

LIST OF EXHIBITS
OSC File No. DI-10-1226

Exhibit 1	Scheduled Maintenance of Government Owned or Leased Motor Vehicles
Exhibit 2	Statement regarding assignment of GSA vehicle to Ethel Tendell
Exhibit 2a	GSA Form 1152
Exhibit 2b	Record of phone contact with GSA Fleet Service Representative
Exhibit 3	VA Circular No. 2324-10-14, Motor Vehicle Management Program
Exhibit 4	INTENTIONALLY LEFT BLANK – NOT USED
Exhibit 5	2009 Pontiac G6 Owner Manual (excerpt)
Exhibit 6	Statement of Ms. Tendell, VA Field Examiner, WAFH, Salt Lake City
Exhibit 7	Email from Mr. Mangum, ASA, SSD re: Vehicle Maintenance Due
Exhibit 8	Email from Ms. Tendell acknowledging notification that Vehicle Maintenance is Due
Exhibit 9	Report of Preventive Maintenance performed on Ms. Tendell's GSA Vehicle
Exhibit 10	Statement from Ms. Anna Vandenhazel, GSA Fleet Service Representative
Exhibit 11	Statement of Mr. Magnum, ASA, SSD, Salt Lake City
Exhibit 12	2009 Pontiac G6 Recall Notice
Exhibit 13	General Motors Recall Bulletin (sample)
Exhibit 14	Email from Ms. Marie Lowe informing Mr. Mangum of Vehicle Recall Notice
Exhibit 15	Service Repair Report on Ms. Tendell's 2009 Pontiac G6 following sudden stoppage incident
Exhibit 16	Recall Notice repairs made to Ms. Tendell's GSA Vehicle
Exhibit 17	Statement of Mr. Huston, Suss Buick-Pontiac-GMC
Exhibit 18	Statement of Mr. Alston, Chief, Support Service Division, Salt Lake City
Exhibit 18a	Record of Phone Contact with Suss Automotive Repair
Exhibit 19	Statements from VA Regional Office Field Examiners re: receipt of Recall Notice
Exhibit 20	Statement of Mr. Yates, Senior FSR, Utah Fleet Management Zone, FAR, re: Vehicle Recall Notice procedure
Exhibit 21	VBA Fleet Management Training, conducted September 28 & 29, 2010

Exhibit 1
Scheduled Maintenance of Government Owned or Leased Motor Vehicles

§ 102-34.280

keep a Government-owned motor vehicle longer than shown in §102-34.280 if the motor vehicle can be operated without excessive maintenance costs or substantial reduction in resale value.

§ 102-34.280 How long must we keep a Government-owned motor vehicle?

You must keep a motor vehicle owned or leased by the Government for at least the years or miles shown in the following table:

TABLE OF MINIMUM REPLACEMENT STANDARDS

Motor vehicle type	Years*	or Miles*
Sedans/Station Wagons	3	60,000
Ambulances	7	60,000
Buses:		
Intercity	n/a	280,000
City	n/a	150,000
School	n/a	80,000
Trucks:		
Less than 12,500 pounds GVWR	6	60,000
12,500-23,999 pounds GVWR	7	60,000
24,000 pounds GVWR and over	9	80,000
4- or 6-wheel drive motor vehicles	6	40,000

*Minimum standards are stated in both years and miles; use whichever occurs first.

Subpart E—Scheduled Maintenance of Motor Vehicles

§ 102-34.285 What kind of maintenance programs must we have?

You must have a scheduled maintenance program for each motor vehicle you own or lease. This requirement applies to motor vehicles operated in any State, Commonwealth, territory or possession of the United States, and the District of Columbia. The GSA Fleet will develop maintenance programs for GSA Fleet vehicles. The scheduled maintenance program must:

- (a) Meet Federal, State, and local emission standards;
- (b) Meet manufacturer warranty requirements;
- (c) Ensure the safe and economical operating condition of the motor vehicle throughout its life; and
- (d) Ensure that inspections and servicing occur as recommended by the manufacturer or more often if local operating conditions require.

§ 102-34.290 Must our motor vehicles pass State inspections?

Yes your motor vehicles must pass State inspections, where mandated.

41 CFR Ch. 102 (7-1-01 Edition)

(a) Each motor vehicle owned or leased by the Government must pass Federally-mandated emission inspections in the jurisdictions in which they operate when required by State motor vehicle administrations or State environmental departments. You must reimburse State activities for the cost of these inspections if the fee is not waived. GSA will pay the cost of these inspections for motor vehicles leased from the GSA Fleet.

(b) Motor vehicles owned or leased by the Government that are exempted from the display of U.S. Government license plates and motor vehicle identification must comply with emission and mechanical inspection programs of the State, Commonwealth, territory or possession of the United States or the District of Columbia in which they are regularly operated. Your agency must pay for these inspections, unless the fee is waived. Payment for these inspections for motor vehicles leased from the GSA Fleet are the responsibility of the using agency.

§ 102-34.295 Where can we obtain help in setting up a maintenance program?

For help in setting up a maintenance program, contact the: General Services Administration, Attn: MTV, Washington, DC 20405. Email: vehicle.policy@gsa.gov

Subpart F—Motor Vehicle Accident Reporting

§ 102-34.300 What forms do I use to report an accident involving a motor vehicle owned or leased by the Government?

GSA recommends the following forms for use to report an accident in any State, Commonwealth, territory or possession of the United States and the District of Columbia. The forms should be carried in any motor vehicle owned or leased by the Government.

- (a) *Standard Form 91, Motor Vehicle Accident Report.* The motor vehicle operator should complete this form at the time and scene of the accident if possible, even if damage to the motor vehicle is not noticeable.

November 5, 2010

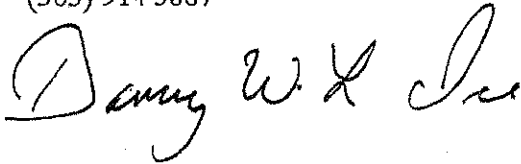
Statement regarding assignment of GSA vehicle to Ethel Tendell.

On April 6, 2009, a Pontiac G-6, 2009, Tag Number G10-5198H was picked up from GSA as the replacement vehicle for Ethel Tendell. That car had five miles on the odometer when it was assigned to VA.

During the week of April 6, 2009, Ms. Tendell was given the keys and other operating information for her new vehicle. The operating information that I gave to Ms. Tendell included the GSA document "A Guide to your GSA Fleet Vehicle". A copy of that document is attached.

The Pontiac G-6 is equipped with the electronic notification to 'change oil' and 'check engine'.

DANNY W. L. ICE
Program Assistant
Denver VA Regional Office
(303) 914 5887

A handwritten signature in cursive script that reads "Danny W. L. Ice". The signature is written in dark ink and is positioned below the typed name and contact information.



Smarter Solutions



U.S. General Services Administration

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!

GSA Fleet Vehicle Assistance Centers Call (866) 400-0411

Maintenance Control Center (MCC),
Choose Option 1

Accident Management Center (AMC),
Choose Option 2

U.S. General Services Administration

Federal Acquisition Service

5-08-00073

2008



A Guide to your GSA Fleet Vehicle

table of contents

To Our Customer	1
How You Can Help Minimize Costs	2
GSA Fleet Service Providers	5
Fleet Service Representative (FSR)	5
Maintenance Control Center (MCC)	6
Accident Management Center (AMC)	7
Your Role as a GSA Fleet Vehicle Operator	9
Responsibility Number One – Safe Driving	9
General Do's and Don'ts	13
Reporting Odometer Readings	15
Using the U.S. Government Fleet Services Card	16
Buying Services Without the Fleet Services Card	18
Fuel Purchases	18
What to Do If You Have a Crash	21
Take Necessary Emergency Action	21
Call Police and Emergency Services	21
Do Not Sign or Make a Statement as to Responsibility	21
Get the Facts	23
Accident Reporting Kit	23
If You Are Injured	25
Claims for Damages	27



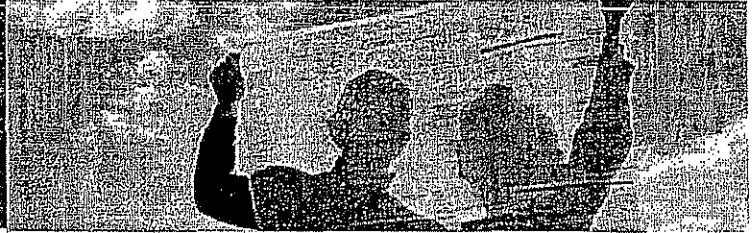
Maintenance and Care of Your GSA Fleet Vehicle	29
Day-to-Day Care	29
Alternative Fuel Vehicle (AFV) Care	30
Long-Term Care	30
Unscheduled and Emergency Repairs	32
Vehicle Maintenance and Repair Purchase Limits	35
In the Event of a Natural Disaster Or Emergency	37
Help Protect Our Environment	39

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-factual 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.

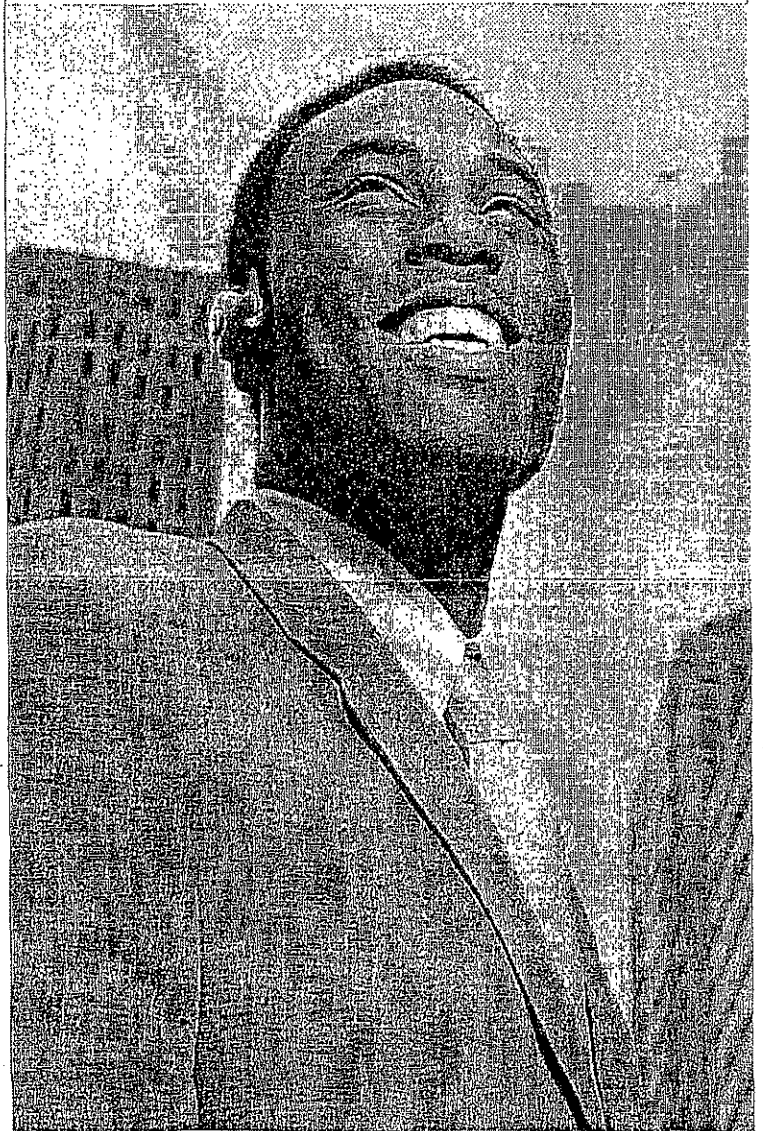
There is an owner's manual in the glove compartment, provided by the vehicle manufacturer. This manual provides more detailed information on the care and servicing specific to your vehicle.



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. The procedures are explained within this Guide.
- **Purchase regular unleaded self-service gasoline from service stations offering the lowest price.**

- **Select fuel-efficient routes.** Constantly speeding up and slowing down for intersections or speed limit changes uses more fuel.
- **Plan driving trips to avoid unnecessary use of the 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.



