1. COMPLIANCE

1.1. Agencies utilizing their own vehicles shall adhere to agency established maintenance schedule. Agencies utilizing vehicles leased or rented from FMD shall adhere to this policy.

1.2. Within 25 miles of FMD Maintenance Facility

1.2.1. If the Fleet-owned vehicle is stationed, or regularly on business travels within 25 miles of the state vehicle maintenance facility, service **shall** be performed in FMD Maintenance Facility:

1.2.2. OMES-Fleet Management Division (FMD)
317 NE 31st Street, Suite A, Oklahoma City, OK 73105-4003 (map)
Email: fmd.service@omes.ok.gov, Phone: (405) 521-2206; Fax: (405) 525-2682;
http://www.ok.gov/DCS/Fleet_Management/FM_Vehicle_Service/index.html

1.3. Beyond 25 miles of FMD Maintenance Facility

1.3.1. Drives that are not stationed in the OKC metro, but do come to the city on a scheduled basis or have a trip planned are **required** to schedule services with FMD at that time of travel.
Please email or contact FMD (see 1.2.2).

1.3.2. Drives that are not stationed in the OKC metro and are not able to come to FMD Maintenance Facility or not expecting to travel to OKC in a foreseeable future, service shall be obtained from a local vendor according to the criteria:

1.3.2.1. Obtain a garage estimate for the service to be performed prior to commencement of work:

- **ALL** repairs, and services, parts and accessories acquisitions must be pre-approved by FMD Service (see 1.2.2 above).
Note: Authorization by FMD shall be obtained prior to commencement of the work. Unnecessary or unapproved services will be billed to agencies;
- Driver and /or Agency Fleet Administrator are required to inform the clerk or service provider at the time of purchase or service that all charges are exempt from sales tax.
(A copy of the Sales Tax Exemption letter is in the glove box. The Sales Tax Exemption number is printed on the face of the Fleet Card.)

1.3.2.2. Use local vendors / dealers:

- OSU Transportation Services
2024 West Farm Road, Stillwater, OK 74078-2060 (map)
Phone: (405) 744-7945; Fax: (405) 744-7948
http://osuts.okstate.edu/
- Vendors listed on Statewide Contract 767.
- If a local vendor is not listed on SW767, determine which local vendor(s) is willing to accept the current State Fleet Card provided with the vehicle;

1.3.2.3. **All invoices** (service detail and copy of receipt) for Fleet-owned vehicles shall be submitted to the Fleet Management Division via email, fax, mail or personal delivery (see 1.2.2 above).

1.3.3. If the vehicle is due for "C" maintenance, service shall be performed by the Fleet Management Division.

2. VEHICLE MAINTENANCE SCHEDULE

2.1. Vehicles 2012 year model and older (excluding 2012 Honda Civic)

2.1.1. "A" maintenance – 5,000 vehicle miles interval;

2.1.2. "B" maintenance – 20,000 vehicle miles interval;

2.1.3. "C" maintenance – 60,000 vehicle miles interval.

2.2. Vehicles 2013 year model and newer (including 2012 Honda Civic)

2.2.1. Most if not all vehicles are equipped with oil life or change indicators (service minders), observe oil change intervals when service message appears on the display (see examples below);

2.2.1.1. Driving on semi or full synthetic oil enables oil change intervals at about **7,500,** some models with highway driving (i.e. Honda Civic 2012 and newer) even up to and 10,000 miles;

2.2.1.2. Do not exceed **10,000** miles or **1 year** w/o A-maintenance;

2.2.2. The **condition** for oil life or change indicators (service minders) to provide most reliable due service notices is driving on semi or full synthetic oil

2.2.2.1. Fleet Management Service provides quality oils and filters that comply with the manufacturer's specifications, which contributes to maintaining warranties on vehicles;

2.2.2.2. See owner's manual or contact Fleet Management, fmd.service@omes.ok.gov or 405-521-2204).

RAM/Caravan (5w30 / 5w20)



Honda Civic (0w20)



Ford Focus, Escape, Fusion (5w20)



Chevy Equinox (5w30 / 5w20)



Chevy Impala (5w30 / 5w20)



3. MAINTENANCE REQUIREMENTS

3.1. "A" Maintenance Requirements (at 5,000 mile / 1 year intervals)

- Change oil and filter;
- Chassis lubrication;
- Check all fluid levels, which include:
  - Power steering;
  - Master cylinder;
  - Transmission fluid;
  - Windshield washer;
  - Battery; and Radiator coolant.
- Check tire condition and pressure;
  - Rotate and balance (if necessary); and,
  - Check spare.
- Check for proper operation of the following:
  - Windshield wiper and washer;
  - All lights and reflectors;
  - Horn;
  - Heater and air conditioner;
  - Emergency brake;
  - Radio.
- Check for fluid leaks.

