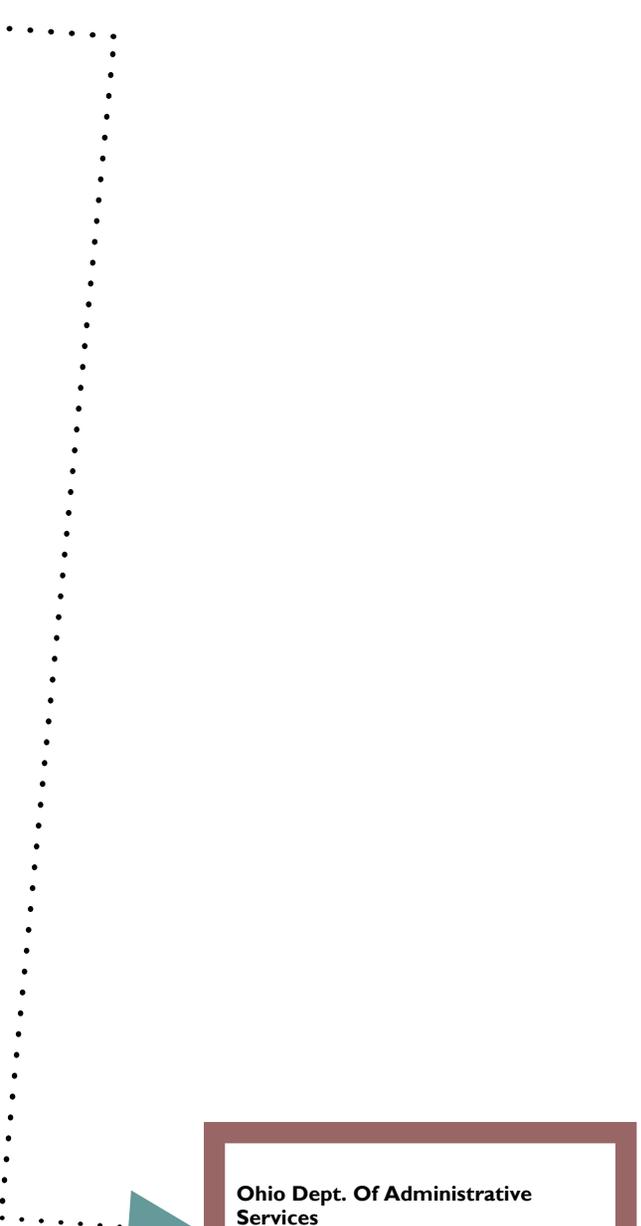


**Proper
Maintenance
is Key**

Proper vehicle maintenance will help to extend the life of your vehicle. The DAS Office of Fleet Management is committed to helping you properly maintain your lease vehicle. Using this policy you'll know when and how to have your lease vehicle serviced. As always, any questions you may have should be directed to the DAS Fleet Manager at 800-686-1521.



**Ohio Dept. Of Administrative
Services
4200 Surface Rd.
Cols., OH 43228
Phone: 614-466-6607
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State of Ohio - DAS

**Vehicle
Maintenance
Policy**

Tel: 800-686-1521



Maintaining Lease Vehicles

Policy: All vehicles should be maintained according to the guidelines set forth by the DAS Office of Fleet Management. Customer agencies leasing vehicles from the Office of Fleet Management are responsible for obtaining necessary maintenance.

Procedure: The following vehicle maintenance guidelines should be followed unless specified by the DAS fleet manager.

Service Requirements:

⇒ Lube, Oil & Filter

Chrysler & Dodge

Service should be conducted every 5,000 miles for Chrysler and Dodge products. Should an electronic indicator signal that an oil change is due earlier, the service should be performed at that time.

Other Manufacturers

Service is to be performed every 6 months or 6,000 miles, whichever occurs first. Should an electronic indicator signal that an oil change is due earlier, the service should be performed at that time.

⇒ Other Services

- The manufacturer's recommended maintenance schedule should be followed for all other preventive maintenance items.
- Obtain a yearly safety inspection
- Light bulbs and fuses should be replaced upon failure
- Warranty repairs should be obtained at the manufacturer's dealership. Operators should not pay for repairs that are covered under warranty

Common services that require fleet manager approval:

- **Wheel Alignments**

- **Battery Treatments**
- **Fuel System Treatments**
- **Cabin Filters**
- **Power Steering Fluid Exchanges**
- **Tune-ups**
- **Windshield & Glass Service**

Payment Authorization / Documentation

The Voyager card should be used for maintenance and repair whenever possible. Voyager will authorize the service if it is under \$300.00 and the service is not one of the items requiring fleet manager approval. Otherwise a Voyager customer service representative will contact the DAS fleet manager for approval.

A delivery receipt for maintenance and repair charges must be submitted to the DAS Fleet Manager immediately after the service is completed.

Vendor Payment Procedures

With the exception of Goodyear, all vendors **must** call Voyager Tele Trans at 866-842-5608 for an authorization code.

Tires must be purchased at a contract vendor and can NOT be paid for with the Voyager card.

The majority of the current State of Ohio fleet vendors accept the Voyager card. However, if an operator encounters a vendor who does not accept the Voyager card, contact the DAS fleet manager for assistance. During non business hours, have the vendor contact Voyager Tele Trans at 866-842-5608 to become an accepting vendor.

Vehicle Breakdowns While Traveling

The National Automobile Club (NAC) is available for State of Ohio Voyager account holders. NAC provides statewide emergency roadside assistance 24 hours a day, 7 days a week. NAC services include lock-outs, jump starts, tire service, and towing. The vendor serves the State of Ohio with operating parameters established by the DAS Office of Fleet Management. A Voyager card must be in the caller's possession.

NAC Phone Number—1-800-934-6521

If a breakdown occurs during non business hours, contact NAC to tow the vehicle to the nearest automotive facility and contact the DAS fleet manager at the beginning of the next business day.

Vehicle Breakdowns When Not Traveling

During business hours contact the DAS fleet manager. The DAS fleet manager will arrange towing services. During non business hours, contact NAC to tow the vehicle to the nearest automotive facility. Contact the DAS fleet manager at the beginning of the next business day.

Glass Repair

Call the DAS fleet manager. DAS typically receives over 60% off of replacement glass list price. The commonly used vendor (Safelite Auto Glass) accepts the Voyager card and has statewide operations.

Accident Repairs

Contact the DAS fleet manager. Repairs of collision damage usually require 3 estimates. The fleet manager will provide vendor names where the operator should obtain the estimates, or arrange for an appraisal service. Collision damage should NOT be charged to the Voyager card.

Miscellaneous Maintenance

Car Washes are authorized at the following intervals:

- During winter months—once per week
- During summer months—once every 2 weeks
- Interior cleanings during an authorized car wash—2 per year

Car washes should be obtained with the Voyager card at an accepting location, typically a retail fueling station.

Windshield wiper blades should last at least 2 years. Streaking of windshields caused by useful wiper blades is often remedied by wiping off the blade with a paper towel soaked in washer fluid. Blades that need to be replaced can be obtained with the Voyager card from a Voyager accepting retail fueling station or during scheduled maintenance.

One (1) ice scraper per year can be obtained on the Voyager card at an accepting retail fueling station.

Contacts:

DAS Fleet Manager

800-686-1521