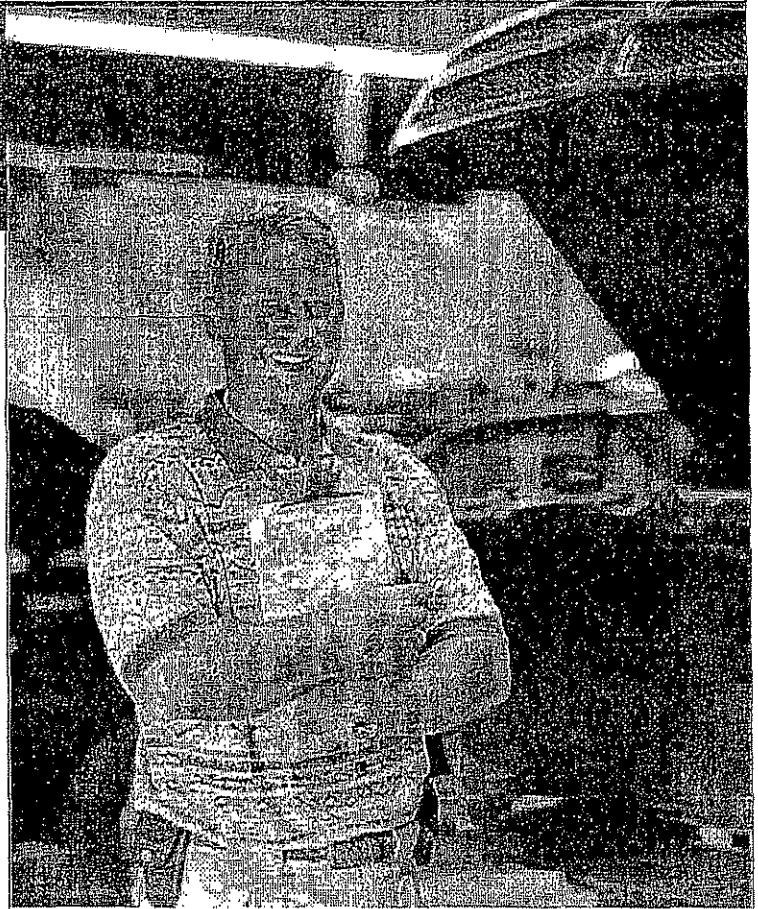
GSA fleet service providers

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 provide you with 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
- rental cars
- towing
- processing all necessary documentation
- billing
- claims processing
- 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.

*Proper care and
maintenance
maximize the
serviceable life of
GSA Fleet vehicles.*



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 102-34.26. According to National Center for Statistics, *81% of vehicle occupants wore their seatbelts in 2006. 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 United States for Americans aged 3-33.

Attend Safety Training. Because you are a GSA Fleet customer, you can benefit from the partnership GSA has with the National Safety Council and take on-line defensive driver training. For enrollment information contact your FSR, agency fleet coordinator or visit our Web site www.gsa.gov/fleetdrivethru.



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."

Maintain average traffic speed. On multi-lane roads and freeways. Vehicles moving

too slowly become obstacles to moving traffic and cause collisions.

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 on-coming 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.
- **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. 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.
- **Dial-A-Mile** lets you phone in your mileage reporting for 20 or fewer vehicles. Just call (877) 472-3773 and key in your tag number and mileages.
- **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/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 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:

- A. **All** tires (contact MCC)
- C. **All** batteries (contact MCC)
- D. **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

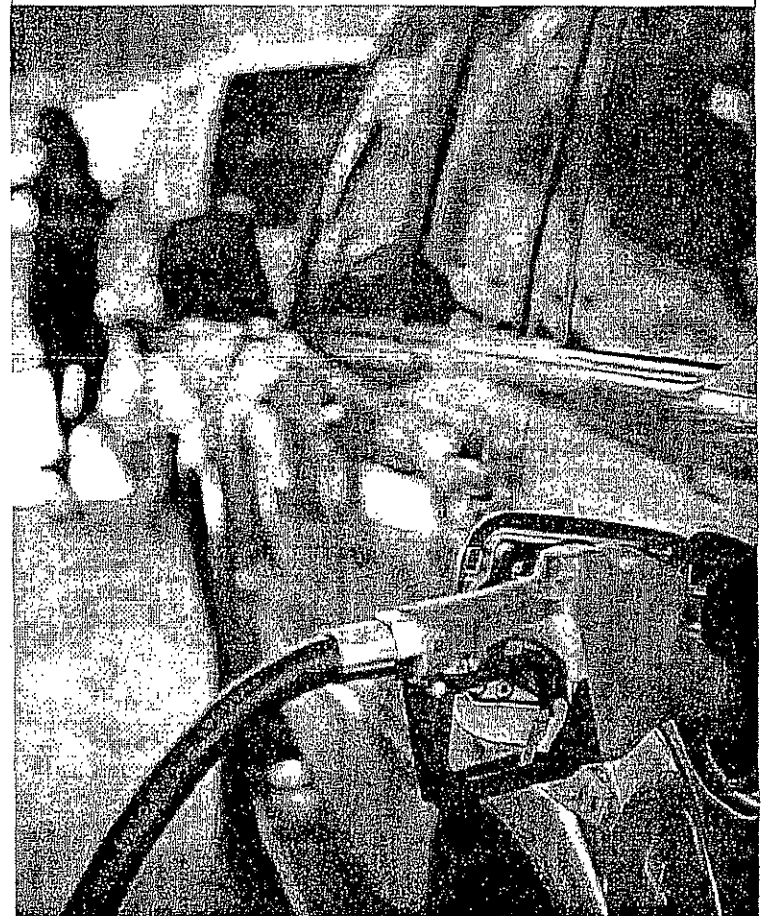
Purchase regular unleaded self-service gasoline from service stations offering the lowest price except when:

- **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 below.

- **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 200,000 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

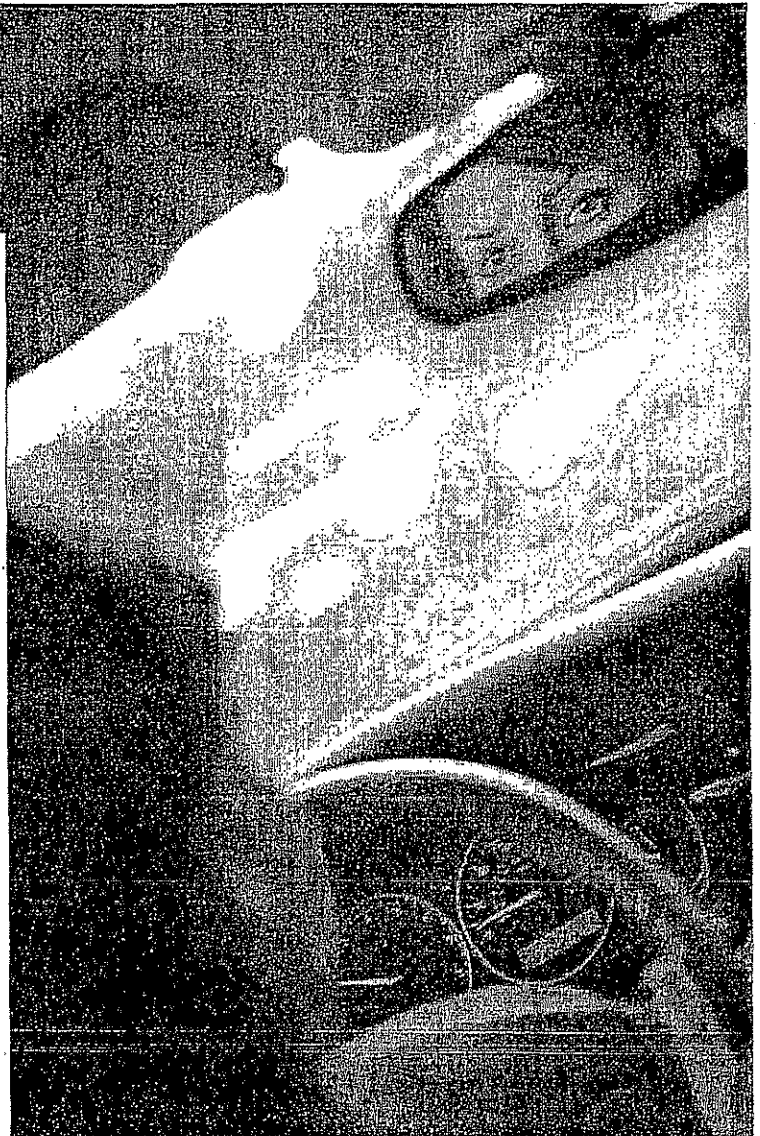
If you are involved in a crash and you are injured, it is important to stay calm and quiet to protect yourself from further injury while awaiting help.

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

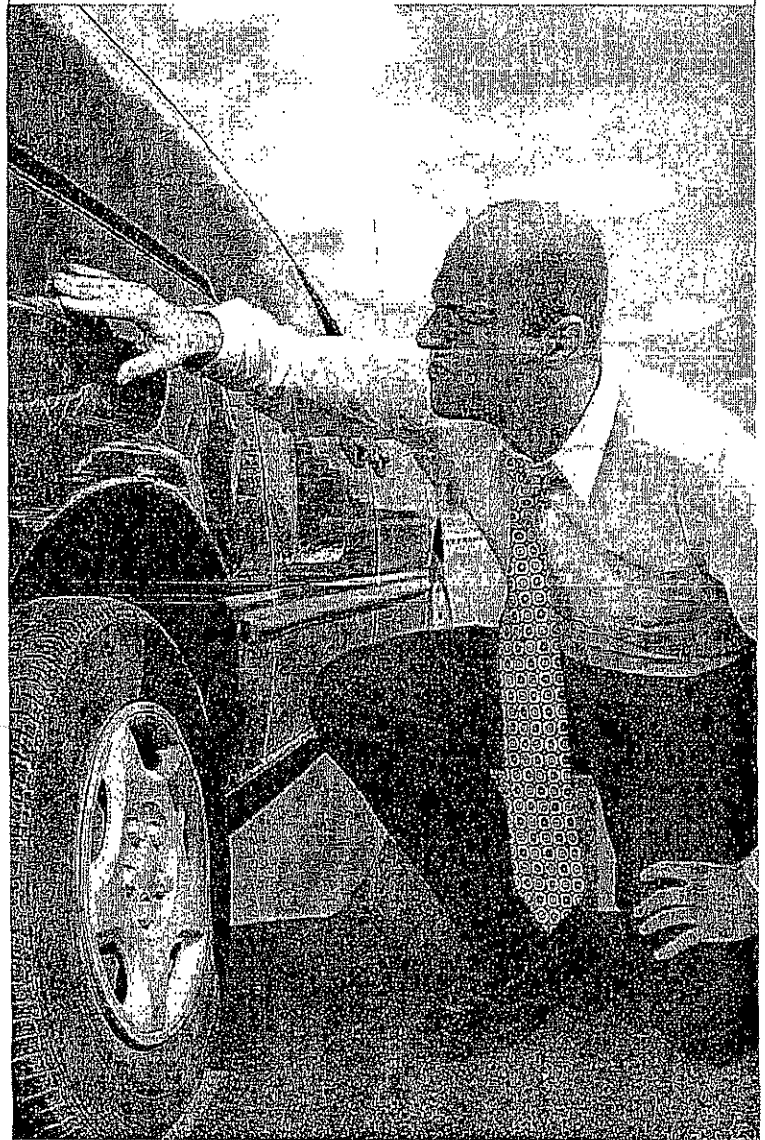
Refer any persons wanting to file a claim for damages or injury against the Government to your supervisor. Any claim made by a non-Government person is called a "third-party claim." GSA Fleet is not responsible for reimbursing third-party claims or damages unless the driver is a GSA employee. All third 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. After normal business hours, if your vehicle remains under warranty, contact your vehicle manufacturer roadside assistance number. To determine whether the vehicle remains under warranty, refer to the vehicle owner manual in the glove box or call the roadside assistance number listed in the owner's manual. Manufacturers provide roadside assistance free if the vehicle is under warranty.
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.

