



GSA Federal Supply Service

U.S. Government Tag Number

## FLEET MANAGEMENT CENTER

Address

Hours of Operation

Telephone Numbers

After Hours Emergency Number  
1-800-621-3588

Maintenance Control Center  
Call 1-888-622-6344

Accident Management Center  
Call 1-800-325-2958

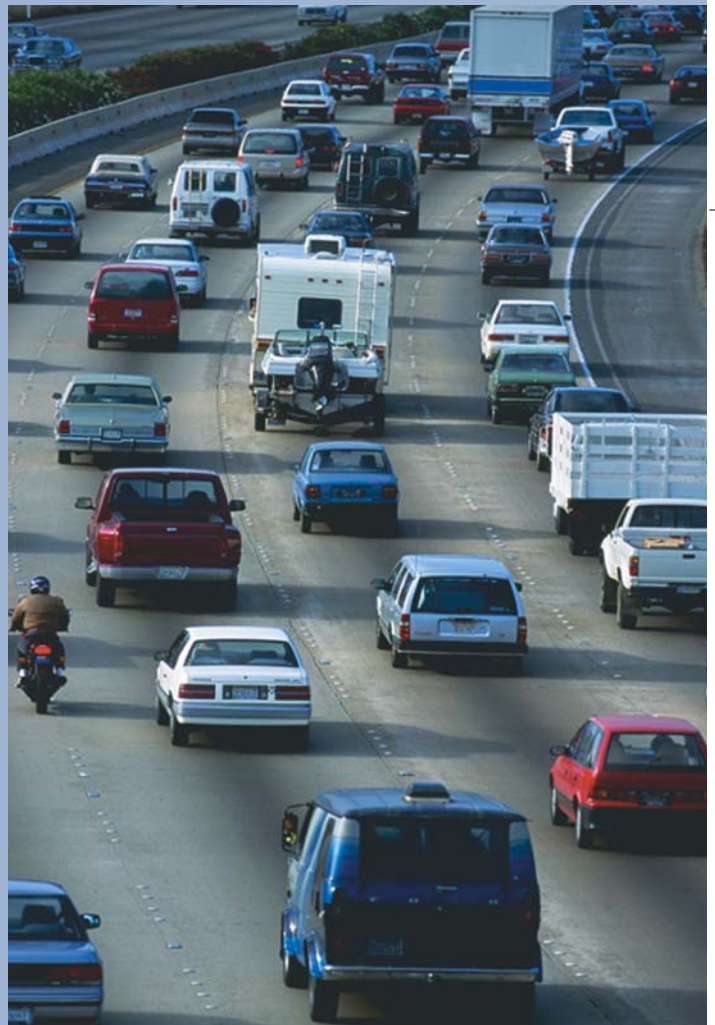


**BUCKLE UP – IT'S THE LAW!**

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# A Guide To Your GSA Fleet Vehicle

2002



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## TO THE OPERATOR

# W

e're pleased you chose us to meet your transportation requirements. GSA Fleet has one of the largest non-tactical fleets in the Federal Government and currently serves 75 Federal agencies on a cost reimbursable basis.

Our goal is to satisfy your transportation needs by providing the best fleet services in the business at the lowest possible cost. Because we serve you on a cost reimbursable basis, you play an important role in helping us keep our promise to you. Please read this guide so you're familiar with the role you play in maintaining a prime fleet and keeping costs down.

**(The plan is simple—the lower our costs, the lower your monthly rates!)**

There is an owner's manual provided by the manufacturer located in the glove compartment or console. This manual provides more detailed information on the care and servicing specific to your vehicle.

### THINGS YOU CAN DO TO HELP MINIMIZE COSTS

- Be a safe driver! Accidents are costly and often result in human tragedy. (Please read the safety section in this Guide on pages 6-7.)
- Practice good preventive maintenance. GSA Fleet preventive maintenance vendors are close at hand, and procedures are explained within this Guide.
- Purchase regular unleaded self-service gasoline from service stations offering the lowest price. See Fuel Purchases Section for exceptions.

- Select fuel-efficient routes. Constantly having to speed up and slow down for intersections or speed limits burns more fuel.
- Plan ahead for all trips to avoid unnecessary use of the vehicle.
- Keep your tires properly inflated. Improperly inflated tires will create a safety hazard. Under-inflated tires increase fuel consumption as well.



