



U.S. General Services Administration

Maintaining and Repairing Your GSA Fleet Vehicle

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Maintenance and Accident Branch

FedFleet 2017



GSA Fleet Value Proposition



Right Vehicle



Right Price



Great Service

and the data required to effectively and efficiently manage a fleet.

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Customer Role in Vehicle Repair

- Inspect vehicle:
 - Check engine oil level and tire pressure regularly
 - Look for fluid leaks, tire wear, and exterior damage
- When repairs are required:
 - Contact the AMC, MCC, or FSR for guidance
 - Only the AMC/MCC can authorize a repair and approve payment
- When repairs are complete:
 - Verify quality of repairs, if concerned call the AMC, MCC, or FSR
 - Agency may be billed for poor quality repairs at turn-in

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Maintenance Control Center (MCC)

- Hours of Operation:

- Continental US: Monday through Friday, 7:00 a.m. to 8:00 p.m. Eastern Time
- Puerto Rico: Monday - Friday from 7:30 a.m. to 4:00 p.m. Eastern Time

- Contact Information:

- Continental US: (866) 400-0411, Option 1
- Puerto Rico: (787) 749-4344 or (787) 749-4345; extensions 225 and 226

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Accident Management Center (AMC)

- Hours of Operation: 7:00 a.m. to 7:00 p.m. Eastern
- Contact Information:
 - Eastern and Central Time Zones, excluding Iowa, Kansas, Missouri and Nebraska:
 - 1 (866) 400-0411 – Option #2, then #2
 - atl.amc@gsa.gov
 - Mountain and Pacific Time Zones, as well as Iowa, Kansas, Missouri and Nebraska:
 - 1 (866) 400-0411 – Option #2, then #3
 - kc.amc@gsa.gov

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After Hours Coverage

- Partnership between WEX and GSA Fleet
- WEX coordinates lost GSA Fleet card, vendor payment, and emergency repair services, etc.
- After hour repair authorizations
 - Handled by WEX up to \$500
 - GSA Fleet personnel on standby to approve costlier repairs

Customer Support Available 24/7

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Servicing Your Vehicle

- Preferred Vendor
 - Help save taxpayer \$... contact MCC/AMC before going to vendor
 - GSA Fleet uses local qualified repair shops that provide favorable pricing and are familiar with GSA Fleet procedures
- National Vendor Agreements (NVA)
 - Provides standard pricing for vehicle repair services
 - National consistency in services performed
 - GSA Fleet has NVAs with 20 major vendors

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Servicing Your Vehicle Cont.

- Major Repairs i.e engine, transmission
 - Contact FSR before going to vendor
 - Vendor must be SAM registered with no delinquent federal debt
- Carry-out parts (wiper blades, light bulb, etc...)
 - Cannot be purchased with GSA Fleet card
 - Can be purchased by MCC: Parts must be installed on vehicle by retailer

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Roadside Assistance

- Manufacturers offer roadside assistance for vehicles under warranty, includes emergency towing; flat tire changing; and lock-out service.
- Services can vary by manufacturer
 - Refer to your vehicle owner's manual for specific terms
 - Phone numbers are in the “Guide to Your Vehicle”
- If vehicle is not under warranty
 - During business hours: Contact GSA Fleet
 - After Hours: Use toll-free number listed on the GSA Fleet Card

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Preventive Maintenance

- Follow OLS if equipped, or PM notice if you receive one
- Synthetic Oil vs Conventional Oil
 - GSA Fleet prefers conventional oils and re-refined oils
 - Dexos, synthetic oils/blends are not authorized unless comparably priced
 - Tiers: re-refined oil, conventional oil, or synthetic
- Engine hours vs. driven mileage: 1 hour of idling = 25 driven miles
 - Light duty vehicles should follow OLS
 - Heavy duty vehicles should follow miles or the engine hour meter

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Vehicle Tires

- Standards for replacement: 2/32" or 4/32"
- Expectation at least 32K miles per tire
- Check tires monthly
- TPMS is not a fail safe check your tires
- No spare tires? Inflator kits or roadside assistance
- Tire upgrades talk to FSR

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After Market Equipment

- Anything over \$1K that GSA buys will be capitalized and a monthly rate applied
- Maintenance Policy
 - If GSA Fleet owns the equipment, we fix it
 - If agency owns it, the agency fixes it
- GSA Fleet no longer does aftermarket LE Upfits
 - Agency must chose one of the OEM LE upfit packages, or
 - Agency can still upfit vehicles themselves (with GSA Fleet approval)

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Vehicle Recalls

- Actionable Safety Recalls
 - When GSA Fleet receives safety recall notifications, we promptly notify the respective customer(s)
 - Once the recall is actionable, it is your responsibility to contact the dealer as soon as possible to schedule an appointment
 - FSR will follow up on recalls and will ask that you have open recalls repaired prior to turning in a vehicle
- Non-Actionable Recalls:
 - Safety recalls for which remedy or parts are not available
 - GSA Fleet will update our notification when the recall becomes actionable

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GSA Fleet2Go (Mobile App)

Search Vendors for nearby Maintenance and Repair Services

Recall Reminders, and PM Due dates

Locate Alternative Fuel



Roadside Assistance Information

Call FSR with a Touch of a Button

Accident Protocols

- Available for Android and iOS

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Questions?

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