Vehicle Maintenance and Repair Purchase Limits

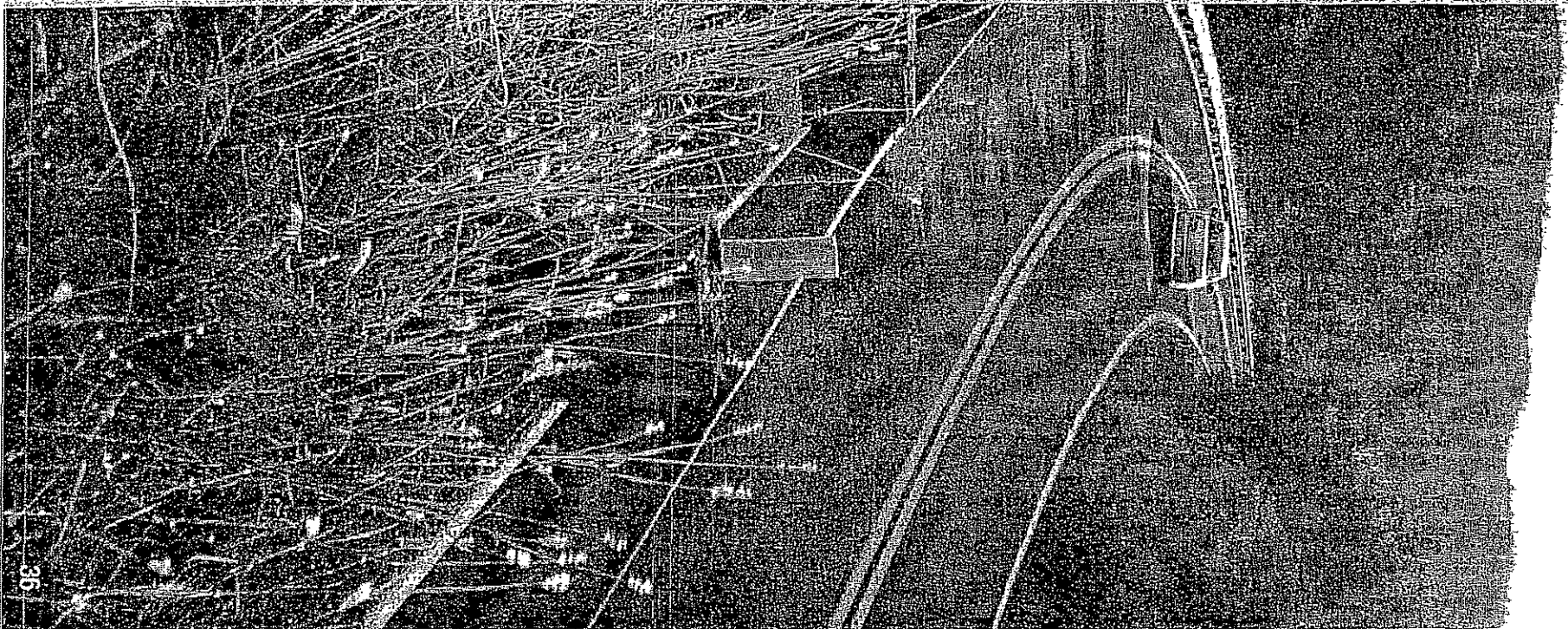
Please see Chart 1 on the following page.



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.

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.



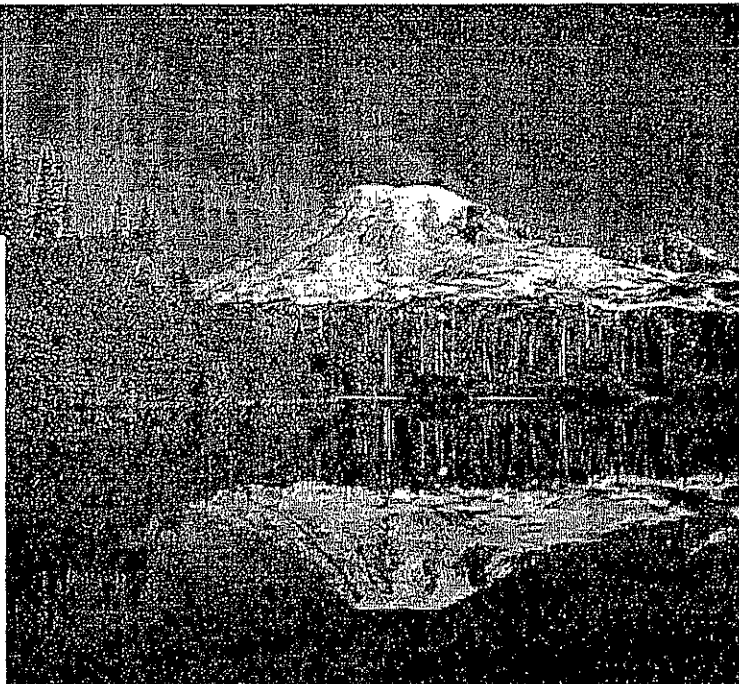
If the disaster renders your agency incapable of completing its mission due to damaged vehicles or emergency relocation, you should contact your servicing FMC and FSR. Provide the location and status of your assigned vehicle(s). With this information GSA Fleet can coordinate vehicle repairs and/or recovery. 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.**

03/30/2009

G S A F O R M 1 1 5 2

16:33:59

V E H I C L E ASSIGN T E R M

TAG G10-5198H CUSTOMER 07-07-00-368007-501 SALES CODE A1 GARAGED ZIP 80249
FC ACCT 1 ACCT 2

INITIAL ASSIGNMENT DATE BEGINNING MILEAGE
03/30/2009 5

TERMINATION ASSIGNMENT DATE ENDING MILEAGE
/ / 5

STATUTORY INSPECTION SCHEDULE
JAN FEB MAR APR MAY JUNE JULY AUG SEPT OCT NOV DEC

VEHICLE DESCRIPTION

YR:2009 MF:07 MODEL:G6 OPTION CODE:

RENTAL RATE MO: 233.00 DAY: 16.31 MI: 0.170 UNIQUE:[]

CREDIT CARD NO: VEHICLE KEY NUMBERS: 1st G1013 2nd

EQUIPMENT CHECKED HAS
BEEN ISSUED WITH VEHICLE: JACK: SPARE TIRE&WHEEL TIRE WRENCH TIRE CHAINS

MOTOR VEHICLE PACKET US GOV'T CREDIT CARD
TRANSACTION ENTERED BY: 7FSA ELIZABETH STOUT

SIGNATURE FOR RECEIVING AGENCY _____ DATE _____
SIGNATURE FOR FMC Elizabeth Stout DATE 3/30/09

WAS VEHICLE RETURNED AS EQUIPPED AND ISSUED? YES [] NO []

REMARKS: NEW VEHICLE - EXCHANGED FOR G12-5104B (FY-09 FROC)

DAN ICE
VETERANS ADMINISTRATION
155 VAN GORDON ST
BOX 25126
DENVER CO 80225-000

PHONE: (303) 914-5886 EXT:
FAX: (303) 914-5879

Exhibit 2a

04/27/2010

GSA FORM 1152

07:11:57

VEHICLE ASSIGN / TERM

TAG [REDACTED] CUSTOMER [REDACTED] SALES CODE A1 GARAGED ZIP 75235

PC ACCT 1 ACCT 2

INITIAL ASSIGNMENT DATE BEGINNING MILEAGE
04/25/2010 3

TERMINATION ASSIGNMENT DATE ENDING MILEAGE
/ / 4

STATUTORY INSPECTION SCHEDULE
JAN FEB MAR APR MAY JUNE JULY AUG SEPT OCT NOV DEC

VEHICLE DESCRIPTION

YR:2010 MF:01 MODEL:CL500 OPTION CODE:A

RENTAL RATE MO: 198.00 DAY: 13.86 MI: 0.230 UNIQUE: []

CREDIT CARD NO: VEHICLE KEY NUMBERS: 1st G1004 2nd

EQUIPMENT CHECKED HAS
BEEN ISSUED WITH VEHICLE: JACK: SPARE TIRE&WHEEL TIRE WRENCH TIRE CHAINS

MOTOR VEHICLE PACKET US GOV'T CREDIT CARD

TRANSACTION ENTERED BY: [REDACTED]

SIGNATURE FOR RECEIVING AGENCY _____ DATE _____

SIGNATURE FOR FMC _____ DATE _____

WAS VEHICLE RETURNED AS EQUIPPED AND ISSUED? YES [] NO []

REMARKS:

[REDACTED]

Exhibit 2b

Record of Phone Contact with GSA Fleet Service Representative

On November 03 2010, Lisa Matuszczak, Program Analyst, Administration Division, VBA, spoke with Ms. Pamela Davis, GSA Fleet Service Representative, Region 7. Ms. Davis confirmed that it is standard practice within GSA to ensure that authorized drivers of GSA vehicles are provided with a "motor vehicle packet" upon receiving a GSA vehicle. Ms. Davis stated that the vehicle packet includes the Vehicle Owner Manual, roadside assistance information, Fleet Vehicle Assistance Center contact information, "A Guide to your GSA Fleet Vehicle" booklet, a Vehicle Accident Reporting kit, and a GSA Fleet Services Credit Card User Guide.

DEPARTMENT OF VETERANS AFFAIR
Regional Office 341
Salt Lake City, Utah

Circular No. 2324-10-14
January 21, 2010

Exhibit 3

VA Policy covering employee use of GSA
motor vehicles

Motor Vehicle Management Program

- References:**
1. *Federal Property management Regulations, 41 CFR, Chap 102, Part 34*
 2. *Federal Property Management Regulations, 41 CFR, Chap. 101, Part 38*
 3. *Executive Order 11912, April 13, 1976, Delegation of Authorities relating to energy policy and conservation*
 4. *Executive Order 12375, August 4, 1982, Amends EO 11912*
 5. *Executive Order 13513, October 1, 2009, Federal leadership on reducing text messaging while driving*
 6. *VA Directive 7238, Motor Equipment Management*
 7. *VA Memorandum, General Counsel, June 4, 1999, Use of Government Vehicles.*

1. **Purpose.** To establish responsibilities, policies, and procedures governing the management, use, assignment, and maintenance of government-owned and GSA-leased motor vehicles. To provide policy for the use of personally owned vehicles in the conduct of government business.

2. **Policy-Applicability.** This policy is applicable to all Department of Veterans Affairs employees, in the use of government-owned and GSA-leased motor vehicles, as well as personally owned vehicles for the conduct of government business.

3. **Definitions.**

a. **Government owned vehicle (GOV)** – Includes VA-owned, GSA-leased, and commercial leased vehicles managed by the facility.

b. **Official government business** – Includes tasks or duties directly related to government employment that requires the use of motor vehicle transportation including travel to and from meetings, lodging and dining facilities while on authorized travel.

c. **Authorized drivers** – Includes federal employees, volunteers and contractors, who have completed the prescribed training, and possess a valid driver's license.

d. **Wright Express (WEX) Card** – Used to obtain fuel, service, maintenance or repairs of government vehicles. Each card is unique to a specific vehicle and is to be used only for the vehicle to which it is assigned.

e. **Personally owned vehicle (POV)** – A vehicle not owned or leased by the federal government.

f. **Texting** - "Text Messaging" means reading from or entering data into any handheld or other electronic device, including for the purpose of SMS texting, e-mailing, instant messaging, obtaining navigational information, or engaging in any other form of electronic data retrieval or electronic data communication.

Circular No. 2324-10-14
January 21, 2010

g. Driving – Operating a motor vehicle on an active roadway with the motor running, including while temporarily stationary because of traffic, a traffic control device or otherwise. It does not include operating a motor vehicle with or without the motor running when one has pulled over to the side of, or off, an active roadway and has halted in a location where one can safely remain stationary.

4. Responsibilities.

a. The Chief, Support Services Division (SSD), provides for the management, maintenance, and assignment of the GOV fleet assigned to the Salt Lake City Regional Office.

b. The Administrative Support Assistant (ASA), SSD, is responsible for the management of the fleet of GOVs, which includes; tracking and scheduling maintenance and maintaining serviceability, coordinating vehicle usage, maintaining fleet records and statistics, submitting requests for vehicle requisitions and turn-ins, providing required reports, maintaining records of authorized drivers, and assisting authorized drivers. Additionally, the ASA is responsible for:

1. Compiling a list of authorized users in coordination with division chiefs.

2. Presenting station-specific driver training for all authorized drivers annually and providing to the Training Manager completion records to be added into LMS for documentation of completion.

c. Division Chiefs are responsible for requesting and justifying the use of GOV by their employees. This is accomplished by completing VA Form 3075 or OF Form 108 and providing it to the ASA. Need for a vehicle should be e-mailed to ssd.vbasic@va.gov, as soon as the need arises, prior to the completion of VA Form 3075 or OF Form 108, to allow for the timely scheduling of vehicles. Additionally, Division Chiefs are responsible for:

1. Providing the station training coordinator the names of employees within their division, with duties that may require driving government vehicles.

2. Assigning to authorized drivers to Defensive Driving Techniques, Course # NFE D27222 through LMS.

3. Authorize in advance the use of POV for accomplishing official government business. Brief employees on the driving restrictions, policies and procedures within this circular that apply to them while conducting government business while using a POV.

4. Request in writing when a need for a permanent vehicle assignment is necessary. A sample memo is at Appendix C.

d. Divisions assigned permanent vehicles will designate a single point of contact for coordination with the ASA and for reporting required information on vehicle usage.

Circular No. 2324-10-14
January 21, 2010

e. The Station Training Coordinator in cooperation with the ASA will coordinate station-specific drivers training dates and times for employees who will need to operate a vehicle in connection with their assigned duties.

f. Authorized Drivers are responsible for the following:

1. Possessing a valid states driver's license and a good driving record. Employees will be prepared to present their license to the ASA when signing out the vehicle.
2. Notifying management of any medical and physical conditions that would make operating a GOV unsafe.
3. Performing operator maintenance checks such as ensuring proper fluid levels, correct tire air pressure and cleanliness of the vehicle.
4. Notifying the ASA immediately of any defective equipment.
5. Completing VA Form 3075, *Motor Vehicle Trip Ticket or OF 108, Daily Vehicle Use Record*. These forms are available at (H:\Drivers Training) and in the SSD office.
6. Completing LMS Defensive Driving Techniques, Course # NFE D27222 and station-specific drivers training, annually.
7. Immediately reporting all motor vehicle accidents to the local law enforcement agency, their supervisor, and the ASA. Follow the instructions at Appendix A when involved in an accident.

