U.S. Government Tag Number:

Fleet Management Center

Address:

Telephone Numbers:

Hours of Operation:

After Hours Emergency Number: (866) 400-0411

Fleet Service Representative (FSR):

FSR's Phone Number:

BUCKLE UP – IT'S THE LAW!

Fleet Vehicle Assistance Centers

(866) 400-0411

Maintenance Control Center (MCC),
Choose Option 1

Accident Management Center (AMC),
Choose Option 2

www.gsa.gov
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U.S. General Services Administration

Guide to Your Fleet Vehicle

Become familiar with the role you play in maintaining a quality fleet and keeping costs down.

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To Our Customer

Thank you for choosing GSA Fleet to meet your transportation requirements. You are now being served by one of the largest non-tactical fleets in the federal government, as GSA Fleet proudly serves 75 agencies like you on a cost-reimbursable basis. This guide will help you to become familiar with the role you play in maintaining a quality fleet. Our goal is to satisfy your transportation needs by providing you with the best fleet services in the business at the lowest possible cost. Since we serve you on a cost-reimbursable basis, you play a very important role in helping us meet this goal. The lower our costs, the lower your monthly rates! For more detailed information on the care and servicing specific to your vehicle, please refer to the owner's manual located in your vehicle's glove compartment, provided by the vehicle manufacturer.

How You Can Help Minimize Costs

- **Be a safe driver!** Crashes are costly and often result in human tragedy. Please read the safety section on page 8 of this guide.
- **Call MCC/AMC prior to taking your vehicle to a vendor for service or repairs.** Technicians can easily determine if your vehicle is under warranty and direct you to a qualified vendor.
- **Use manufacturer-provided emergency roadside assistance if your vehicle is under warranty (it's free!).** Please see pages 28-30 or call the MCC if you need help determining your vehicle's warranty coverage.
- **Practice preventive maintenance.** GSA Fleet preventive maintenance vendors are close at hand. Preventive maintenance procedures are explained on page 25 of this guide.
- **Purchase regular unleaded self-service gasoline** from fueling stations offering the best value, unless premium fuel is required by the vehicle manufacturer or when self-service is not available due to state law.
- **Purchase E85 fuel for E85 flex fuel vehicles** when available within 5 miles or 15 minutes of a vehicles' garaged location.
- **Safe driving is green driving.** Avoid quick stops and starts, stick to the speed limit, don't drive aggressively and keep your tires properly inflated.

- **Check your vehicle's oil** once a week and change it regularly according to GSA's preventative maintenance schedule for your vehicle.
- **Keep your tires properly inflated.** Check tire pressure at least once a month, or at every other re-fueling stop. Properly inflated tires increase fuel mileage. Recommended tire pressures can be found on permanent labels attached to one or more parts of the vehicle, including the driver's door edge or doorpost. Improperly inflated tires can be dangerous.
- **Talk to your FSR or MCC technician about where to get tires for your GSA vehicle.** Tires are the second highest expense after fuel. Help keep maintenance costs (and your vehicle rates) as low as possible. Use of retread tires, where possible, can further reduce tire expenses while contributing to the federal government's environmental efforts.

GSA Fleet Service Providers

To help keep your vehicle in top running condition, you have GSA Fleet's nationwide network of Fleet Service Representatives (FSRs), the national Maintenance Control Center (MCC) and the national Accident Management Center (AMC) at your service.

Fleet Service Representative (FSR)

Your Primary Point of Contact

Your FSR is your primary point of contact with GSA Fleet and can assist you with any issues regarding your GSA Fleet vehicle. From the time your vehicle is ordered until it is taken out of service, it is assigned to an FSR, who is responsible for the vehicle and for providing you excellent customer service. Some service examples include:

- assisting in all aspects of fleet management, procedures, and processes
- helping to select vehicles that meet your mission requirements
- ordering replacement vehicles
- facilitating receipt of assigned vehicles
- monitoring use and maintenance of vehicles
- assisting with vehicle repair vendor network

If you do not know who your FSR is, you can find out by calling your servicing region, local FMC, the MCC or by visiting our website at www.gsa.gov/gsafleet.