## GSA FLEET TRANSPORTATION CENTERS

GSA Fleet has a nationwide network of Fleet Management Centers (FMCs), a national Maintenance Control Center (MCC), and a national Accident Management Center (AMC). These centers all have specific jobs to do, jobs that keep your vehicle in top running condition. Because we're setup with nationwide support, you can always count on us to maintain each vehicle in prime condition.

### FLEET MANAGEMENT CENTERS (FMCs)

GSA Fleet has a network of FMCs located throughout the United States, Puerto Rico, and Germany. They assign vehicles and provide day-to-day fleet management services. Some examples of these services include:

- monitoring use and maintenance of vehicles
- ordering replacement vehicles
- arranging for remarketing of used vehicles
- arranging for customer pick-up of replacement vehicles

The FMC servicing your vehicle is identified on the front cover of this guide.

*Note: GSA FMCs assign vehicles on a long-term basis only. Federal travelers on temporary duty who need short-term rental should contact the U.S. Government Car Rental Program. This program is a vehicle rental partnership agreement between the Military Traffic Management Command (MTMC) and commercial car rental companies. Visit the MTMC website at [www.mtmc.army.mil](http://www.mtmc.army.mil) for complete detailed information on their U.S. Government Car Rental Program.*

### MAINTENANCE CONTROL CENTER (MCC)

Our MCC is responsible for the oversight and authorization of vehicle maintenance and repair. Our trained service technicians maintain



complete computerized vehicle history records. A trained professional who has complete knowledge of your vehicle is easily accessible by phone.

Contact a Maintenance Control Technician for repair authorizations or information on vehicle maintenance and service by calling the toll free MCC number at 1-888-622-6344. *(Note: The MCC must pre-authorize any maintenance purchases over \$100.00 and tires, batteries or glass regardless of cost.)*

### ACCIDENT MANAGEMENT CENTER (AMC)

A national Accident Management Center (AMC) also supports GSA Fleet customers. The AMC has technicians trained in vehicle body damage repair, rental cars, towing and accident reporting policy. These technicians are assigned specific geographic areas to provide better service. The AMC's job is to administer accident-reporting procedures, procure repairs, process necessary documentation, bill the party at fault, and answer customer inquires regarding accidents. To reach the AMC call 1-800-325-2958.

**Proper care & maintenance maximizes the serviceable life of GSA Fleet vehicles!**

## YOUR RESPONSIBILITIES AS A GSA FLEET VEHICLE OPERATOR



### SAFE DRIVING – RESPONSIBILITY NUMBER ONE

As the vehicle operator, it's your responsibility to drive safely and sensibly to avoid accidents. Read the following guidelines and safety reminders for your welfare, and that of your passengers and other drivers.

#### Fasten All Occupant Safety Belts –

This is the law; it is also required by FMPR 101-39.300(c) and Executive Order 13043. According to the National Highway Traffic Safety Administration (NHTSA), 123,213 lives were saved in 1999 by the use of safety belts in passenger vehicles. Almost half of all passenger vehicle fatalities are caused by total ejection of the passengers. Safety belts prevent total ejection and save lives in accidents.



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#### No Smoking or Tobacco Products –

Federal Regulations [specifically–FPMR 101-39.300(D)] prohibit the use of tobacco products in all GSA Fleet vehicles.

#### No Alcohol or Mind-Altering Substances –

According to 2001 NHTSA data, someone in the United States dies due to an alcohol related crash every 33 seconds. Alcohol is the single greatest factor in motor vehicle deaths and injuries and accounts for 38% of all fatal crashes. Many States and the District of Columbia have enacted strict laws and penalties for driving under the influence or while impaired. You are accountable for driving responsibly and obeying all motor vehicle laws of the States and local jurisdictions in which you operate. If you choose to drive impaired, any fines or penalties you incur (including imprisonment) will be imposed upon you.

**Be familiar –** with all aspects of your vehicle – know where everything is and how it works before you start driving. There is an owner's manual provided by the manufacture located in the glove compartment or console. This manual provides detailed information on the care and servicing specific to your vehicle and should be reviewed before you operate the vehicle.

**Make sure other drivers see you –** Use your headlights during daylight hours to help other drivers notice you. Be aware of and avoid potential "blind spots" of other drivers. The sides of all vehicles, especially the right sides, are the "blind spots" for other drivers.

**Maintain average traffic speed –** on multi-lane roads and freeways. Vehicles moving too slowly become obstacles to moving traffic and cause collisions.

