehicles.

7) When exchanging insurance information, show any other drivers/property owners your Tennessee Code Annotated – Proof of Insurance card. The number for the **TN Board of Claims (615-741-2734)** is at the bottom of this card. That is the

number private vehicle owners should call to report a claim. Claims can also be started online by visiting, [TORT Liability \(tn.gov\)](#) under file a claim.

8) If the local authorities have the vehicle towed, please collect, and advise VAM of the name of the wrecker service so that the unit can be located and recovered for repair or other disposition as appropriate.

9) Obtain a copy of the accident police report send to mvm.wreckrepair@tn.gov

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10) Within 24 hours submit a VAM Wreck Report in Edison (see instructions below).

To Access Wreck Reporting in Edison:

Go to <https://www.edison.tn.gov> You **must** first sign in and follow:

- NAVBAR>MENU>FSCM>Employee Self-Service>Wreck Reporting
- Complete the form with all pertinent information regarding damages to state vehicles, be detailed and attach any pictures to show damages, if possible.
- Once all information has been added you must hit save.
- After you hit save, you will then be able to add any attachments. **Note*** You must first add a description/name of the attachment you are adding in the box before the attach file option will appear. Zip files may be used for larger attachments.
- You can click on the VAM Vendor List found at the top of the page for tow truck and body shop information.

If you have any issues with attachments, please send them to mvm.wreckrepair@tn.gov **as you will not be able to add any attachments after 48 hours.**

11) Obtain an estimate for repairs. A link to a quick access list of vendors can be found on the wreck incident reporting page. If a vendor in your area is not included on the list, you can email mvm.wreckrepair@tn.gov for additional assistance with locating an authorized vendor in your area. **For damages \$10,000 or greater contact VAM Wreck Repair at 615-532-8903 (option 3) for additional assistance.**

12) Once an estimate is approved, an authorization PO number will be created for the vendor to repair vehicle. The operator can then take vehicle to have it repaired. Once repairs are complete, the operator must email the **signed** invoice to mvm.wreckrepair@tn.gov for processing. **Invoice must be made out to the State of Tennessee and include the vehicle license plate number, mileage, in and out date, and PO number.**

To Access Wreck Reporting in Edison:

Go to <https://www.edison.tn.gov> You **must** first sign in and follow:

- NAVBAR>MENU>FSCM>Employee Self-Service>Wreck Reporting
- Complete the form with all pertinent information regarding damages to state vehicles, be detailed and attach any pictures to show damages, if possible.
- Once all information has been added you must hit save.
- After you hit save, you will then be able to add any attachments. **Note*** You must first add a description/name of the attachment you are adding in the box before the attach file option will appear. Zip files may be used for larger attachments.
- You can click on the VAM Vendor List found at the top of the page for tow truck and body shop information.

If you have any issues with attachments, please send them to mvm.wreckrepair@tn.gov as you will not be able to add any attachments after 48 hours.

By following this procedure, all accident reports will be sent directly to the VAM Wreck Safety Team for review and follow-up if needed.

Additional resources:

[Edison Wreck Reporting Guide \(tn.gov\)](#)

[Tow and Body Shop List](#)



State of Tennessee
DEPARTMENT OF GENERAL SERVICES

NOTICE

This vehicle is owned by the
State of Tennessee
Department of General Services
and is being operated with
the Department's consent.

Under Tennessee Code Annotated
§55-12-139(b)(3)
the driver is EXEMPT
from showing evidence
of financial responsibility.

The State of Tennessee is Self-Insured.

Claims for damages to privately owned
vehicles must be filed with the state Board
of Claims, telephone (615) 741-2734.



Department of General Services, Authorization No.
321189, 6,000 copies, December 2021. This public
document was promulgated at a cost of \$0.05 per copy.

WHAT TO DO IN CASE OF AN ACCIDENT

1. Stay calm. Determine the extent of injuries or damage.
If needed, obtain medical assistance.
2. Call the police to file an accident report. Don't leave the accident
scene unless your physical safety is at risk.
3. Limit discussion of the accident. Talk only with the police and
your insurance Agent. Don't admit fault at the scene or at any
time.
4. Get the facts and essential details at the scene including:
**Name, Phone Number, License Plate #, Drivers License #,
Insurance Company, Name & Number of Witnesses.**
5. See other side for wreck reporting.