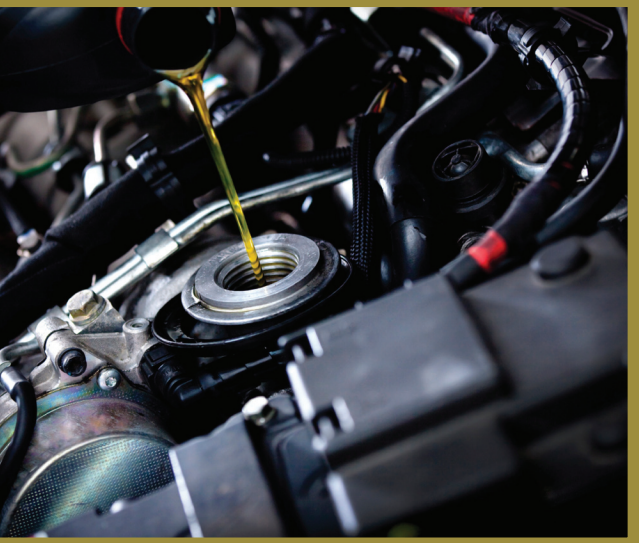
National Maintenance Control Center (MCC)

Vehicle Repair Authorizations, Maintenance and Service

To obtain repair authorizations or information on vehicle maintenance and service, please contact your local FSR or our trained automotive service technicians at the MCC at **(866) 400-0411** and choose **Option 1**. For the MCC Puerto Rico, call (787) 749-4440.

Note: Vendors must get pre-authorization from the MCC for any maintenance purchases over $100.00, and for all tires and batteries.

You always have easy access to a trained professional who has complete knowledge of your vehicle. Your vehicle history records are maintained electronically at the MCC. Our MCC is responsible for the oversight and authorization of vehicle maintenance and repair.



Accident Management Center (AMC)

Crashes and Other Incidents

If you have a crash or other incident, our experienced technicians at the Accident Management Center are ready to help you with:

- proper accident reporting procedures;
- procurement of repairs;
- short term rental;
- towing;
- processing all necessary documentation;
- billing;
- claims processing; and
- answering all inquiries regarding crashes.

Note: For glass repairs or replacements contact your local FSR or the Accident Management Center for qualified vendors in your area. To reach the AMC, please call (866) 400-0411, **Option 2**.

To reach short-term rental, please call (866) 886-1232, Monday – Friday 7:00 am to 5:00 pm CST.

MCC and AMC Fax Numbers	
AMC Kansas City, MO	855-288-5171
AMC Atlanta, GA	855-511-9159
MCC Atlanta, GA	855-288-5172
MCC Fort Worth, TX	855-288-5173
MCC Lompoc, CA	855-288-5174

Proper care and maintenance will sustain the safe and reliable operation of your GSA Fleet vehicle.

Your Role as a GSA Fleet Vehicle Operator

Responsibility Number One – Safe Driving

As the vehicle operator, it is up to you to drive safely and sensibly to avoid crashes. The following guidelines and safety reminders are for your welfare and that of others:

Fasten All Occupant Safety Belts. This is the law! In addition, this action is required by FMR 102-34.250. According to the National Safety Council, *seatbelts save over 15,000 lives in the U.S. each year. NHTSA reports that every percentage point increase in safety belt usage yields an additional 270 lives saved each year and $800 million in costs saved*. Motor vehicle traffic crashes are still the leading cause of death for individuals in the U.S. aged 3-33.

Attend Safety Training. Because you are a GSA Fleet customer, you can benefit from free online defensive driver training. For enrollment information contact your FSR, agency fleet coordinator or visit our website www.gsa.gov/fleetdrivethru.

Drive Safe – Not Distracted. All forms of distracted driving, from cell phones or navigation systems to eating or drinking, more than double the risk of crashing. Protect yourself and your neighbor; keep your eyes on the road, hands on the wheel and mind on the task of driving. Visit www.distraction.gov for the latest facts and laws.

Don't Text and Drive. Executive Order 13513 prohibits text messaging while driving on government business or using government equipment.

Keep Vehicles Smoke Free. Federal regulations, specifically FMR 101-39.300(D), prohibit the use of tobacco products in all GSA Fleet vehicles.

Don't Drive Under the Influence of Alcohol or Other Mind Altering Substances. Alcohol is one of the greatest factors in motor vehicle deaths and injuries.

It accounts for a majority of all fatal crashes. All states and the District of Columbia have enacted strict laws and penalties for driving under the influence and while impaired. You, the driver, are accountable for driving responsibly and obeying all motor vehicle laws of the State(s) and local jurisdictions in which you operate. If you choose to drive impaired, any fines or penalties (including imprisonment) will be imposed upon you.