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## YOUR RESPONSIBILITIES AS A GSA FLEET VEHICLE OPERATOR

### Drive with regard to the weather

- In bad weather it is extremely important to inflate your tires properly and make sure there is plenty of tread.
- Make sure your wiper blades and defroster are working properly.
- In winter, pack the vehicle with warm clothes and blankets, flares and a flashlight.
- In rain, snow, sleet or fog, drive slowly and keep your headlights on low beam. There may be traffic you cannot see – try and listen for oncoming traffic.
- In ice and snow, your vehicle will require double or more the distance to stop as compared to dry pavement, so adjust the distance between you and the vehicle ahead accordingly.
- With wet slick road surfaces, braking can be difficult. If your vehicle is equipped with anti-lock brakes (ABS), make sure you are familiar with the manufacturer's instructions before operating the vehicle. If your vehicle is equipped with a conventional brake system remember to pump your brakes gently to avoid locking the wheels. DO NOT pump the brakes on vehicles equipped with ABS.
- If your vehicle becomes disabled or an emergency requires you to stop on the side of a highway or public road, remember to turn on the emergency flasher lights.

### GENERAL DO'S AND DON'TS

In addition to safe driving, the operator of a GSA Fleet vehicle is also responsible for its proper use, maintenance, and protection. Abiding by the following Do's and Don'ts will help us keep costs down and provide the service you need and deserve.



### DO Safeguard the Vehicle, Credit Card & Keys Against Damage, Theft or Misuse.

*Caution: your agency is financially responsible for losses due to vehicle theft, pilferage, credit card misuse, vandalism, parking lot damages, and damages beyond normal wear and tear.*

- Lock all doors and carry the keys and credit card with you when leaving the vehicle unattended.
- Turn in keys and a credit card when returning the vehicle to your agency point of contact or the FMC.
- Park the vehicle in a secure facility when possible. Any parking and storage expenses are the responsibility of the using agency.
- Report lost, damaged or stolen credit cards and/or license plates to the FMC immediately.
- Report the theft of the vehicle or its contents immediately to:
  - the local law enforcement agency
  - the FMC manager, an AMC or MCC technician
  - your supervisor

## YOUR RESPONSIBILITIES AS A GSA FLEET VEHICLE OPERATOR

- Set the parking brake when you leave the vehicle.
- Legally procure and carry a valid operator's permit for the type of vehicle operated, including a commercial driver's license for vehicles that require one.

### DO NOT

- **Do Not Use the vehicle for private business, personal errands, or recreation.**

Avoid creating any perception of misuse. Reported incidents of misuse often result in disciplinary actions.

- Do Not Transport members of your family, personal friends, or non-Government employees in the vehicle without specific permission from the head of your agency or his or her designee.
- Do Not Use the vehicle for transportation to or from work or park it at your residence without valid written authorization, as required by FMR 102-34.225.

### REPORTING ODOMETER READINGS

Each month agencies are required to report current odometer readings of assigned vehicles. GSA Fleet uses the current odometer readings as the basis for customer bills and to determine proper preventive maintenance schedules for assigned vehicles.

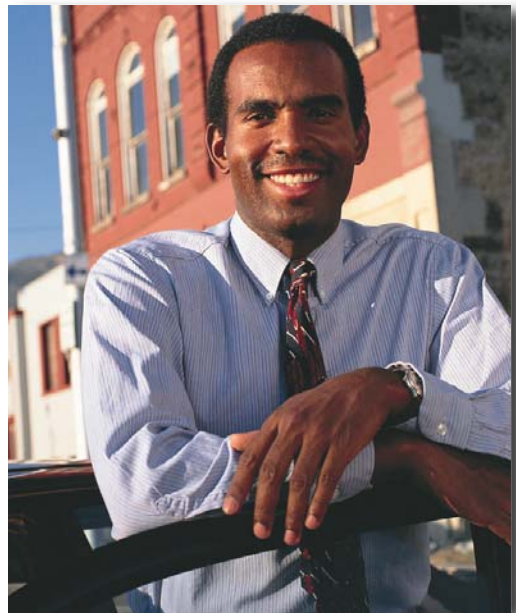
Odometer readings may be submitted to GSA Fleet by one of the following methods:

**Mileage Express**, our web-based mileage reporting system where you can log on the Internet at [fss.gsa.gov/vehicles/leasing](http://fss.gsa.gov/vehicles/leasing) and select **GSA Fleet Drive-Thru** to input your vehicle mileage directly into our Fleet Management System database. No other data transfer or paperwork is needed.\*\*

*\*\*Mileage Express is part of our Web-based Program, "GSA Fleet Drive-Thru", a fully automated system comprised of Mileage Express and Reports Carryout. Reports Carryout allows customers to generate their own vehicle inventory report on the Internet. For more information on any of these programs you may contact your servicing FMC or call our assistance line at (703) 308-1435, or visit [fss.gsa.gov/vehicles/leasing](http://fss.gsa.gov/vehicles/leasing).*

**Dial-A-Mile** is our telephone mileage reporting system for 20 or fewer vehicles. You simply dial the toll free number (1-877-472-3773) and key in your tag numbers and mileages.