5. Procedures.

a. Vehicle Assignment:

1. In order to have a GOV assigned to a specific division on a permanent basis, the requesting Division Chief must prepare a memorandum requesting assignment of a vehicle, for the approval by the director. The memorandum will contain justification for assignment of a permanent vehicle, estimated monthly mileage usage of vehicle, and identification of a single point of contact for the maintenance and coordination of the vehicle. It is expected that permanently assigned vehicles will be used at least 15 workdays or 1000 miles each month. A sample memo is at Appendix C.

2. Divisions Chiefs must resubmit requests annually with necessary justification.

b. Dispatch of Vehicles:

1. Operators will request a general use vehicle by e-mail and by submitting a completed Trip Ticket to the ASA as soon as the need is apparent. If GOV is not available, the requestor will be notified immediately.

Circular No. 2324-10-14
January 21, 2010

2. Division Chief, or authorized drivers will submit VA Form 3075 or OF 108, as a request to the ASA. The ASA will return the form when the authorized driver picks up the keys and signs out the vehicle. Authorized drivers will complete the form and return it to the ASA with the keys and WEX-Card upon completion of the trip.

3. Operators will receive the keys, WEX-Card, and a safety and use briefing when picking up the vehicle. The safety and use briefing at Appendix B is the minimum requirement.

4. Upon completion of the trip, the operator will enter the mileage and other required information on the VA Form 3075 or OF 108, return the vehicle to the designated parking locations, and return the keys, the WEX-Card, and receipts for purchases of fuel and other authorized products, to the ASA. Vehicles will be returned in generally clean and good operating condition with a full tank of fuel. Annotate all discrepancies on VA Form 3075 or OF 108.

c. Reporting:

1. Divisions with permanent vehicles will, on a weekly basis, turn in the completed VA Form 3075s or OF 108s to the ASA and on the 3rd working day of each month report the current odometer reading.

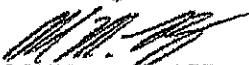
2. Authorized drivers will immediately report stolen or lost vehicles, keys, and WEX-Cards to the ASA.

3. Authorized drivers will immediately report damaged vehicles regardless of the cause, to the local police authorities, their supervisor, and the ASA.

4. The ASA will report completion of maintenance to the GSA Fleet Management Center.

5. The ASA will complete the required FAST data input annually to CO and GSA Drive Through reporting requirements annually.

6. Point of Contact. The ASA, VARO SLC, SSD, 801-326-1792, Fax: 801-326-2422, e-mail: ssdvbasic@va.gov


MARK M. BILOSZ
Director

Review Date: January 2012

Circular No. 2324-10-14
January 21, 2010

Appendix A
Accident and Vehicle Malfunction Procedures

1. Drivers involved in a motor vehicle accident will immediately report the accident to the police authority, their supervisor and the ASA.

a. Utilize GSA Form 1627, *Motor Vehicle Accident Reporting Kit*, SF 91, *Motor Vehicle Accident Report*, and SF 94, *Statement of Witness*, to initiate an official record of the accident.

b. The accident report will be completed and provided to the ASA within 24 hours of the accident unless physical injury prevents the driver from completing the reports. In such case, the driver's supervisor will be responsible for initiating the reports and coordinating with the authorities.

c. Authorities will always be called and asked to create an official police report of the accident.

d. Follow additional instructions contained on the GSA Form 1627.

2. If the vehicle malfunctions while in use and road side assistance is needed, the driver will call the GSA Road Side Assistance Center, at 1-866-400-0411 and request assistance. The driver will then call the ASA at 801-326-1792.

Circular No. 2324-10-14
January 21, 2010

Appendix B
Safety and Use Briefing

1. You must have with you while operating the GOV, a valid state authorized Drive's License.
2. There will be no smoking while in the GOV.
3. You will return the vehicle clean and free of trash and with a full tank of gas.
4. Use of seat belts is mandatory and state law.
5. Complete a visual inspection of the vehicle to ensure there is no damage to the vehicle and that there are no apparent leaks of necessary fluids.
6. If you are involved in a motor vehicle accident, you will find in the glove box of the vehicle, instructions as to the appropriate actions you should take. Always notify the local authorities.
7. Inside that plastic sleeve attached to the keys, is a road side assistance number you can call for help. Additionally, the number to the ASA is 801-326-1972.
8. Lock the vehicle when not in use and while driving.
9. Do not text message while operating the motor vehicle, see definitions in paragraph 3 of the Circular.
10. The vehicle is for official use only, see definitions in paragraph 3 of the Circular.

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

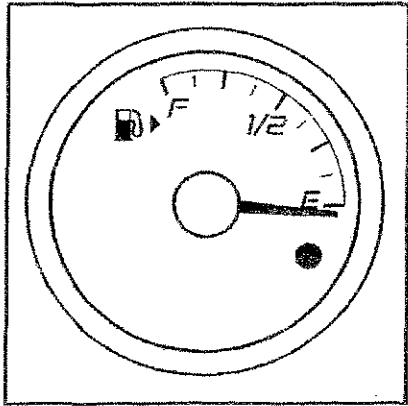
Timely preventive maintenance is the key to driving a safe and reliable vehicle that will serve you better and fulfill your transportation needs. You are in the driver's seat to making sure that your GSA Fleet vehicle receives preventive maintenance. **Failure to complete the preventive maintenance schedule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

48

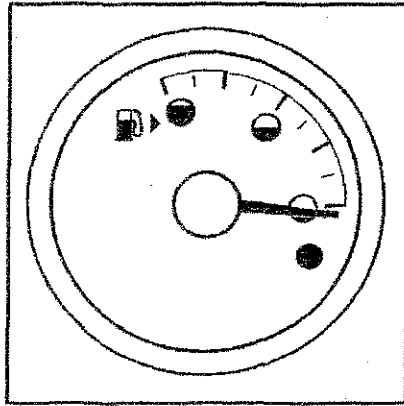
2009 Pontiac G6 Owner Manual

Seats and Restraint System	1-1	Driver Information Center (DIC)	3-42
Head Restraints	1-2	Audio System(s)	3-52
Front Seats	1-4	Driving Your Vehicle	4-1
Rear Seats	1-12	Your Driving, the Road, and the Vehicle	4-2
Safety Belts	1-14	Towing	4-26
Child Restraints	1-36	Service and Appearance Care	5-1
Airbag System	1-61	Service	5-4
Restraint System Check	1-76	Fuel	5-6
Features and Controls	2-1	Checking Things Under the Hood	5-12
Keys	2-2	Headlamp Aiming	5-51
Doors and Locks	2-9	Bulb Replacement	5-51
Windows	2-14	Windshield Wiper Blade Replacement	5-58
Theft-Deterrent Systems	2-17	Tires	5-59
Starting and Operating Your Vehicle	2-21	Appearance Care	5-102
Mirrors	2-37	Vehicle Identification	5-108
OnStar [®] System	2-40	Electrical System	5-109
Storage Areas	2-43	Capacities and Specifications	5-118
Sunroof	2-43	Maintenance Schedule	6-1
Retractable Hardtop	2-44	Maintenance Schedule	6-2
Instrument Panel	3-1	Customer Assistance Information	7-1
Instrument Panel Overview	3-4	Customer Assistance and Information	7-2
Climate Controls	3-20	Reporting Safety Defects	7-14
Warning Lights, Gages, and Indicators	3-28	Vehicle Data Recording and Privacy	7-16
		Index	1

Fuel Gage



United States



Canada

The fuel gage shows how much fuel the vehicle has left, when the ignition is on. See *Low Fuel Warning Light* on page 3-42 for more information.

An arrow on the fuel gage indicates the side of the vehicle the fuel door is on.

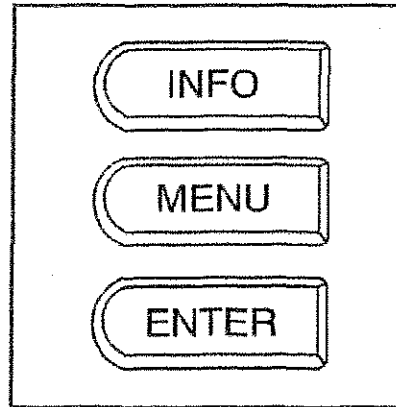
Low Fuel Warning Light

This light, on the fuel gage, comes on when the fuel tank is low on fuel. To turn it off, add fuel to the fuel tank.

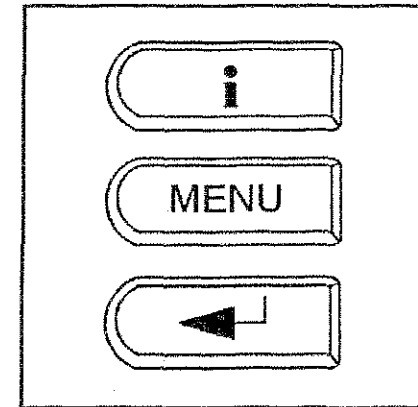
Driver Information Center (DIC)

The Driver Information Center (DIC) provides the following:

- A way to personalize your vehicle
- Trip information
- Warning messages



United States




Canada

The buttons used to activate the DIC are located on the left side of the vehicle's audio system.

INFO/i (Information): Press this button to scroll through the vehicle information mode displays.

MENU: Press this button to enter and scroll through the menu mode.

ENTER/  **(Enter):** Press this button to select a menu option or to acknowledge a warning message.

The DIC messages will be read through your audio system display.

DIC Operation and Displays

The DIC comes on when the ignition is on. If your vehicle has the uplevel audio system, the time and outside temperature is shown on the first line of the display and the DIC information is shown on the second line of the display.

The DIC has different modes which can be accessed by pressing the DIC buttons. The button functions are detailed in the following section.

Information Modes

INFO/i (Information): Press this button to scroll through the vehicle information mode displays in the following order:

- TRIP A
- TRIP B
- FUEL RANGE (Fuel Range Until Empty)
- MPG (L/100 KM) AVG (Average Fuel Economy)

- MPG (L/100 KM) INST (Instantaneous Fuel Economy)
- AV SPEED (Average Vehicle Speed)
- OIL LIFE (Engine Oil Life System)
- Tire Pressure

TRIP A or TRIP B: Press the information button until TRIP A or TRIP B display. These modes show the current distance traveled since the last reset for each trip odometer in either miles (mi) or kilometers (km). Both odometers can be used at the same time.

To reset the trip odometer to zero, press and hold the enter button for a few seconds while the desired trip odometer is displayed.

FUEL RANGE: Press the information button until FUEL RANGE displays. This mode shows the remaining distance you can drive without refueling in either miles (mi) or kilometers (km). It is based on fuel economy and the fuel remaining in the tank.

When the fuel level is low, FUEL RANGE LOW displays.

The fuel economy data used to determine fuel range is an average of recent driving conditions. As your driving conditions change, this data is gradually updated. The FUEL RANGE mode cannot be reset.

MPG (L/100 KM) AVG (Average): Press the information button until MPG (L/100 KM) AVG displays. This mode shows how many miles per gallon (mpg) or liters per 100 kilometers (L/100 km) your vehicle is getting based on current and past driving conditions.

To reset the average fuel economy, press and hold the enter button while MPG (L/100 KM) AVG is displayed. Average fuel economy is then be calculated starting from that point. If the average fuel economy is not reset, it is continually updated each time you drive.

MPG (L/100 KM) INST (Instantaneous): Press the information button until MPG (L/100 KM) INST displays. This mode shows the current fuel economy at a particular moment and changes frequently as driving conditions change. This mode shows the instantaneous fuel economy in miles per gallon (mpg) or liters per 100 kilometers (L/100 km). Unlike average fuel economy, this screen cannot be reset.

AV (Average) SPEED: Press the information button until AV SPEED displays. This mode shows the vehicle's average speed in miles per hour (mph) or kilometers per hour (km/h).

To reset the average vehicle speed, press and hold the enter button while AV SPEED is displayed.

OIL LIFE: Press the information button until OIL LIFE displays. The engine oil life system shows an estimate of the oil's remaining useful life. It shows 100% when the system is reset after an oil change. It alerts you to change the oil on a schedule consistent with your driving conditions.

In addition to the engine oil life system monitoring the oil life, additional maintenance is recommended in the Maintenance Schedule in this manual. See *Scheduled Maintenance on page 6-4* and *Engine Oil on page 5-21*.

Always reset the engine oil life system after an oil change. See "How to Reset the Engine Oil Life System" under *Engine Oil Life System on page 5-24*.

Tire Pressure: On vehicles with the Tire Pressure Monitor System (TPMS), the pressure for each tire can be viewed in the DIC. The tire pressure is shown in either pounds per square inch (psi) or kilopascals (kPa). Press the information button until LF ## PSI (kPa) ## RF displays for the front tires. Press the information button again until LR ## PSI (kPa) ## RR displays for the rear tires.