REPORTING A VEHICLE ACCIDENT TO VAM

All accidents must be reported
within 24 hours of the accident to
Vehicle and Asset Management

1. Log in to www.tn.gov
2. In search bar type - "Wreck" - Enter
3. Select "Wreck Reporting"
4. Read and follow all instructions
5. Complete form and submit

After submission, a list of vehicle repair vendors will be supplied to your email address with a link. Choose a repair vendor in your area and obtain estimate for repair.

Email Estimate to: MVM.WRECKREPAIR@TN.GOV

***All accidents involving private vehicles or property must also be reported to Corvell -
(855) 253-0629***

HOW TO REPORT ACCIDENTS

1. Go to TN.gov
2. Enter "wreck" in search bar
3. Click on "Wreck Reporting"
4. Follow Instructions - Complete Form - Submit
You will be sent a confirmation email confirming your report along with a repair vendor list.
5. Choose vendor, obtain estimate, and submit to:
MVM.WreckRepair@tn.gov



State of Tennessee Auto Liability Program
A Program of the Tennessee Treasury Department
Division of Claims and Risk Management

Auto Accident Reporting Instructions

IF YOU ARE INVOLVED IN AN AUTO ACCIDENT WHILE DRIVING A STATE VEHICLE, RENTAL, OR YOUR OWN VEHICLE WHILE IN THE COURSE OF YOUR EMPLOYMENT, FOLLOW THE INSTRUCTIONS BELOW:

- 1.** Don't leave the scene. Be prepared to communicate ALL details of the incident to the State's adjuster.
- 2.** Call emergency services (911 or police non-emergency number) as needed.
- 3.** Take at least 4 photos of both vehicles, license plates, parking situation, insurance card for other party, and any notable unrelated damages. Include photo of the other party if applicable.
- 4.** Call the State of TN Auto Accident Call Center immediately to report the incident, then call your supervisor and follow your department's applicable procedures.
- 5.** Do not admit fault in the accident or promise coverage or reimbursement to anyone.

State of TN Auto Accident Call Center:
(855) 253-0629

Be prepared to provide the following information to the Call Center:

- Incident date, time, and location
- State driver's name, phone number, and email
- Any/all other drivers' names and phone numbers, plus emails if available
- Any other involved passengers' names and phone numbers, plus emails if available
- Vehicle information for all vehicles, including license plate number and/or VIN
- Your State Supervisor's name, phone number, or other contact information
- Confirm if any fatalities or non-fatal injuries occurred

IF YOU HIT AN UNOCCUPIED VEHICLE:

- 1.** Fill out a Damage Notification Card and leave it on the unoccupied vehicle.
- 2.** Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 with date, time, and location of the incident, as well as any additional information you may have.
- 3.** Take photos of both vehicles, as well as the license plate and VIN tag of the other vehicle (on the driver-side dash, near the windshield).



Tennessee Department of Treasury; April 2018;
4,000 copies. This public document was
promulgated at a cost of 3¢ each.



State Treasurer David H. Lillard, Jr.

DIVISION OF
CLAIMS & RISK
MANAGEMENT

DAMAGE NOTIFICATION

The State of Tennessee is providing you this notification relative to damage that occurred to your vehicle while it was unoccupied. To obtain information about this incident, please contact the State of TN Auto Accident Call Center using the phone number below.

The Call Center works on behalf of the State to obtain information, investigate, and provide claim services. The owner of the damaged property/vehicle may call the State of TN Auto Accident Call Center toll-free for assistance at:

(855) 253-0629

Provide the following information when calling:

Date: _____ Time: _____

State Agency: _____

**State of Tennessee Treasury Department
Division of Claims and Risk Management**

Receipt of this notification is not an admission of liability or a promise that damages will be paid.



Tennessee Department _____; July 2018;
Authorization #309401; _____ copies. This public
document was promulgated at a cost of 5¢ each.

Auto Accident Reporting New Procedure Implementation Guide

The Tennessee Department of Treasury Division of Claims and Risk Management handles insurance for the State of Tennessee. A third party administrator works on behalf of the State to provide adjusting services for auto liability claims.

State employees will need to contact the State of TN Auto Accident Call Center if they are involved in an auto accident while driving a state vehicle, rental, or their own vehicle on official State business.

Please take the following steps to make your employees aware of the new procedure and what will be expected of them if they are involved in an auto accident during the course of their employment.