**GSA Form 494, Monthly Motor Vehicle Use Record.** This postcard form meets postal automation standards and may be quickly filled out and dropped in the mail.



## YOUR RESPONSIBILITIES AS A GSA FLEET VEHICLE OPERATOR

**File Transfer Protocol.** This method is an electronic file transfer of mileages for agencies with 100 or more vehicles. Please call (703) 308-1435 or visit our website at [fss.gsa.gov/vehicles/leasing](http://fss.gsa.gov/vehicles/leasing) and select **GSA Fleet Drive-Thru** for additional information.

Please input your vehicle mileage to GSA Fleet before the close of the billing cycle. Without customer input we will estimate your mileage to calculate your monthly bill. The GSA Fleet regional office serving you can provide specific billing cycle instructions.

**If the odometer fails,** call the MCC for instructions. Estimate the number of miles operated during the time the odometer was not working and advise the MCC technician of the total.

### USING THE U.S. GOVERNMENT FLEET SERVICES CARD

The General Services Administration uses a commercial purchase card for fuel, and some maintenance and repair services. Your U.S. Government Fleet Services Card is assigned by your FMC **specifically to your vehicle and should be used only for the vehicle identified on the card.** The dollar threshold for card purchases of maintenance and repair services is \$100.00, without prior MCC approval. Remember, our MCC is responsible for authorizing required maintenance and repair services of GSA Fleet vehicles. If you need maintenance and repair that exceeds \$100.00, you must obtain pre-approval from the MCC prior to charging these services on your card. **All tires, batteries and glass purchases must be pre-approved by the MCC regardless of cost.**

In the event of an after-hours **emergency** when the MCC is closed, the commercial contractor for the U.S. Government Fleet Services Card



can authorize the use of your card for purchases of emergency repair and services. The telephone number is listed on the back of each U.S. Government Fleet Services Card.

All credit card purchases must relate directly to your GSA Fleet vehicle and should not, under any circumstances, be for purchases of personal items. Unauthorized credit card purchases may result in criminal prosecution under 18 U.S.C. 641. Purchases made with the U.S. Government Fleet Services Card use the latest electronic technology available, which enables the capture of detailed fuel data that identifies unit cost, service level, product or type of fuel, quantity, and total dollar amount for all purchases.

### Buying Supplies and Services Without a U.S. Government Fleet Services Card

If unable to purchase supplies and services with the U.S. Government Fleet Services Card, instruct the vendor to send an invoice to:

*GSA Payment Processing Center  
529 West Felix Street  
Building 40  
Ft. Worth, TX 76115*



## YOUR RESPONSIBILITIES AS A GSA FLEET VEHICLE OPERATOR

If you must pay by cash or personal credit card, obtain a receipt for each purchase and verify accuracy of all charges and other pertinent information. Present or forward the receipt to your servicing FMC for reimbursement as soon as possible.

The following information must appear on the receipt or invoice:

- Name and address of the service facility or vendor.
- Date of service.
- Government tag number of the vehicle.
- Odometer reading at time of service.
- Itemized charges.
- Reason U.S. Government Fleet Services Card was not used.
- Your signature verifying accuracy of all pertinent information and charges.



### FUEL PURCHASES

Purchase regular unleaded self-service gasoline from service stations offering the lowest price except when:

- Vehicle requires diesel fuel.
- Vehicle requires an alternative fuel. *For the location of the most convenient alternative fuel-refueling site, refer to the Alternative Fuel Vehicle Directory or the servicing FMC.*
- The servicing FMC Fleet manager approves use of premium grade fuel.
- The Operator has a physical limitation preventing him or her from pumping fuel.
- The fuel vendor only accepts purchase cards at full-service pumps, or the service station has only full-service pumps.

The U.S. Government Fleet Services Card is accepted at over 165,000 fueling stations. There is a listing of facilities that accept the card on the "General Services Administration Fleet Card Program, Driver Quick Reference Guide," which was supplied with the card assigned to your vehicle. It also has a number of useful tips on using the card.