If a low tire pressure condition is detected by the system while driving, a message advising you to check the tire pressure appears in the display. See *Inflation - Tire Pressure on page 5-67* and *DIC Warnings and Messages on page 3-46* for more information.

The proper replacement parts, fluids, and lubricants to use are listed in *Recommended Fluids and Lubricants* on page 6-13 and *Maintenance Replacement Parts* on page 6-14. When the vehicle is serviced, make sure these are used. All parts should be replaced and all necessary repairs done before you or anyone else drives the vehicle. We recommend the use of genuine parts from your dealer/retailer.

Scheduled Maintenance

When the CHANGE OIL SOON message displays in the Driver Information Center (DIC), service is required for the vehicle. Have the vehicle serviced as soon as possible within the next 600 miles (1 000 km). It is possible that, if driving under the best conditions, the engine oil life system may not indicate that vehicle service is necessary for over a year. However, the engine oil and filter must be changed at least once a year and at this time the system must be reset. Your dealer/retailer has trained service technicians who will perform this work using genuine parts and reset the system.

If the engine oil life system is ever reset accidentally, service the vehicle within 3,000 miles (5 000 km) since the last service. Remember to reset the oil life system whenever the oil is changed. See *Engine Oil Life System* on page 5-24 for information on the Engine Oil Life System and resetting the system.

When the CHANGE OIL SOON message appears, certain services, checks, and inspections are required. Required services are described in the following for "Maintenance I" and "Maintenance II." Generally, it is recommended that the first service be Maintenance I, the second service be Maintenance II, and then alternate Maintenance I and Maintenance II thereafter. However, in some cases, Maintenance II may be required more often.

Maintenance I — Use Maintenance I if the message displays within 10 months since the vehicle was purchased or Maintenance II was performed.

Maintenance II — Use Maintenance II if the previous service performed was Maintenance I. Always use Maintenance II whenever the message displays 10 months or more since the last service or if the message has not come on at all for one year.

Scheduled Maintenance

Service	Maintenance I	Maintenance II
Change engine oil and filter. See <i>Engine Oil</i> on page 5-21. Reset oil life system. See <i>Engine Oil Life System</i> on page 5-24. An Emission Control Service.	•	•
Visually check for any leaks or damage. See footnote (j).	•	•
Inspect engine air cleaner filter. If necessary, replace filter. See <i>Engine Air Cleaner/Filter (3.5 L V6 Engine)</i> on page 5-26 or <i>Engine Air Cleaner/Filter (All Other Engines)</i> on page 5-27. See footnote (k).		•
Rotate tires and check inflation pressures and wear. See <i>Tire Inspection and Rotation</i> on page 5-76 and "Tire Wear Inspection" in <i>At Least Once a Month</i> on page 6-10.	•	•
Inspect brake system. See footnote (a).	•	•
Check engine coolant and windshield washer fluid levels and add fluid as needed.	•	•
Perform any needed additional services. See "Additional Required Services" in this section.	•	•
Inspect suspension and steering components. See footnote (b).		•
Inspect engine cooling system. See footnote (c).		•
Inspect wiper blades. See footnote (d).		•
Inspect restraint system components. See footnote (e).		•
Lubricate body components. See footnote (f).		•
3.6L and 3.9L Engines Only: Check automatic transmission fluid level and add fluid as needed.		•
Inspect throttle system. See footnote (g).		•

Exhibit 6

Statement of Ms. Tendell, VA Field Examiner, Western Area Fiduciary Hub, Salt Lake City

On June 18, 2010, Ms. Gayle Brown, VBA Fleet Manager, spoke with **Ms. Tendell (Whistleblower)**, who stated that she never received any information or emails from Mr. Mangum (VBA Fleet Management Coordinator). She indicated that the only way she knew that her vehicle was to be serviced was when the vehicle itself said: "This vehicle is due for servicing." She said that she opened an email from Mr. Mangum a day after her vehicle had been serviced stating: "The vehicle is due for an oil change."

Exhibit 7

E-mail, from Mr. Mangum, VA Administrative Services Assistant, Support Services Division

Re: General Vehicle Maintenance due on GSA Vehicle

Mangum, Thomas M. VBASLCY

From: Mangum, Thomas M. VBASLCY [Thomas.Mangum@va.gov]

Sent: Tuesday, February 02, 2010 8:56 AM

To: Van Berckelaer, Bill, VBASLCY

Cc: Lowe, Marie VBASLCY; Fritz, Franko, VBASLCY

Subject: Vehicle Maintenance

Signed By: There are problems with the signature. Click the signature button for details.

The following vehicles are due general service, Lube, Oil, Filter. Please report the mileage at service and date and of service.

G10-5198H, Ethell Tindell, CO
G10-7505D, Lou Ann Bollick, AZ
G10-7506D, Bill Murphy, AZ
G11-1070G, American Seymour, NV

Thanks

Thomas M Mangum

Thomas M. Mangum
Support Services Division
Administrative Services Assistant

P: 801-326-1792

F: 801-326-2422

"no one cares or knows what we do until we stop doing it"

source unknown

06/18/2010

E-mail from Ms. Tendell, Field Examiner, WAFH,
acknowledging notification that Vehicle Maintenance is due

Mangum, Thomas M. VBASLCY

From: Tendell, Ethel, VBADENV
Sent: Thursday, February 04, 2010 8:01 AM
To: Mangum, Thomas M. VBASLCY
Cc: Van Berckelaer, Bill, VBASLCY; Lowe, Marie VBASLCY; Fritz, Franko, VBASLCY
Subject: RE: Vehicle Maintenance
Signed By: There are problems with the signature. Click the signature button for details.

Mr. Mangum here is the information you requested. G10-5198H- 6897 mileage Date of Service: 02/03/2010.

I hadn't seen this message, but yesterday the car just started flashing "Change oil soon.". And then today I see your message. Does the car talk to you as well? LOL LOL

Thanks,

Ethel L. Tendell

Field Examiner
WAFH
303-808-5926

From: Van Berckelaer, Bill, VBASLCY
Sent: Tuesday, February 02, 2010 8:59 AM
To: Tendell, Ethel, VBADENV; Bolick, Lou Ann, VBAPHNX; Murphey, William, VBAPHNX; Seymour, America, VBARENO
Subject: FW: Vehicle Maintenance

From: Mangum, Thomas M. VBASLCY
Sent: Tuesday, February 02, 2010 8:56 AM
To: Van Berckelaer, Bill, VBASLCY
Cc: Lowe, Marie VBASLCY; Fritz, Franko, VBASLCY
Subject: Vehicle Maintenance

The following vehicles are due general service, Lube, Oil, Filter. Please report the mileage at service and date and of service:

G10-5198H, Ethel Tendell, CO
G10-7505D, Lou Ann Bollick, AZ
G10-7506D, Bill Murphy, AZ
G11-1070G, American Seymour, NV

Thanks

06/16/2010

Exhibit 9
Report showing date Preventive Maintenance was performed on Ms.
Tendell's GSA vehicle

General Services Administration
Utah
324 25th Street, Room 2428

Ogden, UT 84401

Preventive Maintenance Due and Overdue

The vehicles listed on this report are scheduled for Periodic Preventive Maintenance as indicated below. If the service has been done and you've already returned notified GSA Fleet, please do not have the work done again.

Please schedule the remaining vehicles to have the service completed according to the PM Due Parameters shown on this worksheet. You may complete and e-mail or fax this report as soon as the work is done to the location below. For your convenience, I've included my phone number - please call if you need assistance.

Anna Vandenhazel Fleet Service Representative Phone (801) 625-5023

Send Completed Worksheets to:

Fax: 817-978-7506

E-Mail: 7FFMileagePMDue@gsa.gov

368012-101

DEPT OF VETERANS AFFAIRS

THOMAS MANGUM

MEAC: 2001

Phone: (801) 326-1792

FAX: (801) 326-2422

FMC: 7-3-0

Tag Number

Acct1

Acct2

Fund Code

Mileage Date Completed

Category:

G10-3378H

Ludtke OR

4762 2-10-10
11

PM Due Parameters: Number 1 before 3/2010 or at 590 miles, whichever comes first
Change engine oil and filter, and adjust tire pressure

G10-5198H

Tendell, CO

6897 2-3-10

PM Due Parameters: Number 1 before 3/2010 or at 7500 miles, whichever comes first
Change engine oil and filter, and adjust tire pressure

G10-7505D

Boll:CK AZ

3637 1-13-10

PM Due Parameters: Number 4 is overdue and was due before 01/2010 or at 35144 miles
Change engine oil and filter, and adjust tire pressure

G10-7506D

Murphy, AZ

32965 2-2-10

PM Due Parameters: Number 4 is overdue and was due before 02/2010 or at 31976 miles
Change engine oil and filter, and adjust tire pressure

Exhibit 10

Statement from Ms. Vandenhazen, GSA Fleet Service Representative (FSR)

On June 14 and 15, 2010, Ms. Gayle Brown spoke with Ms. Anna Vandenhazen, GSA Fleet Service Representative, Central Office. Ms. Vandenhazen indicated that the responsibility for opening recall mail and notifying Agencies of recalls was transferred to GSA's Kansas City Regional Office. Ms. Vandenhazen, stated that her office would receive the recalls, but then forward the unopened letters to the Fort Worth Regional Office. She also mentioned that GSA's regions are currently being realigned, and the responsibility for notifying Agencies of specific recalls will be brought back to GSA Central Office. She also stated that GSA does not conduct extensive inspections on vehicles, unless the Agency is obtaining a State license plate.

Exhibit 11

Exhibit 11

Statement of Mr. Magnum, VA Administrative Services Assistant, Support
Services Division, Salt Lake City

On June 16, 2010, Ms. Brown, VBA Fleet Manager, spoke with **Mr. Thomas Mangum, Administrative Services Assistant, Support Services Division**, who stated that once Ms. Tendell obtains the vehicle from the dealership, she has the responsibility for maintaining the vehicle. GSA Fleet Service Representatives send notifications to VA Regional Offices and the Fleet Managers and they notify vehicle operators when maintenance is due as well as a list of dealerships that are available to service the vehicle.

Mr. Mangum stated that once he receives maintenance information supplied by GSA, he immediately forwards it to each vehicle operator, including Ms. Tendell.

Mr. Mangum stated that he never received any recall information from GSA. He later received an email from Mr. Thomas Luedtke, Field Examiner VARO Salt Lake City, UTNARO Portland, informing him of the recall.

On June 11, 2010, Mr. Mangum received an email message from Mr. James Yates (GSA) indicating that "the log did not show that (GSA) ever received a recall from the MFG.

Mr. Mangum also stated that the Agency does not conduct annual inspections on any GSA vehicle, because the state conducts all inspections.

Mr. Mangum, contacted the Suss Buick-Pontiac-GMC dealership on February 12, 2010. Mr. Mangum stated that a representative at the dealership informed him that the work performed on Ms. Tendell's vehicle was not a direct result of the recall.

Exhibit 12

2009 Pontiac G6 Recall Notice



Home	Auto Recalls	Find a New Car	Find a Used Car
Find a New Car	Pontiac	G6	Zip Code GO

2009 Pontiac G6 POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT Recall

View the full details of this 2009 G6 POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT recall with the potential number of units affected, summary, consequence, and remedy. An official recall requires Pontiac to release an official notice to owners found to be defective. Being informed could you save time, money, and unnecessary stress.

2009 Pontiac G6 Recall Details

1. NHTSA Campaign ID Number: 09V073000

Recall Date:
2009-03-06

Summary:
GENERAL MOTORS IS RECALLING 276,729 MY 2009 BUICK ENCLAVE, CHEVROLET MALIBU, TRAVEVERSE, GMC ACADIA, PONTIAC G5, G6 AND SATURN AURA AND OUTLOOK PASSENGER VEHICLES. THESE VEHICLES FAIL TO COMPLY WITH FEDERAL MOTOR VEHICLES SAFETY STANDARD 102, "TRANSMISSION SHIFT POSITION SEQUENCE, STARTER INTERLOCK, AND TRANSMISSION BRAKING EFFECT", AND FMVSS 114, "THEFT PROTECTION AND ROLLAWAY PREVENTION". ON SOME OF THESE VEHICLES, THE TRANSMISSION SHIFT CABLE ADJUSTMENT CLIP MAY NOT BE FULLY ENGAGED. IF THE CLIP IS NOT FULLY ENGAGED, THE SHIFT LEVER AND THE ACTUAL POSITION OF THE TRANSMISSION GEAR MAY NOT MATCH. WITH THIS CONDITION, THE DRIVER COULD MOVE THE SHIFTER TO "PARK" AND REMOVE THE IGNITION KEY, BUT THE TRANSMISSION GEAR MAY NOT BE IN "PARK".

