



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

# MASTER'S CARE

Renter's Guide 2024

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We appreciate your partnership!



# 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
- Springfield, Missouri
- Nashville, Tennessee
- Dallas, Texas
- Denver, Colorado

- Washington, D.C.
- Corona, California
- Orlando, Florida
- Atlanta, Georgia
- Hot Springs, Arkansas
- Lincoln, Nebraska

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# Frequently Asked Questions

## 1. What is DEF?

Diesel Exhaust Fluid: Additive to help exhaust system operate properly. DEF tank is labeled “DEF only” with a blue cap.

## 2. What do the DEF Lights look like and what do they mean?

Please view the DEF information [here](#).

## 3. How to do a DEF Parked/Stationary Regeneration?

Please select the video with the model in use or follow general instructions listed below.

[Freightliner Thomas Bus Park Regeneration Video](#)

[International IC Bus Park Regeneration Video](#)

- Park your truck. Pull it well off the highway – not in a grassy area or where there are flammable or combustible materials nearby.
- Put your transmission in neutral.
- Apply your parking brake.
- Release the parking brake and then re-apply it.
- Push the REGEN button on your dashboard and hold it for a moment.
  - The process takes anywhere from 20 to 40 minutes to complete.
  - The light should go out when regeneration is complete.

NOTE: If the model is a BlueBird, please contact your rental representative at (816) 318-9988 or email [rental@masterstransportation.com](mailto:rental@masterstransportation.com).

## 4. Where is the DEF tank located on the Mercedes Sprinter?

The DEF tank is labeled “DEF only” with a blue cap under the hood of the Mercedes Sprinter.

## 5. What happens if our bus breaks down?

We have 24/7 roadside service. Call Dickinson Fleet Services at (844) 820-8559 and 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.

## 6. Who do I contact during my rental with questions?

Please contact your rental representative at (816) 318-9988 or email [rental@masterstransportation.com](mailto:rental@masterstransportation.com).

## Frequently Asked Questions (Cont.)

### **7. What happens if the check engine light comes on?**

Please contact your rental representative at (816) 318-9988 or email [rental@masterstransportation.com](mailto:rental@masterstransportation.com).

### **8. How do I delete storage for the Bluetooth on the Mercedes Sprinter?**

The vehicle must be turned on and in PARK. Set the parking brake and proceed to settings. Clear the storage on the Bluetooth system.

### **9. What do I do if the 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 ensure that when the door is shut, the button is also engaged. This will stop the alarm from sounding. If the problem persists, you may also unplug the button.

### **10. Why won't my bus start?**

This could be due to the back emergency exit door being locked. If this happens, re-track the dead bolt and keep the back door unlocked, and then it should start. The battery switch might also be off. If this is the case, you will need to go into the outside battery compartment and turn the switch on. If neither of these work, please contact your rental representative at (816) 318-9988 or email [rental@masterstransportation.com](mailto:rental@masterstransportation.com).

### **11. Can I extend my rental?**

Please contact your rental representative at (816) 318-9988 or email [rental@masterstransportation.com](mailto:rental@masterstransportation.com).

### **12. Is smoking allowed?**

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

### **13. 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.)

### **14. How do you turn on the rear air conditioning and heat?**

In the Sprinter, the rear air conditioning and heat will be controlled on the panel above the driver. In other shuttles, the controls will be on the middle console next to the controls. To turn on the front air conditioning, the toggle switch can be identified by looking for the snowflake.

Note: Even though the rear air conditioning controls show heat settings, the rear air conditioning unit will only blow cold air.

### **15. Why does my bus have no heat?**

All of the heat comes from the front and rear floor heaters. The air conditioning units on the upper wall do not produce heat. If there is no heat coming from the front or floor heater, please see the video for instructions.

### **16. How do I operate the wheelchair lift?**

The vehicle needs to be running. With the parking brake engaged, turn on the power switch to the lift. (Toggle switch located on the right side)

**TO LOWER THE LIFT:** You will need to press the FOLD button. Next, press and hold the UNFOLD button until the wheelchair platform is horizontal. Then, press and hold the DOWN button until the platform ramp unlatches.

**TO RASE THE Lift:** You will need to ensure the passenger is secure on the lift. Once secured, press and hold the up button until the back ramp lowers onto the bus. Once the passenger is off, press and hold the FOLD button until the lift is vertical and in the bus. Please see the video below for more information.

[Braun Lift Operation](#)

[Braun Manual Lift Operation](#)

## Frequently Asked Questions (Cont.)

### **17. How do I operate DVD/TV?**

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

### **18. Why won't the bi-folding doors open?**

There is a red emergency latch above the doors. If the latch is up, all power to the door will be cut off. The door can be manually opened but not automatically. To fix this, ensure the emergency latch is lying down, in the correct position, and the doors should begin working correctly again. If the emergency latch is in the correct position and the door is still not working properly, please contact your rental representative at (816) 318-9988 or email [rental@masterstransportation.com](mailto:rental@masterstransportation.com).

### **19. How do I open the rear luggage door?**

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

### **20. What happens if I get in a wreck?**

You will need to complete a police report. Please contact your rental representative at (816) 318-9988 or email [rental@masterstransportation.com](mailto:rental@masterstransportation.com).

### **21. 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](mailto:rental@masterstransportation.com).

## Frequently Asked Questions (Cont.)

### **22. How to disable school bus “no child left behind alarm”?**

After the trip is complete, ensure the entrance door is closed and the key is in the “on” position without starting the bus. Walk to the back of the bus to depress the button on the back wall to disable the “no child left behind” alarm. This can be located to the right of the emergency exit.

### **23. 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 communications with your insurance provider. Also, in many instances, your insurance provider will pay for a replacement vehicle until the original vehicle is repaired.

### **24. What does Master’s do with my information?**

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

### **25. If I cross state lines, do I need to stop at the weight station?**

In most cases, yes. The majority of our rental and leasing fleet is above #10,000 GVWR (gross vehicle weight rating). This 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.



# 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](http://www.MastersTransportation.com)