Be familiar with all aspects of your vehicle. Before you start driving, know where everything is and how it works. Each GSA Fleet vehicle is equipped with an owner's manual provided by the manufacturer, in the glove compartment. That manual provides detailed information on the care and servicing specific to your vehicle and should be reviewed before you operate the vehicle.

Make sure other drivers see you. Use your headlights even during daylight hours to help other drivers notice. Be aware and avoid the "blind spots" of other drivers. The sides of the vehicles, especially the right sides, are the "blind spots."

Drive with regard to the weather.

- At all times, and especially in bad weather, it is extremely important to inflate your tires properly and make sure there is plenty of tread.
- Make sure your vehicle wiper blades and defroster are working properly.
- During winter months, keep your vehicle stocked with items necessary to prepare you for a winter emergency.
- In rain, snow, sleet or fog, drive slowly, keep your headlights on low beam, turn on your fog lights if the vehicle has them, and do not use your cruise control. There may be traffic yo u cannot see – try and listen for oncoming vehicles.
- IMPORTANT – In ice and snow, your vehicle will require double the distance to stop compared to dry pavement. Adjust the distance between you and the vehicle ahead accordingly.
- Driving can be difficult on wet or slick road surfaces. If your vehicle is equipped with anti-lock brakes (ABS), make sure you are familiar with the manufacturer's instructions before operating the vehicle. If your vehicle is equipped with a conventional brake system, remember to pump your brakes gently to avoid locking the wheels. **DO NOT PUMP THE BRAKES ON VEHICLES EQUIPPED WITH ABS.**
- If your vehicle becomes disabled or an emergency requires you to stop on the side of a highway or public road, remember to pull off to a safe stopping location and to turn on the emergency flasher lights. See pages 28-30 for instructions on obtaining emergency roadside assistance.

General Do's and Don'ts

In addition to safe driving, you, as the operator of a GSA Fleet vehicle, are also responsible for its proper use, maintenance and protection. Abiding by the following Do's and Don'ts will help us keep costs down and provide the service you need and deserve.

Do's

- **Do** safeguard the vehicle, charge card and keys against damage, theft, or misuse. **Caution:** Your agency is financially responsible for any losses including, but not limited to vehicle theft, acts of nature, pilferage, charge card misuse, vandalism, parking lot damages, and damages beyond normal wear and tear. Fleet card misuse resulting from a failure to safeguard the Fleet card will incur liability to the leasing agency.
- **Do** park the vehicle in a secure facility when possible. Any parking and storage expenses are the responsibility of your agency.
- **Do** lock all doors, set the parking brake and carry the keys and charge card with you when leaving the vehicle unattended.
- **Do** turn in keys and the charge card when returning the vehicle to your agency point of contact or GSA.
- **Do** report lost, damaged, or stolen charge cards and/or license plates to your FSR immediately! Upon receipt of your lost tag report, your FSR will forward your report to the Department of Homeland Security.

- **Do** immediately report vehicle theft to:
  – the local law enforcement agency
  – your FSR (GSA will notify the Department of Homeland Security)
  – your supervisor

Carry a valid operator's permit for the type of vehicle operated, including a commercial driver's license if required.

Don'ts

- **Do not use the vehicle for private business, personal errands or recreation.** Avoid creating any perception of misuse. Reported incidents of misuse often result in disciplinary actions against you, the driver. (FMR 102-34.200)
- **Do not** transport members of your family, personal friends or non-government employees in the vehicle outside of your agency's mission, or without specific permission from the head of your agency or his or her designee.
- **Do not** use the vehicle for transportation to or from work or park it at your residence without valid written authorization, as required by FMR 102-34.225.

Reporting Odometer Readings

So that your vehicles receive preventive maintenance and you are billed correctly, it is important you report current odometer readings of assigned vehicles each month. You may submit your odometer readings to GSA Fleet by one of the following methods:

- **GORP (Get Odometer Reading at the Pump)** is the easiest and most time saving reporting system for you. You just enter your odometer reading when you purchase fuel. This sends your mileage electronically to GSA Fleet's system and you are done! Remember, if using GORP to report mileage, you'll need to ensure that you fuel your vehicle at least once per month using the assigned GSA Fleet Services Card. When using cross-service vendors, DESC/GORP will allow readings from cross-service fuel. Please contact your FSR if you would like to begin using GORP or if you have any questions.
- **Mileage Express** allows you to input your vehicle mileage using a Web-based program at www.gsa.gov/fleetdrivethru. No other data transfer or paperwork is needed.
- **FTP (File Transfer Protocol)** is an electronic file transfer process. There is no longer a minimum vehicle requirement, simply upload a template of vehicle mileages each month and they are recorded automatically. Please call (866) 472-6711, or visit www.gsa.gov/fleetdrivethru for additional information.
- Contact your FSR for further assistance with mileage reporting options. Please submit your vehicle mileages to GSA Fleet promptly. Without customer input, we will be forced to estimate your mileage to calculate your monthly bill. Your FSR can provide specific billing cycle instructions.