3.2. "B" Maintenance Requirements ("A" Maintenance, plus the following at 20,000 mile intervals)

- Check and replace air and fuel filters, if necessary;
- Replace P.C.V. valve, if necessary;
- Clean and protect battery terminal ends;
- Check brakes;
- Check shocks;
- Check front wheel bearing on rear drive vehicles; and,
- Check drive axle boots on front drive vehicles,
- Drain and check CNG fuel filter(s), if necessary (bi-fuel and dedicated CNG vehicles only).
  Note: CNG fuel filter(s) are to be replaced no sooner than at 30,000 miles interval

3.3. "C" Maintenance Requirements ("A" and "B" Maintenances, plus the following at 60,000 mile intervals)

- Replace all belts and hoses, if necessary (no hoses replacement, if vehicle has extended life coolant);
- Service transmission; and,
- Complete detail clean (w/o engine clean).
- NOTE:
  - "C" Maintenance is performed by the Fleet Management Division only;
  - No transmission service and complete detail clean, if "C" Maintenance was performed at 50,000 miles.

4. COURTESY (LOANER) VEHICLES

- A loaner vehicle is provided only to Fleet lease customers bringing a vehicle for service at the Fleet Management Service Center. Otherwise, a driver is responsible for transportation accommodations.
- Customers whose cars require major repairs, or when replacement parts delivery takes more than a business day receive priority consideration.
- A loaner vehicle is provided based on availability of vehicles.
- There is a per mile charge for fuel on all loaners. The charge will be billed to an agency along with the monthly invoice.

APPENDIX: CNG SERVICE DEALERS

NOTE: services on FMD vehicles must be <u>preauthorized</u> by FMD – see 1.2

Honda Civic CNG

• Eskridge Honda	OKC	(405) 631-4444
• Don Carlton Honda	Tulsa	(918) 622-3636 (see: Cathy Kozemczak)
• Joe Marina Honda	Tulsa	(918) 491-0116
• Fowler Honda	Norman	(866) 979-4982
• Honda of Bartlesville	Bartlesville	(918) 333-3333
• Frank Kent Honda	Fr. Worth, TX	(800) 952-5613
• Lute Riley Honda	Richardson, TX	(866) 799-4700
• Rusty Wallace Honda	Dallas, TX	(800) 409-8249

RAM 2500 CNG

• Chaprell Chry-Dodge-Jeep LLC	Ada	(888) 460-7557
• Carter County Dodge-Chry-Jeep LLC	Ardmore	(888) 608-8097
• Frontier Motor Co	El Reno	(888) 810-8408
• Doug Gray Chrysler Dodge Jeep Inc	Elk City	(888) 251-2924
• John Vance Motors Inc	Guthrie	(888) 758-7382
• Johnsons of Kingfisher		(888) 927-7480
• Lawton Chrysler Jeep Dodge By Billaltstatt		(888) 697-6151
• David Stanley Dodge LLC	MWC	(405) 737-3700
• Norman Chrysler Jeep Dodge	Norman	(888) 379-1842
• Bob Howard Chrysler Jeep Dodge	OKC	(888) 765-7024
• Bob Moore Dodge Chrysler Jeep, Inc	OKC	(877) 399-1454
• Fowler's I-240 Chrysler Jeep Dodge	OKC	(888) 853-4789
• Automax Dodge-Chry-Jeep LLC	Shawnee	(866) 413-4689
• Barry Sanders Supercenter	Stillwater	(888) 434-9217
• Chris Nikel Chrysler Jeep Dodge	Tulsa	(866) 263-5159
• Bob Moore Chrysler Dodge Jeep Ram	Tulsa	(866) 652-1279
• Cummins Chrysler	Weatherford	(866) 463-4607
• Irwin Auto Company	Woodward	(877) 205-1428