- 1.** Display Vehicle Accident Reporting Posters in areas where fleet vehicles are parked and in other areas where they will be easily seen by employees who drive either a state car, rental car, or personal car for official State business.
- 2.** Have a staff person physically place Vehicle Accident Reporting Instructions and Damage Notification Card in ALL state-owned vehicles. Inform state vehicle drivers where the documents are located in the car.
- 3.** The appropriate person for your agency should train supervisors and employees on the information they will need to provide on the phone to the State of TN Auto Accident Call Center in the event of an accident.
- 4.** The appropriate person for your agency should make sure all supervisors know to train their employees on the new procedure, and make sure all drivers know the correct phone number to call in the event of an accident.

State of TN Auto Accident Call Center: (855) 253-0629

- 5.** The appropriate person for your agency will need to develop a process for their department to ensure employees who rent a car or take personal vehicle receive the Vehicle Accident Reporting Instructions and Damage Notification Card, as well as all other information they need, before driving on official State business.



Tennessee Department of Treasury; April 2018;
200 copies. This public document was
promulgated at a cost of 3¢ each.



DIVISION OF
**CLAIMS & RISK
MANAGEMENT**



You had an accident. Now what?

If you are driving a state vehicle, rental, or your own vehicle on official State business, follow these instructions if an auto accident occurs:

- 1.** Don't leave the scene. Be prepared to communicate ALL details of the incident to the State's adjuster.
- 2.** Call emergency services (911 or police non-emergency number) as needed.
- 3.** Take at least 4 photos of both vehicles, license plates, parking situation, insurance card for other party, and any notable unrelated damages. Include photo of the other party if applicable.
- 4.** Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 to report the incident, then call your supervisor and follow your department's applicable procedures.
- 5.** Do not admit fault in the accident or promise coverage or reimbursement to anyone.

Provide to the Call Center:

- Incident date, time, and location
- State driver's name, phone number, and email
- Any other driver's name, phone number, and email
- Vehicle info. for all vehicles, including license plate # and/or VIN
- Supervisor's name and contact information
- Confirm if any injuries/fatalities occurred

If you hit an unoccupied vehicle:

- 1.** Fill out a Damage Notification Card and leave it on the unoccupied vehicle.
- 2.** Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 with date, time, and location of the incident, as well as any additional information you may have.
- 3.** Take photos of both vehicles, as well as the license plate and VIN tag of the other vehicle (on the driver-side dash, near the windshield).

State of TN Auto Accident Call Center: (855) 253-0629



State of Tennessee Owned Vehicles "AFTER HOURS" Emergency Service

CALL NAC FLEET RESCUE

▲ **Fleet Rescue** will help with:

- towing
- jump starts
- tire change
- lockouts
- fuel and water delivery
- mechanical first aid

▲ **Fleet Rescue** will provide you with the needed service, and with no cash outlay from you.

FLEET RESCUE INSTRUCTIONS

To get service anytime day or night:

- ▲ Carefully follow the instructions on the reverse side of this card.
- ▲ Accurate information about the location of your disabled vehicle will enable our service operator to locate your vehicle promptly and expedite the rendering of service.



Keep these instructions
with the vehicle at all times.

HOW TO CALL NAC FLEET RESCUE

1. Prepare for call:

- ▶ License plate # _____
- ▶ Your organization's vehicle ID# _____
(if applicable)
- ▶ Vehicle description:
 - year _____
 - make _____
 - model _____
 - color _____
- ▶ Vehicle's exact location:
 - street address _____
 - cross street / off-ramp _____
 - direction of travel _____
 - phone number from which you are calling _____

2. Call NAC for road service:

(866) 329-3471

**AFTER HOURS Emergency
Service available to State of
Tennessee Owned and Leased Vehicles.**

3. Give your NAC account number:

**Will provide fuel card information to
operator to obtain service.**



**If possible, stay with your vehicle until
Fleet Rescue service arrives.**

**If the vehicle is to be towed unattended,
please leave the keys inside.**

Maintenance and Important Numbers

- **LEASE UNIT**

800-447-2277, Option 1
615-532-8903, Option 1

- **MAINTENANCE UNIT**

800-447-2277, Option 2
615-532-8903, Option 2

- **WRECK UNIT**

800-447-2277, Option 3
615-532-8903, Option 3

- **THP**

*847

- **AFTER HOURS
ROADSIDE ASSISTANCE**

NAC Fleet Rescue 866-329-3471

*Roadside Assistance can also be
obtained by calling the number located
on the back of a state issued fuel card.*