Using the GSA Fleet Services Card

GSA Fleet uses a commercial purchase card for fuel, maintenance and repair services. Your Fleet Services Card is assigned specifically to your vehicle and should be used only for the vehicle identified on the card. With the exception of items listed below, you can charge up to $100 using the card for maintenance and repair of your GSA vehicle without first getting prior GSA MCC authorization. Exceptions to $100 Fleet Services Card limit:

A. **All** tires (contact MCC)

B. **All** batteries (contact MCC)

C. **All** glass repair/replacement (contact AMC)

You can assist in saving taxpayer dollars by contacting the GSA MCC/AMC at **(866) 400-0411** prior to taking your GSA vehicle to a vendor. Our trained technicians can direct you to a local repair shop qualified to service your vehicle and familiar with GSA Fleet procedures. Please remind vendors that they must contact the GSA Fleet MCC/AMC for authorization of any repairs or maintenance exceeding $100.00. In you have an **after-hours emergency** when the MCC is closed follow the procedures outlined under "Unscheduled and Emergency Repairs" on page 27 of this guide.

All charge card purchases must relate directly to your GSA Fleet vehicle. Unauthorized and illegal charge card purchases (this includes purchases of personal items) may result in criminal prosecution under 18 U.S.C. 641. Under no circumstances should personal items be purchased using the Fleet Services Card. All purchases made with the Fleet Services Card use the latest electronic technology available, which captures detailed data identifying cost, product, fuel type, service level, and purchase amount.

Buying Services Without the Fleet Services Card

If you are unable to purchase vehicle needed services with the Fleet Services Card, call (866) 400-0411 and select the voice menu option that applies to your situation.

If you use cash or your personal credit card, you must seek reimbursement from your agency. Your agency must notify GSA Fleet for reimbursement. GSA Fleet will issue a credit to your agency's monthly vehicle bill.

Fuel Purchases

- **Purchase regular unleaded self-service gasoline** from fueling stations offering the best value, unless premium fuel is required by the vehicle manufacturer, or when self-service is not available due to state law, or if the operator has a physical limitation prevention him or her from pumping fuel.
- **Vehicle requires an alternative fuel.** For the location of the most convenient alternative fuel-refueling site, refer to the Alternative Fuel Vehicle Directory found at www.eere.energy.gov/afdc/ or call your FSR.
- **Vehicles requiring Diesel fuel.** 2007 and newer vehicles require Ultra Low Sulfur Diesel (ULSD). ULSD is compatible with diesel engines built prior to 2007. See additional information about ULSD on page 16.

The Fleet Services Card is accepted at over 180,000 fueling stations.

IMPORTANT ULTRA LOW SULFUR DIESEL INFORMATION: Model year 2007 diesel engines are equipped with advanced emissions control devices that require ultra low sulfur diesel (ULSD) or S15. Vehicle operators are cautioned that even small amounts of incorrect fuel such as low sulfur diesel (LSD or S500 diesel) or alternative bio-fuels can cause damage to vehicle emissions and fuel systems resulting in costly repair expenses that could be billed to the customer agency. Information from manufacturers regarding the use of biodiesel in these vehicles can be reviewed at www.gsa.gov/biodiesel. For any exhaust regeneration processes, refer to the owner's manual or call the MCC.

What to Do If You Are Involved in a Crash

If you are involved in a crash and you are injured, it is important to stay calm and quiet to protect yourself from further injury while awaiting help.

If you are uninjured, and if you are otherwise able, take the following actions:

- **Take necessary emergency action.** Immediately get to a safe location out of the flow of traffic. Warn other traffic and bystanders and ask people to be careful with matches and cigarettes in the presence of spilled gasoline.
- **Call for police and emergency services.** Notify state, county or municipal authorities, as required by law.
- **DO NOT sign or make a statement as to responsibility.** Any formal statement should be made to your supervisor or to the government investigator.

