

## Department of Administrative Services - Office of Fleet Management Vehicle Maintenance Policy

### Policy:

All vehicles should be maintained according to the guidelines set forth by DAS Office of Fleet Management (OFM). All Agencies, Boards and Commissions in the OFM managed fleet program are responsible for obtaining necessary maintenance.

### Procedure:

The following vehicle maintenance guidelines should be followed unless specified by the DAS Fleet Manager. The state fleet card shall be used to purchase fuel, vehicle maintenance and service-related items on all state-owned motor vehicles.

### Service Requirements

- Oil Changes should be completed every 6 months or 6,000 miles (5000 miles for Dodge vehicles only), whichever comes first. Should the oil change indicator signal it is due earlier, the service should be performed at that time.
- For all other maintenance items follow the manufacturer's recommended maintenance schedule apart from items requiring Fleet manager approval. See the list below.
- 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.

Repairs that exceed \$300.00 or include any of the items listed below require DAS Fleet Manager Approval prior to the work being performed. Please have the vendor call the Office of Fleet Management at 1-800-686-1521, and fax or email and estimate to 614-752-8883 or [dasfleet@das.ohio.gov](mailto:dasfleet@das.ohio.gov)

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|--------------------------|----------------------------------|
| ○ Wheel Alignments       | ○ Cabin Filters                  |
| ○ Brake Fluid Exchanges  | ○ Power Steering Fluid Exchanges |
| ○ Battery Treatments     | ○ Tune-Ups                       |
| ○ Fuel System Treatments | ○ Windshield                     |

### Vendor Payment Procedures

For vendors that process transactions through Voyager using TeleTrans, the TeleTrans Processing Instructions are outlined in Appendix #3 for vendors to review if necessary.

For all transactions, the vendor must provide an invoice, receipt or work order. The driver must retain all invoices, receipts and work orders to submit with the monthly vehicle reconciliation packet.

### Vehicle Breakdowns

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 lockouts, 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 – 1-800-894-6060**

In the event of a breakdown during business hours, managed agencies must contact the DAS fleet manager at 1-800-686-1521, self-managed agencies must contact their 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 1-800-686-1521 at the beginning of the next business day. Drivers should contact their supervisor to arrange for alternate transportation while repairs are completed.

### **Glass Repair**

The commonly used vendor, Safelite Auto Glass, offers services throughout the state. An account has been established with Safelite Auto Glass (Account number 456600) and is to be used in conjunction with the Voyager card. To maintain quality service and pricing, DAS uses a “piggy-back clause” with glass vendors that bid on large government contracts but is not a declared party of any glass contract. For further instructions on using Safelite please to Appendix #4.

### **Accident Repairs**

Contact the DAS fleet manager at 1-800-686-1521. Repairs of collision damage require 2-3 estimates. The fleet manager will provide vendor names where the operator should obtain the estimates or arrange for an appraisal service.

### **Miscellaneous Maintenance**

It is the responsibility of the driver to maintain the interior and exterior appearance of the vehicle. All trash should be discarded from the interior of the vehicle immediately.

Car washes are authorized at the following intervals:

- During winter months – once per week.
- During summer months – once every 2 weeks.
- Interior vacuum and wipe-downs during an authorized car wash – 2 per year.
- Extensive Car Details are not approved.

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 dirty wiper blades, is often remedied by wiping off the blade with a paper towel soaked in washer fluid. Blades that need 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.

<b>Contacts:</b> DAS Fleet Manager	Voyager TeleTrans
1-800-686-1521	1-800-987-6591