



STATE OF WISCONSIN  
DEPARTMENT OF ADMINISTRATION

Tony Evers, Governor  
Kathy Blumenfeld, Secretary-designee  
Jana Steinmetz, Administrator

**Date:** November 29<sup>th</sup> 2022  
**To:** State Risk Management Contacts; Fleet Managers  
**Re:** Vehicle Glass Repair and Replacement Contract (*EFFECTIVE 12.12.22*)  
**From:** Bradley Templin, Bureau of State Risk Management (BSRM)-Property & Liability Program Manager

**Holman/ARI is the State's vendor for vehicle glass repair and replacement.**

Appointments with Holman/ARI's glass vendor are made by calling **1-833-WISC-FIX (1-833-947-2349)**, which is available anytime day or night to take calls (24/7/365). You'll need either your fleet number and Client Code/Number (Example for DOA is DOA-5C23) or the last 8 digits of the VIN # of the vehicle that requires the service. The fleet number can be found on the key pouch or the sticker on the back bumper of the car. The Vehicle's VIN number can typically be viewed from outside the car on the driver's side, where the windshield meets the dashboard. Other information that must be provided is the specific agency owner of the vehicle and driver contact information.

*The Process:* After calling the Holman/ARI telephone number designated for the State of Wisconsin (**1-833-WISCFIX (947-2349)**). You, the caller will select prompt "1" for driver, followed by selecting prompt "3" for glass repair. The call will initially be transferred to Safelite who will review and schedule a repair/replacement. In the event there are clarifications or questions regarding the repair/replacement that Safelite cannot assist, the call will be referred back to a Holman/ARI Account Specialist that will assist with scheduling the repair/replacement with another provider. If you have a vehicle glass incident out-of-state, you may call the same number, as Holman/ARI has service locations nationwide. Should any questions or concerns arise, the State's contract number is [505ENT-M20-VEHICMAINT-00](#).

When pursuing glass damages, please note the only work that should be completed when glass damages are being pursued is the repair or replacement of glass. Wiper blade replacements and windshield wash solution, for example, are not covered. Glass issues that are not covered by warranty and that involve repair or replacement of the glass are covered, such as thermal pane glass that has lost its seal.

If an emergency situation arises for glass replacement and Safelite or Holman/ARI cannot meet your needs, another vendor may be used after you notify and gain approval from the Bureau of State Risk Management (BSRM). However, you should use Holman/ARI whenever possible. If another glass company is used to meet an urgent need that was not approved through Holman/ARI, you will have to provide justification to the Bureau of State Risk Management explaining why Holman/ARI was not used. Documentation, including a phone number of the state employee involved, will be required for payment justification.

If you have any questions or difficulties, please document and forward BSRM the details.

Contact Bradley Templin at (608) 267-0643 or [bradley.templin@wisconsin.gov](mailto:bradley.templin@wisconsin.gov)

Cc: Leann McGowan, DOA Bureau of Procurement