  You may provide your valid motor vehicle operator's license or permit information if requested by police investigating officials or other drivers involved in the crash. Be aware that registration, licensing and insurance requirements differ from requirements for privately owned vehicles. For instance, your GSA Fleet vehicle is not insured because the federal government is a self-insurer. Additionally, your GSA Fleet vehicle is usually not registered within a particular state. Information pertaining to self insurance can be found on the Motor Vehicle Accident Reporting Kit, GSA Form 1627, (white envelope with metal clasp) supplied in the Fleet Vehicle Packet in your glove compartment. Your FSR or the AMC will be able to assist you if you have questions.

- **Get the facts.** Having all the facts is essential when reporting a crash. The best time to collect these facts is at the scene of a crash after all necessary emergency actions have been taken. Use the forms described below included in your Vehicle Accident Reporting Kit which is located in the Fleet Vehicle Packet in your vehicle's glove compartment.

1. Get name and address of each witness. Ask the witnesses to complete **Standard Form 94, Statement of Witness**, contained in the Motor Vehicle Accident Reporting Kit.
2. Complete **Standard Form 91, Motor Vehicle Accident Report** (or reporting form required by your agency) at the scene. If conditions prevent this, make notes of the following:
   a. Registration information for other vehicle(s), (owner's name and address, tag number, VIN, and vehicle description);
   b. Information on other driver (name, address, operator's permit number, and expiration date);
   c. Name and address of each person involved and extent of injury, if any;
   d. Name and address of company insuring other vehicle(s) and insurance policy number, and;
   e. General information such as location, time, measurements, weather, damage, etc.
3. If possible, take photographs of the crash scene and try to include license tag numbers.
4. Notify state, county or local authorities as required by law.
5. If the vehicle is undriveable or unsafe to operate and **requires towing**, call the AMC at (866) 400-0411, Option 2. (6:00 am – 7:00 pm CT)

6. Submit all reports and data to your supervisor within one working day. *If you are injured, have the police notify your agency so that they may report the crash to GSA Fleet.*
7. Call GSA's Accident Management Center (AMC) toll-free at (866) 400-0411, Option 2 (6:00 am – 7:00 pm CT) within 5 business days to report the accident and submit accident documentation as outlined in the GSA Motor Vehicle Accident Reporting Kit found in the glove compartment.
8. Injury claims should be processed through your agency personnel office using a Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation, (Form CA-1). This form is not included in this kit, but is available from your supervisor. This form should be completed by the injured party or by someone acting on the person's behalf and submitted to the immediate supervisor within 24 hours. Forms required by state, county or municipal authorities are not included in this kit. **It is your responsibility to know and comply with local laws.**

If You Are Injured

Always carry complete personal identification, including names, addresses, and telephone numbers of your supervisor and someone who should be notified in the event of a serious injury. This will permit police to provide prompt notification if necessary.

Generally, emergency first-aid treatment and hospital care are provided by local facilities supported by the community. Your government identification and/or travel authorization may be used to establish that you are a government employee on official business. Upon notification, your supervisor and the Office of Workers' Compensation Programs, Department of Labor, are responsible for arranging for any treatment or care you may require.

Prepare Form CA-1 describing fully how you were injured and the nature of the injury. If you are physically unable to prepare the form, have someone acting on your behalf prepare the form for you.

Insurance

U.S. and U.S. Territories: Within the United States and its territories, the U.S. government is self-insured for loss or damage to government property and the liability of government employees for actions within the scope of their duties. This "Proof of Insurance" is explained on the GSA Motor Vehicle Accident Reporting Kit (GSA Form 1627) located in the glove box of your GSA Fleet vehicle.

Foreign Countries: Most foreign countries (including Mexico and Canada) require U.S. government employees operating Government Owned Vehicles (GOVs) on their soil to be covered by proper insurance required by those nations in the event of an accident or incident. Obtaining such insurance is the responsibility of the customer agency, not GSA Fleet. As addressed in the Federal Travel Regulation (FTR 301-10.451(b)) the U.S. government has adopted

a policy of reimbursing insurance expenses when they are obtained for official purposes. As such, the employee may purchase the coverage him/herself and be reimbursed by his/her agency or the agency may purchase the coverage directly.

NOTE: Several foreign nations with a large U.S. military presence on their soil have entered into Status of Forces Agreements with the U.S. government. These agreements often cover U.S. GOV self-insurance. Check with your agency or servicing GSA Fleet Service Representative to determine whether this situation applies to you.