- **LEASED VEHICLES**

Lease Plan 877-559-4831
800-323-5916

- **TDOT HELP TRUCK**

Nashville 615-350-4540
or 615-862-8600
Chattanooga 423-698-2525
Knoxville 865-215-4010
Memphis 901-545-2677
or 901-495-1180



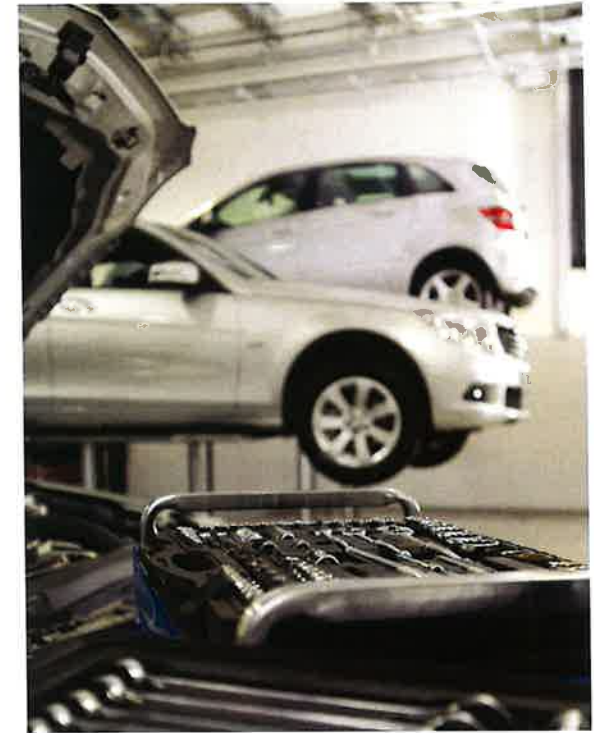
*VAM: Policies
& Procedures*

- **GLASS REPAIR**

800-447-2277, Option 2
615-532-8903, Option 2

- **FUEL RELATED**

800-447-2277, Option 5
615-532-8903, Option 5
After Hours: WEX 800-842-0071



State of Tennessee Maintenance and Wreck Service Guide



Department of
General Services

Vehicle &
Asset Management



Tennessee Department of General Services, Authorization No. 343556, 5,000 copies, March 2023. This public document was promulgated at a cost of \$0.36 per copy.

State of Tennessee Wreck Service Guide

- **STAY CALM**

Determine the extent of injuries or damage. If needed, obtain medical assistance.

- **CALL THE POLICE**

Call the police to file an accident report. Do not leave the accident scene unless your physical safety is at risk or scene cleared by law enforcement.

- **LIMIT DISCUSSION**

Limit the discussion of the accident. Talk only with police, your supervisor, or reporting representative (Corvel). Do not admit fault at the scene or at any time.

- **GET THE FACTS**

Get the facts and essential details at the scene including:

Name

Phone Number

License Plate Number

Insurance Company

Name and Number of Witness(es)

Take pictures if possible

- **REPORT**

Report all accidents within 24 hours to Vehicle and Asset Management by:

- Log in to www.tn.gov
- Search **WRECK** hit **Enter**
- Select **Wreck Reporting**
- Read and follow all instructions
- Complete online form and submit

- **AFTER SUBMISSION**

*Shortly after submission, a list of vehicle repair vendors will be sent to your email address with a link. Choose a repair vendor in your area and obtain estimate for repair. If vehicle is inoperable, contact THP *847 for next scheduled wrecker.*



- **EMAIL**

*Email estimate to:
MVM.WRECKREPAIR@TN.GOV*

- **PRIVATE VEHICLES/ PROPERTY**

All accidents involving private vehicles or property must also be reported to Corvel at 855-253-0629 within 24 hours.

- **CLAIMS**

The State of Tennessee is SELF- INSURED Under Tennessee Code Annotated 55-12-139(b)(3), claims for damages to privately owned vehicles & property must be filed with the State Board of Claims at 615-741-2734.

- **EMERGENCIES**

In case of a serious emergency or all other safety measures fail contact 615-686-3046 for immediate assistance.