Consequences:
THE DRIVER MAY NOT BE ABLE TO RESTART THE VEHICLE AND THE VEHICLE COULD ROLL AWAY AFTER THE DRIVER HAS EXITED THE VEHICLE, RESULTING IN A POSSIBLE CRASH WITHOUT PRIOR WARNING.

Remedy:
DEALERS WILL INSPECT AND ENSURE THAT THE SHIFT CABLE ADJUSTMENT CLIP IS FULLY ENGAGED. IN THE EVENT THAT THE CLIP DOES NOT ENGAGE, THE SHIFT CABLE WILL BE REPLACED FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR BEFORE MARCH 24, 2009. OWNERS MAY CONTACT BUICK AT 1-866-608-8080, CHEVROLET AT 1-800-630-2438, GMC AT 1-866-996-9463, PONTIAC AT 1-800-620-7668 AND SATURN AT 1-800-972-8876 OR AT WWW.GMOWNERCENTER.COM.

Component Affected:
POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Potential Cars Affected:
276,729

Notes:
GENERAL MOTORS CORP.

Other 2009 Pontiac G6 Recalls

No Other Recalls exist for the 2009 Pontiac G6

Ads by Google

Transmission Specialist
Tom Mariano Recommended Denvers Transmission Leader 24 year

Exhibit 13
Sample page of General Motors Recall Bulletin

Page 7

March 2010

Bulletin No.: 10023

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/dealer for information on whether your vehicle may benefit from the information.



We Support
Voluntary
Technician
Certification

E-mail, Informing Mr. Mangum, VA Administrative Services Assistant, Support Services Division,
of vehicle recall notice

Mangum, Thomas M. VBASLCY

From: Lowe, Marie VBASLCY
Sent: Thursday, February 11, 2010 10:15 AM
To: Mangum, Thomas M. VBASLCY
Cc: Van Berckelaer, Bill, VBASLCY
Subject: Ethel Tendell vehicle

Signed By: There are problems with the signature. Click the signature button for details.

Hi Thomas, Ethels vehicle is at a Pontiac Dealership in colorado, the person to contact is Roberta Callow at
She is getting a lift home from the dealership. She stated the pontial dealership told her a recall had
been made on the shifters on these vehicles. :)

Marie Lowe

Marie Lowe
Program Assistant
Fiduciary Hub
801-708-7335

Exhibit 15

Exhibit 16

Exhibit 17

Statement of Mr. Huston, SUSS Buick-Pontiac-GMC

On June 9, 2010, Ms. Brown conducted a discussion with **Mr. Huston and Mr. Duncan, SUSS Buick-Pontiac-GMC**. Mr. Huston stated that the vehicle in question arrived at SUS on February 11, 2010. The vehicle was inspected and the mechanic found that there was a **mechanical problem directly related to the transmission**. Once the transmission was disassembled and the clutches and valves were inspected, it was observed that the clutch was burnt and the valve was sticking.

Mr. Huston stated that the recall and the problem that Ms. Tendell experienced were not remotely similar.

Exhibit 18

Statement from Mr. Alston, Chief, Support Service Division, Salt Lake City

On June 8, 2010, Ms Brown spoke with **Mr. Douglas Alston, Chief, Support Services Division, Salt Lake City**, who had consulted with Mr. Thomas Mangum, Administrative Services Assistant, Support Services Division, Salt Lake City, in order to obtain the tag number and additional information.

During a follow-up conversation with Mr. Doug Alston on the same day, he informed Ms. Brown that GSA does not forward recalls out, if they are not applicable to the vehicle in question. The vehicle in question was not obtained until April 24, 2009. Mr. Alston spoke directly with the dealer who towed and repaired the vehicle and they stated that the **vehicle experienced transmission problems that were not directly related to the recall.**

Exhibit 18a

Record of Phone Contact with Suss Automotive Repair

On November 02, 2010, Sean M. Burns, Chief Administration Division VBA, spoke with Mr. Todd Blitstein, Repair Technician, Suss, Buick, Pontiac, and GM, who stated that the repairs performed on the Pontiac G6 on February 11, 2009 as a result of the "sudden stoppage" incident on the Pontiac G6 driven by Ms Tendell, were in no way related to the vehicle recall, dated March 6, 2009.

Mr Blitstein went on to state that the repairs conducted as a result of the "sudden stoppage" incident were to repair damage to the transmission that was not related to the recall. He noted that the recall was for the vehicle shift lever not fully engaging and an indicator light not illuminating.

Exhibit 19

Statements from the VA Regional Office Field Examiners
Re: Receipt of a recall notice

On June 11, 2010, Ms. Brown, VBA Fleet Manager, spoke with **Mr. Kranning, Field Examiner, VARO Salt Lake City, Utah**, who stated that he never received any information or emails regarding the recall from management.

On June 21, 2010, Ms. Brown spoke with **Mr. Richard Luedtke, Field Examiner, VARO Salt Lake City, Utah; Mr. Patritia Santos, Field Examiner, VARO St. Petersburg, Florida; and Ms. Chichester, Field Examiner, VARO Nashville, Tennessee**, who each stated they had never received any information or emails regarding the recall from management.

Mangum, Thomas M. VBASLCY

From: james.yates@gsa.gov
Sent: Friday, June 11, 2010 9:24 AM
To: Mangum, Thomas M. VBASLCY
Cc: james.yates@gsa.gov
Subject: Re: FW: GOV recall
Importance: High

Tom:

Sorry for taking so long to get back with you on this, it took some time to get the information on the recall. The recall for G10-5198H was completed on 02/11/10, I will forward you another email that I received from Doran Keller that contains a screen shot from the GM web site which shows where the repairs were performed and who did the repairs. There is also a screen shot for G10-5197H which shows the recall as being closed but has not had any repairs done. I am not sure why this is but it is possible that this vehicle was not involved in the recall, as the recall bulletin says only certain vehicles within the VIN# range are affected.

Our previous procedure for recall notices is when we receive them at our location we sent them to a central location and they would log them in and mail them out to our customers. The log does not show that we (GSA) ever received a recall from the MFG for these 2 vehicle's so one was not sent out to you. We have since changed Regions so our new procedure is that we at the FMC send the recalls out to our customers.

I will also forward you a copy of the recall bulletin.

hope this helps.

thanks

James Yates
Senior FSR
Utah Fleet Management Zone
Federal Acquisition Service
Phone: 801-625-5022
Fax: 801-625-5033

"Mangum, Thomas M. VBASLCY"
<Thomas.Mangum@va.gov>

To: <james.yates@gsa.gov>
cc
Subject: FW: GOV recall

06/06/2010 12:26 PM

James

Can you help me with #1 below.

06/16/2010



Department of Veterans Affairs
Veterans Benefits Administration (VBA)

FLEET MANAGEMENT TRAINING



September 28, 2010

10:00 - 12:00 noon

September 29, 2010

1:00 - 3:00 p.m



Fleet Management Training

September 28, 2010
10:00 AM – 12:00 PM EST
OR
September 29, 2010
1:00 to 3:00 PM EST

Training scheduled by: VBA VACO Facilities, Access and Administration

Training Title: Fleet Management Training

Facilltators: VBA Fleet Manager: Gayle Brown
VA Central Office, Fleet Manager: Regina Larrabee and Lisette Montalvo
GSA Fleet Manager: Wes Powell

Presentation: Microsoft Live Meeting (users can access the meeting from their workstations)

VANTS Conference Line: 1-800-767-1750, Access Code 29808

Audience: VBA Fleet Managers (All 57 VA Regional Offices)

Duration: 2 Hours

Training Materials: All training materials (including a cover sheet) will be available for download during registration, during the presentation and immediately following the training.

Training Schedule

10:00 – 10:10	Welcome/Introduction	Gayle Brown/Sean Burns
10:10 - 10:30	Regulations: <ul style="list-style-type: none">• Review of draft VA Directive 0637 (VA Vehicle Fleet Management Program) and draft VA Handbook (Vehicle Fleet Management Program Policies and Procedures)• Score Cards• Alterative Fuel Usage	Regina Larrabee

10:30 – 10:45

Review of duties and responsibilities:

Gayle Brown

- VBA Fleet Manager
- Support Services/Administrative Division Chief
- Fleet Management Managers/Coordinators
- Vehicle Operator

10:45 – 11:00

Review of GSA Fleet

Wes Powell

- The Fleet Service Representative
- Maintenance and Accident Control Centers
- GSA Fleet Solutions
- GSA Fleet Drive-Thru
- How to obtain a Motor Vehicle from GSA
- Review of Documentation supplied by GSA
- Acquisition/Utilization and Disposal of GSA Vehicles
- Other resources (recalls, etc)

11:00 – 11:15

Vehicle Operator Training

Gayle Brown and Lisette Montalvo

- Review of Vehicle Operator Paperwork and training tutorial
- Documentation supplied from the Fleet Management Coordinator
- How to Report an accident to VARO management and GSA
- What additional information is needed from Vehicle Operators
- Review of Home-To-Work Responsibilities

11:15 – 11:30

Safety

Regina Larreebee and Wes Powell

- Review of How Recalls are handled at each of the VA Regional Offices
- Discussion on Center for Engineering and Occupational Safety and Health (CEOSH) vehicle recall alert website
- Executive Order on Text Messaging
- Public Law on Seat Belt Use
- Public Law on DUI/DWI – Alcohol and Substance Abuse
- VA Cell Phone Use

11:30 – 11:45

Reporting

Gayle Brown, Regina Larreebee and Wes Powell

- Discussion on saving all documentation (e-mails, paperwork) from vehicle operators and recall information
- Fleet Management Vehicle Registration System (FMVRS) Reporting
- Federal Automotive Statistical Tool (FAST) Reporting
Dates the FAST system will be open for input
Who to contact for help
- Comprehensive Automobile Reporting System (CARS) input and reporting

11:45 – 11:55

Resources

Lisette Montalvo

- How to find fueling stations
- Fast passwords
- Resetting passwords
- CARS user Guide

11:55 – 12:00

Closing

Gayle Brown

VBA Vehicle Fleet Program Training

September 28th /29th, 2010

Welcome and Introductions

Gayle Brown

Introductions

- Mr. Sean Burns (Chief, Administration Division)
- Mr. Wes Powell, Director, General Services Administration (GSA) Director, Fleet Management Division, Federal Acquisition Service, Great Lakes Region
- Ms. Regina Larrabee (VA Office of Asset Enterprise Management)
- Ms. Lisette Montalvo (VA Office of Asset Enterprise Management)

Welcome

Why is Fleet Management Training Important to VA Regional Offices

Mr. Sean Burns
Chief, Administration Division, Veterans
Benefits Administration (20M33)

Regulations and Management Concerns

Regina Larrabee
VA Fleet Manager

Overview of Draft VA Directive* and Handbook*

- Covers:
 - Responsibilities
 - Basics of Fleet Management
 - Who can use a government vehicle
 - Registration requirements
 - Reporting requirements
 - Tips for Reducing Petroleum Consumption
 - Vehicle Acquisition
 - Home to Work Transportation Rules

Overview of Draft VA Directive and Handbook (cont'd)

Responsibilities

- Fleet Managers at all levels
 - ▷ Agency Administration or Staff Office
 - ▷ Region
 - ▷ Facility
- Managing assigned vehicles
 - ▷ Dispatching vehicles
 - ▷ Caring for vehicles, fleet cards & keys
 - ▷ Reporting on usage
 - ▷ Acquisition of vehicles

7

Overview of Draft VA Directive and Handbook (cont'd)

Basics of Fleet Management

- Characteristics of the fleet
- Types of vehicles
- Fuel types
- Utilization criteria
- Vehicle safety

Who can use a government vehicle

- Government employees
- Others

8

Overview of Draft VA Directive and Handbook (cont'd)

Registration requirements

- Attach tags to vehicles in PMVRS
- Check PXC and add vehicle color

Reporting requirements

- FASE (multiple)
- CARS
- Others

Tips for Reducing Petroleum Consumption

- ▷ Vehicle Acquisition
- ▷ Home to Work Transportation Rules

9

OMB Scorecard

TRANSPORTATION MANAGEMENT SCORECARD Department of Veterans Affairs			
TRANSPORTATION MANAGEMENT	CURRENT STATUS		COMMENTS
	Value	PROGRESS	
Sustainability Chief, James G. ... Director of ... Director of ... Director of ...	1.00 1.00 1.00 1.00	1.00 1.00 1.00 1.00	1.00 1.00 1.00 1.00
Low OIG Director, ... Director, ...	1.00 1.00	1.00 1.00	1.00 1.00
Low OIG Director, ... Director, ...	1.00 1.00	1.00 1.00	1.00 1.00

10

OMB Scorecard

Current Score for Status = F (H)