Claims for Damages

Any claim made by a non-government person is called a "third-party claim." GSA Fleet is not responsible for reimbursing third-party claims or damages unless the driver is a GSA employee. For third party claims against the government where the GOV operator was determined to be at fault, these claims are to be routed to the leasing agency's Tort Claims Office for resolution. All third parties should file a Standard Form 95, Claim for Damage, Injury or Death, with the vehicle operator's agency, **NOT** with GSA Fleet.

A lawsuit for property damage, personal injury, or death resulting from your operation of a motor vehicle becomes a suit against the government rather than against you as an individual, provided operation of the motor vehicle was within the scope of your employment. You must establish to the satisfaction of the United States Attorney for the jurisdiction in which the crash occurred that you were acting within the scope of your employment and not for your personal benefit or pleasure at the time of the crash.

In the event you receive a legal notice or summons to answer questions on the crash, promptly notify your supervisor and deliver all legal processes, pleadings and other papers to him or her. The agency employing the vehicle operator is financially responsible for any damage to that GSA vehicle. When a third party is at fault, identifiable based on the information your agency provides, and is able to be contacted, GSA Fleet will initiate a claim against that third party. Your agency may be billed for the damages if restitution is not received from the third party or their insurance company. **Failure to provide 3rd party information may result in charges to your agency.**

Short Term Rental

GSA Fleet offers the Short Term Rental Program (STR) to customers needing additional or replacement vehicles for their fleet. The STR program provides vehicles and equipment for seasonal work, special events, surge requirements, and replacement of vehicles temporarily out of service. STR may not be used for personal travel (TDY) purposes. Advantages of using the STR program include:

- Easy convenient online request system
- Lowest available rates
- Rental period up to 120 days for vehicles and up to 365 days for equipment
- Many vehicle types offered: sedans, mini-vans, SUV, light trucks, buses, box trucks and trailers
- GSA handles the entire procurement
- Fleet service cards provided for fuel
- STR rentals are tax exempt
- All rental and fuel charges are applied to your GSA fleet bill
- No fee for additional drivers
- Wide variety of equipment is available: fork lifts, scissor and boom lifts, generators, backhoes, excavators and more.

To make an STR request, log-in to the WebSTR system at www.gsa.gov/str. Through WebSTR you can track requests, accept quotes, and view rental histories.

Contact the STR office at:
E-mail: gsa_rental@gsa.gov
Phone: 1(866) 886-1232
Hours: Monday – Friday, 7:00 a.m. to 5:00 p.m. CST

Maintenance and Care of Your GSA Fleet Vehicle

Day-to-Day Care

As the vehicle operator, you are responsible for checking or inspecting the following each day before driving the vehicle:

- **Engine oil level.** Check and add oil if necessary, as recommended by the manufacturer. Do not add or instruct vendors to add any oil additives.
- **Fluid leaks.** Check ground for oil or other fluid spots.
- **Tires.** Check air pressure regularly. Tire pressure other than that stated on the sticker label provided by the vehicle manufacturer (located on the driver's side door post or glove compartment or information found in your vehicle owner's manual) will reduce tire life and affect vehicle handling and fuel economy. Check tires for excessive or uneven tread wear. Contact the MCC if excessive wear is discovered.
- **Exterior.** Check vehicle for body damage incurred while parked and unattended. Report any damage promptly to the Accident Management Center, (866) 400-0411.
- **Other.** Familiarize yourself with the vehicle's owner's manual and perform any operator checks or inspections listed therein. Inform your GSA Fleet Services Representative if the owner's manual for your vehicle is missing.

Long-Term Care

Timely preventive maintenance is the key to driving a safe and reliable vehicle that will serve you better and fulfill your transportation needs. You are in the driver's seat to making sure that your GSA Fleet vehicle receives preventive maintenance. **Failure to perform preventive maintenance may void the warranty on your GSA vehicle and/or lead to future costly repairs.**

Periodic Preventive Maintenance. Most new vehicles come equipped with an oil life monitoring system (OLS). If your vehicle has an OLS, have the engine oil changed when the dashboard light illuminates to signify the need for oil change; do not wait for a notification from GSA. If a year has passed since the vehicle's last oil change, GSA Fleet will send an email notification to perform preventative maintenance. If your vehicle is not equipped with an OLS, GSA Fleet will send an email notification to have the oil changed, based on the number of miles driven or time passed since the last oil change. The email notification will list all the services that are required at the time; have the vendor closely follow all instructions. If the services will exceed $100, the vendor must call the MCC for authorization. **Conventional petroleum-derived engine oil and re-refined API certified oil are preferred by GSA Fleet.**

Service Facility Selection. When maintenance or repairs are required on your GSA vehicle, please call the MCC at (866) 400-0411 or your local Fleet Service Representative (FSR) to locate the closest GSA-preferred vendor. GSA Fleet follows Federal Acquisition Regulation criteria for vendor selection, but also takes into consideration whether a vendor can provide quality repairs, fair and reasonable pricing, and that repairs can be completed quickly.

