



U.S. General Services Administration

Fleet Vehicle Guide



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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 become familiar with the role you play in maintaining a quality fleet and keeping costs down. The lower our costs, the lower your monthly rates! Our goal is to satisfy your transportation needs by providing you the best fleet services in the business at the lowest possible cost. Because we serve you on a cost reimbursable basis, you play a very important role in helping us meet this goal.

There is an owner's manual in the glove compartment, provided by the vehicle manufacturer. This manual provides more detailed information on the care and servicing specific to your vehicle.



How You Can Help Minimize Costs

- **Be a safe driver!** Crashes are costly and often result in human tragedy. Please read the safety section in 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 31-33 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 within this guide.
- **Purchase regular unleaded self-service gasoline** from service stations offering the lowest price unless premium fuel is required or self-service is not available.

- **Purchase E85 fuel for E85 flex fuel vehicles** when reasonably available and when the cost of E85 on a gallon-for-gallon basis is not more expensive than regular unleaded.
- **Select fuel-efficient routes.** Constantly speeding up and slowing down for intersections or speed limit changes uses more fuel.
- **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. 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 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 Web site 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 our trained automotive service technicians at the MCC at **(866) 400-0411** and choose **Option 1**.

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

For any glass repair/replacement, please see AMC below.

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 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
E-mail: gsa_rental@gsa.gov

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 Web site www.gsa.gov/fleethrivethru.



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.
- In winter, pack the vehicle with warm clothes and blankets, flares and a flashlight.
- 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 you 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 31-33 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.
- **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, FSRs must 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 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 on 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 of mileages for agencies with a recommended minimum of 100 vehicles. Please call (866) 472-6711, or visit www.gsa.gov/fleethrivethru 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 U.S. Government 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:

- All** tires (contact MCC)
- All** batteries (contact MCC)
- 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 32 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 a U.S. Government Fleet Services Card

If you are unable to purchase vehicle-needed services with the U.S. Government 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 service stations offering the lowest price unless premium fuel is required or self-service is not available.

- **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 you can call your servicing FMC.

- **Vehicle requires 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 19.
- **Operator has a physical limitation** preventing him or her from pumping fuel.
- **Fuel vendor** only accepts Fleet Service Cards at full-service pumps.

The U.S. Government 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 have 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 not injured, or 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 your vehicle. The AMC and your FSR 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 (GSA Form 1627) which is located in the vehicle glove box.
- 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 and **CALL GSA's Accident Management Center (AMC)** toll-free at (866) 400-0411, Option 2. (6:00 am – 7:00 pm CT).
5. If the vehicle is unsafe to operate, call the AMC at (866) 400-0411, Option 2. (6:00 am – 7:00 pm CT)
6. After hours call our Emergency toll-free number, (866) 400-0411 and follow the prompts. A customer service representative will authorize towing expenses and any other after hours emergency services up to \$500.00.
7. Submit all reports and data to your supervisor within one working day. *If you are injured, have the police notify your agency, which will report the crash to GSA Fleet.*
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

Refer any persons wanting to file a claim for damages or injury against the Government to your supervisor. 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. All third parties should file Standard Form 95, Claim for Damage or Injury, with your 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.



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.** Add oil if necessary. 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.

Alternate Fuel Vehicle (AFV) Care

IMPORTANT – Some AFVs require special oil. See special oil requirements in the owner's manual of AFVs and follow those requirements closely. Use of any oil not specifically designed for AFVs will cause extensive damage to the engine. Call the MCC to verify whether your GSA AFV requires special oil.

Make frequent checks of engine oil level and add the appropriate AFV engine oil if necessary.

Refuel your AFV with the appropriate alternative fuel when practical.

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 complete the preventive maintenance schedule may void the warranty on your**

GSA Fleet vehicle and lead to future costly repairs. Your agency could charge you, the operator, for damage caused by your negligence.

Periodic Preventive Maintenance. The preventive maintenance record for this vehicle is monitored by computer and service is scheduled on the basis of the vehicle's age, mileage, and maintenance history. Your agency will be notified by mail, e-mail, fax or locally produced forms regarding when and what services are required. Closely follow all instructions. Special instructions for alternative fuel vehicles will be provided. Have those listed services performed no later than the due date or the due mileage, whichever comes first. **If your vehicle is equipped with an oil monitoring system, have the oil changed when the "change engine oil" light turns on.** This is an automated electronic program, and you will not receive any notice from GSA Fleet. Remember also to **CONTACT YOUR FSR OR THE MCC** so we can update your vehicle's maintenance history in our database, and continue proper care for your vehicle.

Service Facility Selection. When selecting a service facility to perform necessary maintenance, call our MCC or your FSR for assistance or give preference to service facilities in the order provided below.

- 1.** GSA Fleet cross servicing repair facilities.
- 2.** Any service facility under GSA contract.

3. Any repair shop, garage, or service station that accepts the U.S. Government Fleet Services Card.
4. Any repair shop, garage, or service station regardless of whether they accept the U.S. Government Fleet Services Card.

The vendor must call the MCC prior to performing any repairs or services costing over \$100 or for all tires and batteries.

Operators should be aware of and advise vendors of these requirements.

If the vendor accepts the U.S. Government Fleet Services Card as payment, they must **NOT** submit an invoice. The vendor should maintain the invoice in accordance to their agreement with the charge card company.

Tires. GSA has national agreements in place that provide great prices and convenient locations for purchasing tires. When your GSA Fleet vehicle needs tires, call the MCC at (866) 400-0411, Option 1, for instructions on where to take the vehicle.

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 Limits on page 35.

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, please refer to the vehicle owners' manual pertaining to customer assistance and/or contact your Roadside Assistance advisor. 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 U.S. Government 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	Warranty Timeline	Phone
Chrysler Brands: Chrysler, Dodge, Jeep	3 years, 60,000 miles	(800) 521-2779
Ford	5 years, 60,000 miles	(800) 241-3673
Freightliner	12 months, 12,000 miles	(800) 385-4357
General Motors Brands: Chevrolet, Buick, Pontiac, GMC	5 years, 100,000 miles	(800) 243-8872
Hyundai	5 years, unlimited mileage	(800) 243-7766
Thomas Bus	12 months, 12,000 miles	(336) 822-2871

Chart 1 – Vehicle Maintenance and Repair Purchase Limits

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 31

\$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 31

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 31



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.**

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.

NOTE: Your agency can be billed for damages resulting from acts of nature.

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.

- 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.
- Make certain that air conditioning repairs are conducted by vendors that use chlorofluorocarbon (CFC) recovery equipment.
- If the battery needs to be replaced, use vendors that offer a “trade-in” for the old battery when feasible. Most vendors accept (and some require) an old battery as a trade-in when purchasing a new battery.
- When using self-service pumps don’t overfill or “top-off” your tank.



- Use re-refined engine oil when practical, which meets American Petroleum Institute standards and is competitively priced with virgin oil.
- Retread tires should be purchased whenever possible to comply with Executive Order 13149. Retreads are available for use on light, 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.**

U.S. Government Tag Number:

Fleet Management Center

Address:

Hours of Operation:

Telephone Numbers:

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



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