Strong Areas

- Exceeds 70% AWP acquisition requirement

Weak Areas

- Use of Alternative Fuel in non-waivered APVs
 - ▷ ≥ 51% (Yellow) need ≥ 95% for Green
- Reduction in 2005 year-over-year petroleum use
 - ▷ Reduce # of APV Waivers by 5% for yellow; 10% (green)
- Reduction in fleet petroleum use compared with 2005 baseline
 - ▷ ≥ 6% (Yellow) need ≥ 8% for Green

11

Alternative Fuel Usage

Traditional Alternative fuels

- Ethanol mixtures (E85)
- Biodiesel blends (B20 or B100)
- Hydrogen
- Propane/Liquefied Petroleum Gas
- Natural Gas (CNG or LNG)
- Electricity



Non-traditional alternative fuel vehicles

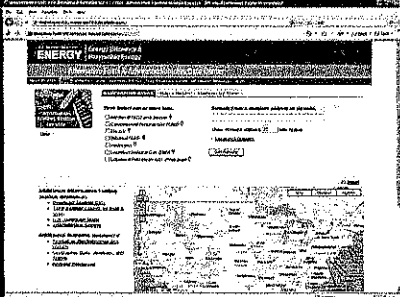
- Fuel cell vehicles
- Hybrid Electric Vehicles
- Advanced lean burn technology vehicles

Alternative fuel must be used in alternative fuel vehicles when available

12

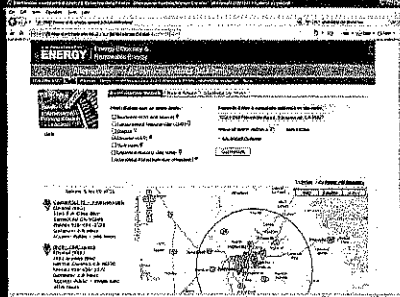
AFDC E85 Station Locator

- <http://www.afdc.energy.gov/afdc/locator/stations/>



AFDC E85 Station Locator

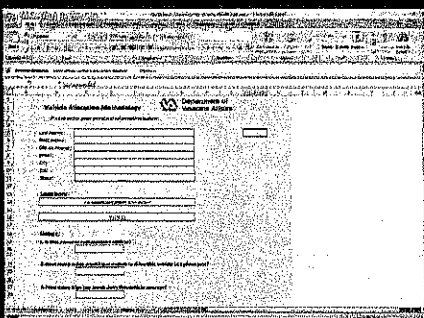
- Sample list: 10365 Old Placerville Road, Sacramento, CA 95827



Acquiring Vehicles

- Leased vehicle through CSA Fleet is preferred acquisition source
- Vehicle Allocation Methodology (VAM)
 - Use VAM tool to determine what vehicle is required for the job
 - Tool is an Excel based program
 - Can be found on CBOSH and OARM websites
- Must order low Green House Gas (GHG) emitting vehicles only
- Networkfleet GPS system
 - Many advantages for reporting and monitoring vehicle use
 - Can be ordered with vehicle through CSA Fleet

Acquiring Vehicles



Low Green House Gas (GHG) Emitting Vehicles

Select the vehicles with the highest EPA GHG emissions score since they produce the fewer amounts of CO₂e emissions.

Type of vehicle	GHG score
Passenger car	7, 8, 9, or 10
Light duty truck, MDVs, and passenger car operating on E85	6, 7, 8, 9, or 10
Light or medium duty truck operating on E85	5, 6, 7, 8, 9, or 10

Note: Vehicle GHG scores may be found at:
www.epa.gov/2200/vehicles (for all vehicle GHG scores) and
www.epa.gov/greenvehicles/FederalFleet.do (for low-GHG vehicles only).

AutoChoice lists GHG scores and miles per gallon of all vehicles.

Review of Fleet Management Positions and Duties and Responsibilities

Gayle Brown
VBA Fleet Manager

Review of Duties and Responsibilities

- VBA Administration Fleet Manager (AFM)- Establish and implement fleet management programs with VBA Central Office and Staff Offices to ensure compliance with directives.
- The AFM's oversee programs, budgets, reviews FAST reporting on acquisitions, provisions, distributions and disposals of vehicle assets to meet Administration requirements at minimum overall cost.

19

Review of Duties and Responsibilities

- Support Services/ Administrative Division Chief - Provides oversight of the Regional Office Fleet Management Program. They provide for the management, and assignment of the Fleet assigned to their VARO.
- Fleet Managers/Coordinators - Serves as the Subject Matter Expert (SME) on any Fleet Management issue. These employees oversee the day-to-day functions of the Regional Office Fleet Management Program.

20

Review of Duties and Responsibilities

- The Fleet Manager carries out an array of duties and responsibilities which is not limited to being:

- Communicator
- Manager
- Financial Analyst
- Public Relations Representative
- Financial Analyst
- Maintenance/Mechanical Expert
- Procurement Specialist
- Used Car Market Analyst
- Trainer

21

Review of Duties and Responsibilities

- Vehicle Operator - An employee who is required to operate a motor vehicle in order to properly carry out assigned duties.
- All Vehicle Operator's are responsible for:
 - Possessing a valid state driver's license and maintaining an excellent driving record.
 - Informing management of any medical conditions that would restrict the individual from driving the vehicle in a safe manner.

22

Review of Duties and Responsibilities

- Performing operator maintenance checks which includes, checking tire pressure, keeping the car interior clean and checking fluid levels.
- Keeping the Fleet Manager up-to-date of any problem areas.
- Completing VA Form 3075, Motor Vehicle Trip Ticket or OI 108, Daily Vehicle Use Record.
- Completing I.M5 Defensive Driving Techniques, Course #NBE 1227222 and any other required driver training as instructed by the Regional Office.
- Reporting all motor vehicle accidents to the local law enforcement agency, their supervisor, Fleet Manager and CSA.

23

Home to Work Responsibilities

Regina Larrabee
VA Fleet Manager

24

Home to Work (Field work)

- Authorization for home to work transportation is made in writing by the Secretary of VA. This function cannot be delegated.
- Approval may be granted for individuals or for categories of employees (i.e. field examiners). In either case, eligibility is based on increased efficiency and economy to the government, not for convenience of the individual.
- Re-certification is required every 2 years.
- If approved for a category of employees, additional action is required. The information on the individuals covered must be documented by memorandum.
- If the authorization is no longer needed by employee is no longer using this benefit, then a written cancellation is required.

Home to Work Additional Info

- Home to work must be closely scrutinized to prevent abuse.
- Authorization for home to work does not mean that it applies to all trips.
 - Home to work transportation is not authorized if the work day begins at the duty location.
 - Home to work transportation may not be used if an employee regularly commutes to a fixed location.
 - Home to work vehicles may not be used for non-official travel.
- Every trip must be documented.
- If the vehicle is not being used for home to work travel, it should be garaged at the duty station.

Home to Work- Reports

- VA shall submit to Congress each initial determination, as well as supplemental information on each situation where a contingency determination is exercised not later than 60 calendar days after approval.
- Fleet managers must maintain logs or other records necessary to verify that any home-to-work transportation was for official purposes.
 - (a) Name and title of employee (or other identification, if confidential) using the vehicle;
 - (b) Name and title of person authorizing use;
 - (c) Date(s) home-to-work transportation used;
 - (d) Location of residence;
 - (f) Duration of each trip; and
 - (g) Circumstances requiring home-to-work transportation.

Review of GSA Fleet

Wes Powell

Director, Fleet Management Division,
Federal Acquisition Service,
Great Lakes Region

GSA Fleet The Vehicle Life Cycle

- September - November
 - Anticipated replacements are identified and passed to VA LIC, and then to you for review
 - Based on age/mileage/available funding
- December
 - Requisitions are prepared after consultation between you and your JSR and forwarded to Fleet CO and then Automotive for review
- January
 - Funding is confirmed
 - Orders sent to the manufacturers

GSA Fleet The Vehicle Life Cycle

- March - May
 - Most vehicles arrive at marshalling locations
 - Marshalling facility contacts you for vehicle swap
 - Within 5 days (delivery available in some locations)
- Marshalling facility provides termination and assignment documentation, credit card
 - Mileage, damage/wear & tear, 2 sets plates, 2 keys, spare tire, credit card....
- March - June and beyond
 - Vehicles sold at public auction (includes internet)
- You enjoy your new vehicle until minimum replacement requirements are met
 - <http://www.gsa.gov/portal/category/21211>

Rules and Regulations

- **Fasten All Occupant Safety Belts** – It's the law and also required by FMV 102-34-260
- **No Smoking** – FMV 101-39-300 prohibits the use of tobacco products in all CSA Fleet Vehicles
- **Executive Order 12513** – Prohibits federal employees from texting behind the wheel while working or while using government vehicles and communications devices
- **EPACT (02 & 05)** – AFVs only use alternate fuel unless waiver has been granted, AFVs 75% of light duty acquisitions
- **EO 13423** – 2% annual reduction in petroleum use FY05 – FY15, Increase alternative fuel use 10% from previous year, use PHEVs when commercially available

31

Rules and Regulations

- **EISA 07** – Acquisition of low GHG vehicles
- **EO 13514** – Sets % reduction targets for Agency GHG emissions, 2 % annual reduction in petroleum use FY05 – FY 20

32

GSA Fleet

- Fleet Service Representative (FSR)
<http://www.gsa.gov/control/category/11311>
- National Maintenance Control Center (MCC)
Toll free 1-866-403-0111 (option 1)
- National Accident Management Center
Toll free 1-866-403-0111 (option 2)
- CSA Fleet Drive Thru
<http://drive.thru.gsa.gov>
- CSA Fleet Solutions
<http://www.gsa.gov/control/category/11311>
- Vehicle Sales
<http://autosolutions.gsa.gov>

33

GSA Fleet Service Representative (FSR)

- An FSR is your primary point of contact with GSA Fleet and is there to serve and assist you with your specific fleet needs.
- All aspects of fleet management, procedures, and processes
 - Advice on the right vehicles to meet your mission requirements and the environmental mandates
 - Ordering replacement vehicles
 - Monitoring use and maintenance of vehicles
 - Facilitating the repair of vehicles

34

GSA Maintenance Control Center (MCC)

- The MCC is responsible for the oversight and authorization of vehicle maintenance and repairs.
- The MCC must pre-authorize any maintenance purchases of \$100.00 and over, all tires and batteries.
- In the event of an emergency you should contact the MCC as soon as possible for authorization of towing and repairs. For after hours emergencies call 1-866-WIX-4GSA (during after hours emergencies the Wright Express Customer Service Representative can authorize up to \$500 for repairs or towing.)

35

GSA Accident Management Center (AMC)

- The AMC should be contacted as soon as possible when a crash or incident occurs, including glass damage. (6:00 am – 7:00 pm CST)
- AMC Technicians assist with the following:
 - Proper accident reporting procedures,
 - Procurement of repairs
 - Towing
 - Rental vehicles
 - 3rd party claims (when POV is at fault)
 - Answering all inquiries regarding crashes

36

GSA Fleet Drive-Thru

- Real time vehicle data
 - CRASH
 - Customer Driven Data
 - GSA Replacement Vehicles
 - Mileage Express
 - Reports Carryout
 - Speed Pay
 - Web Bill
 - Defensive Driving Course
- Vehicle Operator Orientation Videos

GSA Fleet Solutions

- Vehicle Monitoring
- Short Term Rental (STR)
- GORP
- Electronic Toll Collection Systems
- FAST Data Center
- 751 Schedule
- Driver Training
- FedFMS
- CRASH
- Your Fleet Service Representative (FSR)

GSA Vehicle Remarketing

- Vehicles are sold at auction or on line
- GSA employees can't buy, but you can
- Wholesale
- Pay that day
- Visit the web site for search capability across the country
 - <http://autoauctions.gsa.gov>

Defects and Recalls

- VIN specific
- Ford/Chrysler are electronic
- GM paper copies only
- GSA uploads recalls monthly from Ford/Chrysler
 - Forwarded to FSR to pass along to customer
- GM sends paper copies
 - No reliability on where they are sent
- GSA site is under construction, but on hold
 - <http://www.gsa.gov/portal/category/21216>
- DOT, National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation
 - <http://www.ch.nhtsa.dot.gov/cars/problems/recalls/>
- If you suspect your vehicle is part of a recall, take it to a dealer to run the VIN.

Vehicle Operator Training/ Documentation

Gayle Brown
VBA Fleet Manager

Review of Vehicle Operator Paperwork

- Whenever an employee has received any circulars, and training guides/additional information, please make sure that all documentation is kept in a file cabinet.
- Whenever the vehicle operator has any questions and/or concerns, please contact your Fleet Manager. If you are unable to reach your Fleet Manager via telephone, please forward an email. Keep all emails for future use.

Review of Vehicle Operator Paperwork

- All telephone conversations should be documented via a Memo For The Record for your personal use. Also send a copy via email to the Fleet Manager. A file copy should be saved for future reference.