If a vehicle is taken for repair to a vendor not registered with GSA Fleet or in the System for Award Management, it can delay repair completion.

Please remind the vendor to call the MCC for authorization when purchasing tires or batteries, or before starting any work that will exceed $100.

Vehicle Monitoring Solutions

GSA Fleet offers vehicle monitoring services to track where, when and how your vehicles are being driven. Vehicle monitoring can identify underutilized vehicles, helping you to maximize utilization and improve fuel economy. It can also be used to ensure you have the correct vehicle for your mission and identify potential opportunities for downsizing. GSA offers solutions which monitor how a vehicle is being driven, with instant feedback of driver behavior. Increasing utilization and fuel economy saves taxpayer dollars, while correcting dangerous driving habits can save lives. For more information about Fleet Solutions visit http://www.gsa.gov/fleetsolutions or e-mail fleetsolutions@gsa.gov.

Unscheduled and Emergency Repairs

If your vehicle requires unscheduled maintenance, you should contact our MCC for vendor information and authorization. The dollar limit for maintenance purchases **without** prior MCC approval is $100.00. Specific instructions and guidance on authorization and dollar thresholds are in Chart 1, Vehicle Maintenance and Repair Purchase Instructions on page 30. If your vehicle becomes disabled or an emergency requires you to stop on the roadside, remember to turn on the emergency flasher lights. **Obtain roadside assistance by calling the following options in order of precedence:**

1. During business hours, contact the MCC at **(866) 400-0411, Option 1**.
2. A majority of new vehicle warranties will cover the cost of vehicle rental and/ or expense reimbursement during the specified warranty period. In most situations, this is true when the repair work is covered under warranty and the vehicle has to stay for an extended period of time. Please

be advised that services can vary by dealer and manufacturer. For specific terms and conditions regarding roadside assistance, call the MCC at (866) 400-0411 or refer to the vehicle owner's manual. See next page for an overview of manufacture coverage, and contact information.

3. If, after normal business hours and the vehicle is not under warranty, contact the Fleet Services Card representative to coordinate roadside assistance using the toll-free number listed on your GSA Fleet credit card. Please contact the MCC or your Fleet Service Representative (FSR) on the next business day following an after-hours roadside assistance event to inform GSA Fleet of the location of your vehicle so we can expedite repairs. Promptly contacting us may also preclude unnecessary "unauthorized purchase" charges on your agency's monthly GSA vehicle invoice.

Roadside Assistance by Manufacturer

A roadside assistance customer service representative will contact a local service provider to get help as quickly as possible. This service is available throughout the 50 states, Puerto Rico, the Virgin Islands, and Canada. The Vehicle Identification Number (VIN), make/model, color, license plate, and current location are needed when contacting a roadside service representative. Typical services include:

- Emergency towing
- Flat tire change
- Fuel delivery
- Jump starts
- Lockout service

Manufacturer	Basic Warranty Guidelines	Roadside Assistance Guidelines	Phone
Chrysler Brands: Chrysler, Dodge/ Ram, Jeep	3 years, 36,000 miles	5 years, 100,000 miles (models '13 or later)	(800) 521-2779
Ford	3 years, 36,000 miles	5 years, 60,000 miles (models`07 or later)	(800) 241-3673
General Motors Brands: Chevrolet, Buick, Pontiac, GMC	3 years, 36,000 miles	5 years, 100,000 miles (models `07 or later)	(800) 243-8872
Hyundai	5 years, 60,000 miles	5 years, unlimited miles	(800) 243-7766

Call the MCC for additional powertrain warranty provided by your vehicle's manufacturer.

Chart 1 – Vehicle Maintenance and Repair Purchase Instructions

TIRE AND BATTERY PURCHASES must be authorized by the Maintenance Control Center (MCC) prior to the work being performed, regardless of cost. CALL the MCC (866) 400-0411 for authorization.

Glass replacements, including windshields, must be authorized by the Accident Management Center (AMC) prior to the work being performed, regardless of cost. CALL the AMC at (866) 400-0411.

