



To: GSA

Subject: Fleet Assistance Team



RP Automotive is proud to inform you that we offer specialized Fleet Assistance Managers to assist with vehicles concerns. The goal is to expedite assistance and reduce customer inconvenience by assigning a Fleet Assistance Manager to oversee specific concerns.

- Technical Assistance
- Dealer Relations Issues
- Delivery Issues/Concerns
- Parts Questions
- General Information Requests
- Customer Assistance

The Fleet Assistance Request process will allow you to directly email a designated Fleet Assistance Manager who will research concerns and provide a response to you within 1 business day. Our Fleet Assistance Managers are available as an additional resource and are specifically trained to help resolve issues that are unique to your fleet business. For your convenience, they are available from 6:30 am to 4 pm PST Monday through Friday. RP Automotive Fleet Assistance Team can be reached at (626) 384-3617 or fleetassistance@socalpenske.com

Technical Assistance Request Process

When technical assistance is needed, please follow the following steps for assistance:

Step 1: Call or email the assistance team to provide information pertaining to the vehicle identification and the problem that exists. **A Case Number will be provided so that all parties can track the handling and resolution of the issue.**

Step 2: A Fleet Case Manager will create an Inquiry Request and will research your concern with the dealer and provide a response to you within 1 business day.

If additional technical or parts assistance is needed, the Fleet Assistance Manager will assign the Inquiry Request to the appropriate department for handling and resolution. The Fleet Case Manager will provide updates to you as new information becomes available.

Thank you for allowing us the opportunity to service you better!
RP Automotive