47

Review of Vehicle Operator Paperwork

- Whenever you pick up a CSA vehicle and it does not contain all of the appropriate documentation, please speak with the Fleet Service Representative (FSR) before leaving the dealership.
- If you do not receive copies of the requested documents, please contact your Fleet Manager, via email. The Fleet Manager will follow-up with CSA.
- Please keep all documentation for future use.

48

Review of Training Tutorial Paperwork

- Whenever the vehicle operator has completed LMS Training, a copy of the training certificate should be given to your immediate supervisor and the Fleet Manager.
- Whenever the employee receives any additional training, please forward the following information to the Fleet Manager:
 - Date of Training
 - Vendor
 - Type of Training

49

Review of Training Tutorial Paperwork

- Name of Training
- Number of Credit Hours, Etc.

50

How to Report an Accident to VARO Management

- Whenever the vehicle operator has been involved in an accident, if she/her is able to contact the local police, do so immediately. After the local police has been contacted, you must contact your immediate supervisor and then the Fleet Manager. Please supply the following information when reporting an accident:
 - Date of Accident
 - Date Reported
 - Name of Driver
 - Hours on Duty

51

How to Report an Accident to VARO Management

- Weather Conditions
- Type of Accident
- Vehicle Type (License Plate Number)
- Traffic Violation
- Property Damage
- Vehicle or Object Struck
- Responsibility for Accident
- Failure by Driver

52

What Additional Information is Needed from Vehicle Operators

- If additional information is needed from the Fleet Manager he/she will be in contact with you.

39

Important !

- All employees are responsible for following local, state and federal regulations.
 - Employees need to pay for their own traffic violations.
 - Employees may be liable for accidents that occur when performing duties that are determined not to be within the scope of work.

38

Safety

Regina Larrabee
VA Fleet Manager

39

Safety is Job #1

38

How Vehicle Recalls Are Handled

- Regional Fleet Manager should check NHTSA website on a regular basis.
 - Subscribe to VHA CEOSH automatic alerts.
- If you find a vehicle is recalled, follow the information given.
 - If in doubt, call your local dealer or CSA for advice on making repairs.
- Save all documentation regarding recalls (emails, receipts, etc.)

39

CEOSH Email Notification Subscription Form - Microsoft Internet Explorer provided by Veterans Affairs

http://www.ceosh.vha.gov/VA/CEOSH/subscribe.asp

U.S. DEPARTMENT OF VETERANS AFFAIRS
VHA CENTER FOR ENGINEERING & OCCUPATIONAL SAFETY AND HEALTH

EMAIL NOTIFICATION SUBSCRIPTION FORM

If you would like to be notified when we make content changes to the CEOSH Web site, please fill out the following form and submit it to us.

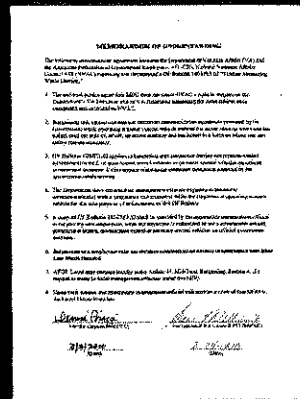
Name: _____ VA Email Address: _____
 (Work email address only) (Work email address only)
 Repeat Email Address: _____

Please select the area(s) of interest for which you would like to receive an Email notification.

Domestic Engineering Environmental Engineering Safety / Industrial Health
 CEOSH Home Page Fire Safety Technical Career Field
 Emergency Management Health and Engineering Veterans
 Energy Management Guidelines Veterans' Compensation
 Environment of Care Occupational Health

"Federal Leadership on Reducing Text Messaging While Driving"

- EXECUTIVE ORDER 13513
- Federal employees shall not engage in text messaging:
 - (a) when driving a GOV or PCV while on official Government business, or
 - (b) when using electronic equipment supplied by the Government while driving at any time.
- Agency needs to place programs and policies and Conduct education, awareness, and other outreach for federal employees about the safety risks associated with texting while driving.
 - OHRM and NVAC issued Memorandum of Understanding, to inform employees of the ban on text messaging.
 - Available on OHRM website.
- These initiatives should encourage voluntary compliance with the agency's text messaging policy while off duty.



Other Responsibilities

- Mandatory use of seatbelts
- Drinking/Drugs are prohibited in Federal Property. Thus nobody should be under the influence of restricted substances.
- Use of cell phone is prohibited per VA policy. Employees need to pull the car to the shoulder or a secure place to use cell phones.

State Text Messaging Bans As of July 14, 2010



Cell Phone State Bans As of September 23, 2010



Reporting Requirements

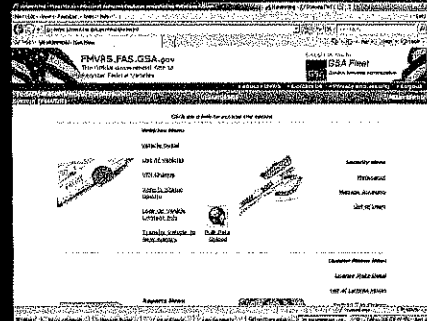
Lisette Montalvo
Asst VA Fleet Manager

FMVRS

- Contains information of all federal vehicles
 - Tags
 - ENR OR uploads the tags
 - Vehicle information including VIN Numbers
 - CSA uploads the Vehicle information
 - PCC Information
 - Fleet Manager needs to verify and/or enter this
- CSA will may match the tag and vehicle, if not Fleet Manager needs to do it
- Law Enforcement Officials will have access to this information.
 - PCC will be notified in case of violation or other serious incident

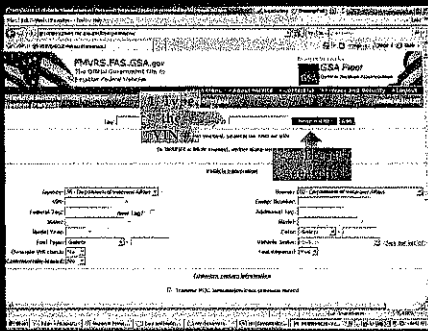
41

FMVRS Main Screen



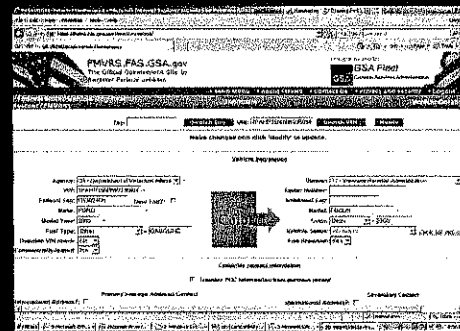
62

FMVRS Main Screen



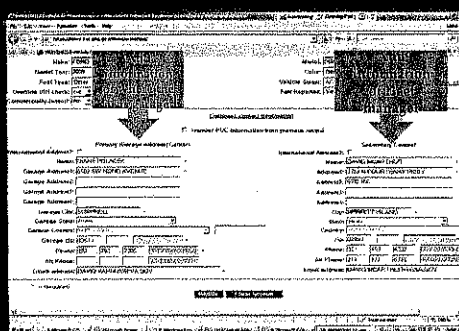
43

FMVRS Main Screen



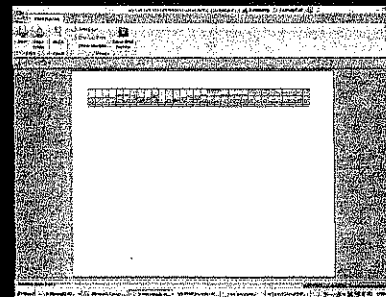
64

FMVRS Main Screen



44

FMVRS Template



66

Federal Automotive Statistical Tool (FAST)

<https://fastweb.inel.gov/index.shtm>

Click on pencil to enter data →

Quality reports are represented by icon with a Q ←

Detail instructions can be found in here ←

Login ID - VA E-mail address password:

If forgot your password call:
 Gayle Brown at 202-461-9765
 Yvette McCargo at 202-461-9770
 Lisette Montalvo at 202-461-7786

FAST

Click on pencil to enter data →

Quality reports are represented by icon with a Q ←

Detail instructions can be found in here ←

FAST

1. Add fleet manager information →

2. Once the heading is completed press save report ←

FAST

October data call:
 1. Inventory
 2. Acquisitions
 3. Disposals

Inventory

1) State - refers to where the car is located.

2) Vehicle type - select from the list.

3) Fuel type - select from the list.

4) Leased GSA - add number of vehicles.

5) Action - add.

6) Scroll down to the comments section and Add comments for increases or decreases.

7) Even add and start again to add other vehicle types until completing inventory.

8) Once your inventory is completed press save and return.

Acquisitions

1) Identify vehicles that are exempt under the Energy Policy Act of 1992.

2) Vehicle type - select from the list.

3) Fuel type - select from the list.

4) Leased GSA - add number of vehicles.

5) Action - add.

6) Scroll down to the comments section and Add comments for increases or decreases.

7) Press add and start to add other vehicle types until completing inventory.

8) Once your inventory is completed press save and return.

FAST

Add information related to the B20 and B100 consumption/anticipated for FY 2011

Note: Once you complete this part use your fleet management plan for anticipated vehicle acquisitions for FY 2011. Repeat the process for FY 2012.

FAST Disposals

Use your fleet management plan for anticipated vehicle disposals

Note: This page is only for vehicle transfers and disposals. Renewing a GSA lease does not constitute a disposal. Please add a note stating reason to dispose of vehicle or no disposals at this time.

FAST Fuel Consumption by Fuel type

Use your fuel consumption reports to update this information

Year	Gasoline	Diesel	Other
2008	1000	500	200
2009	1200	600	250
2010	1100	550	220
2011	1300	650	280

FAST- Data Quality Reports

Data Quality report provides an overview of your data input.

Please review before completing the

Year	Gasoline	Diesel	Other
2008	1000	500	200
2009	1200	600	250
2010	1100	550	220
2011	1300	650	280

CARS

- Comprehensive Automobile Reporting System
 - Is a vehicle management information system
 - Contains all data related to your vehicles
 - Provides utilization reports among others.
- You are responsible for entering/maintaining information in CARS.

CARS

To access CARS please complete the registration form at this link

Comprehensive Automobile Reporting System

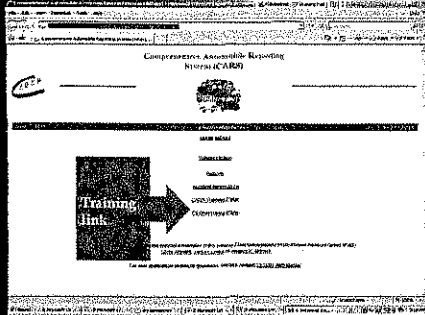
Welcome to CARS, it's a fast and convenient way to enter vehicle and vehicle utilization data into the system. This system is designed to help you manage your fleet more effectively.

Categories:

- Gasoline
- Diesel
- Other

CARS

<http://www.eosh.med.va.gov/applications/fleetmgmt/index.asp>



Resources

Lisette Montalvo
Asst VA Fleet Manager

Resources

- EOSH: <http://www.eosh.med.va.gov/>
- Federal Energy Management Program: http://www.fedenergymgmt.gov/comp/program/collect_mnmgmt.htm
- National Highway Traffic Safety Administration: <http://www.nhtsa.dot.gov/cars/problems/sec08b/>
- OTRM Website: http://www.va.gov/AM/doi/AFGE_MOU_Text_Messaging_While_Driving.pdf
- Alternative Fuel Station locator: <http://www.afc.energy.gov/afclocator/stations/>

In closing...

Acknowledgements

Thanks to the following employees who assisted with the Fleet Management Training.

- Mr. Wes Powell, General Services Administration (GSA, Director, Fleet Management Division, Federal Acquisition Services, Great Lakes Region)
- Ms. Regina Larrabee (VA Office of Asset Enterprise Management)
- Ms. Lisette Montalvo (VA Office of Asset Enterprise Management)
- Mr. Harold Blackwell (VBA Employee Development and Training)
- Mr. John Adams, Employee Education System (EES)
- Mr. Arval Cugdill, Employee Education System (EES)
- Mr. Melvin Daley (Chief, Media Services/Design Section)
- Ms. Priscilla Kates (Media Services/Photography Section)
- Mr. Anthony Keith (Administration/Fleet Management Division)
- Mr. John Jewler (Administration/Fleet Management Division)

Thank you

Thank you for attending the VBA Fleet Management Training on today.

We certainly hope that the training met your needs. In addition, we hope that the length of time was appropriate and the course materials were informative.

Questionnaire

Your feedback is very important to us. Please answer the following questions and forward your responses via email to Mrs. Gayle Brown by COB today.

- 1) What did you enjoy about the training?
- 2) What did you dislike about the training?
- 3) What other Fleet Management topics would you like the Fleet Management Team to cover?
- 4) Can you think of anyone who could use the Fleet Management Training?
- 5) On a scale from 1 (lowest) to 5 (highest), how would you rate the Fleet Management Training Course today?

32

Thank You



33