PURCHASE LIMITS	AUTHORIZATION	UNDER WARRANTY	OUT OF WARRANTY
$100.00 or **LESS**	MCC authorization NOT required (if tire or battery follow $100.01 or more instructions)	Go to nearest dealer or CALL Roadside Assistance Number	Select Service Facility per page 26
$100.01 or **MORE**	MCC authorization required prior to work being performed. Call the MCC at (866) 400-0411. Caution: If prior MCC Authorization is not obtained your agency will be billed for the repair cost.	Go to nearest dealer or CALL Roadside Assistance Number	Select Service Facility per page 26
EMERGENCY $500 or **LESS**	If MCC is closed, call (866) 400-0411 and follow the prompts to get AFTER HOURS EMERGENCY HELP. **Call and Notify: MCC, AMC, the next business day.** Maintenance Control Center (MCC) (866) 400-0411 Option 1 Accident Management Center (AMC) (866) 400-0411 Option 2	Go to nearest dealer or CALL Roadside Assistance Number	Select Service Facility per page 26

In the Event of a Natural Disaster or Emergency

If there is sufficient time and appropriate warnings are provided, the customer agency must safeguard GSA Fleet vehicles. **Your cooperation is essential, and we count on you to avoid or minimize damage to U.S. government property.**

Note: Damage to vehicles due to acts of nature will be billed to the using agency.

Take the following few simple but important steps:

- Heed all warnings received. Take appropriate action to protect your GSA Fleet vehicle. This may include moving a vehicle to higher ground if flood warnings are received or to a garage if hail warnings are issued.
- Safeguard keys and charge cards. Remove the keys and charge card(s) and lock all doors.
- Prevent further damage. After the disaster or emergency has passed, take appropriate action to prevent further damage. For example, if vehicle windows are broken during a storm, take steps to avoid further water damage to the vehicle interior.

If the disaster renders your agency incapable of completing its mission due to damaged vehicles or emergency relocation, you should contact your servicing FMC and FSR. Provide the location and status of your assigned vehicle(s). With this information GSA Fleet can coordinate vehicle repairs and/or recovery. If you are unable to contact the FMC or FSR, call the MCC at (866) 400-0411, Option 1.

Help Protect Our Environment

Listed below are several ways you can help protect our environment while using your GSA Fleet vehicle. GSA Fleet recognizes the impact vehicles have on the environment, and we appreciate your efforts to join with us in being a good environmental steward.

- Seek to procure alternative fuel vehicles and use alternative fuels when available.
- Use the most economical vehicles that meet your minimum mission requirements.
- Notify your FSR, the MCC or AMC if you suspect a vendor is not properly disposing of any potentially hazardous material.
- Ensure vendors repairing or servicing AC systems use trained AC technicians and recycle equipment.
- If the battery needs to be replaced, use a vendor that offers recycling of the old battery.
- When using self-service pumps don't overfill or "top off" your tank.
- Keep tires properly inflated and your engine properly tuned.
- Remove excess weight. An extra 100 pounds in your vehicle could reduce your MPG by up to 2%.
- Check and replace air filters regularly and avoid excess idling; idling is 0 miles per gallon.
- Be sure to get annual (or as often as your state requires) vehicle emissions inspections as required by The Clean Air Act 1990, which directs states to implement vehicle emissions Inspection and Maintenance (I/M) programs in metropolitan areas whose air quality does not meet federal standards. The specifics of those programs vary from state to state.

- Eliminate aggressive driving practices and observe the speed limit. Gas mileage usually decreases rapidly at speeds above 50 mph.
- Use cruise control on the highway.
- Request recycled engine coolants, re-refined oil, remanufactured or re-built vehicular parts, and retread tires whenever possible and when priced below or competitively with new products to comply with Executive Order 13423 and EPA's Comprehensive Procurement Guidelines.
  - Recycled engine coolants must comply with standards established by the American Society for Testing Materials (ASTM) and the Society of Automotive Engineers (SAE)
  - Re-refined oil must meet American Petroleum Institute standards
  - Remanufactured or re-built vehicular parts will be requested by Maintenance Control technicians, when appropriate.
  - Retread tires are available for use on medium and heavy trucks, and can also be used on the rear axles of passenger buses. Using a retread tire saves 15 gallons or more of oil used in the manufacture of a new tire. **Contact the MCC at (866) 400-0411, Option 1, for instructions on any tire purchases.**