## WHAT TO DO IF YOU HAVE AN ACCIDENT

If you are involved in an accident and injured, it is important to stay calm and quiet to protect yourself from further injury while awaiting help. If you are not injured or are otherwise able, take the following actions:

### STOP AND TAKE STEPS TO PREVENT ANOTHER ACCIDENT.

Warn other traffic and bystanders and ask people to be careful with matches or cigarettes in the presence of spilled gasoline.

Call for Police and Emergency Services and notify state, county or municipal authorities, as required by law.

### DO NOT SIGN OR MAKE A STATEMENT AS TO RESPONSIBILITY.

Any formal statement should be made to your supervisor or to the Government investigator.

You may provide your valid motor vehicle operator's license or permit information if requested by police investigating officials or other drivers involved in the accident. Be aware that registration, licensing, and insurance requirements differ from requirements for privately owned vehicles. For instance, your GSA Fleet vehicle is not insured because the Federal Government is a self-insurer. Additionally, your GSA Fleet vehicle is usually not registered within a particular state. The AMC and your FMC will be able to assist you if you have questions.

### GET THE FACTS

Having all the facts is essential when reporting an accident and the best time to collect these facts is at the scene after all necessary emergency actions have been taken.



- Registration information on all other vehicles involved.
- Permit and insurance information from all other drivers involved.
- Names and addresses of all persons involved in the accident and the extent of their injuries.
- Details on the location, time, measurements, weather, and damage.
- Names and addresses of any witnesses.

Notify state, county or municipal authorities as required by law, and the AMC at 1-800-325-2958. (After hours customers may call 1-800-621-3588. A U.S. Government Fleet Services Card customer service representative will authorize towing expenses and any other emergency services up to \$500.00.)

### ACCIDENT REPORTING KIT

For your convenience, a kit containing the basic required forms for reporting a vehicle accident is located inside the glove compartment. Report the accident using those forms to your supervisor within 24 hours and to the AMC within 5 calendar days after the accident. **Your agency is responsible for submission of all required forms if you are injured and unable to comply.**

## WHAT TO DO IF YOU HAVE AN ACCIDENT

- Standard Form 91, Motor Vehicle Accident Report – the vehicle operator must complete this form at the time and scene of the accident, if possible.
- Standard Form 94 Statement of Witness – ask witnesses to complete this form at the scene of the accident, if possible. It is critical you get witness' names and telephone numbers.
- Forms required by state, county, or municipal authorities are not included in this kit. It is your responsibility to know and comply with local laws.

*NOTE: Form CA-1 Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation, is not included in this kit, but is available from your supervisor. This form is filled out, if applicable, by the injured Federal Employee or by someone acting on the person's behalf and submitted to their immediate supervisor within 24 hours.*

### IF YOU ARE INJURED

Always carry complete personal identification, including names, addresses, and telephone numbers of your supervisor and someone who should be notified in the event of a serious injury. This will permit police to provide prompt notification if necessary.

Emergency first-aid treatment and hospital care are generally provided by local facilities supported by the community. Your Government identification and/or travel authorization may be used to establish that you are a Government employee on official business. Upon notification, your supervisor and the Office of Workers' Compensation Programs, Department of Labor, are responsible for arranging for any treatment or care you may require.

Prepare Form CA-1 describing fully how you were injured and the nature of the injury.



If you are physically unable to prepare the form, have someone acting on your behalf prepare the form for you.

### CLAIMS FOR DAMAGES

Refer any persons who want to file a claim for damages or injury against the Government to your supervisor. Any claim made by a non-Government person is called a third party claim. GSA is not responsible for reimbursing third-party claims or damages unless the driver is a GSA employee. All third parties should file a Standard Form 95 Claim for Damage or Injury, with your agency, not with GSA Fleet.

A lawsuit for property damage, personal injury, or death resulting from your operation of a motor vehicle becomes a suit against the Government rather than against you as an individual, provided operation of the motor vehicle was within the scope of your employment. You must establish to the satisfaction of the U.S. Attorney for the jurisdiction in which the accident occurred that you were acting within the scope of your employment and not for your personal benefit or pleasure at the time of the accident.

In the event you receive a legal notice or summons to answer questions about the accident, promptly notify your supervisor and deliver all legal processes, pleadings, and other papers to him or her.

The agency employing the vehicle operator is financially responsible for any damage to the GSA Fleet vehicle except for the exclusions specified in FPMR 101-39.406, pertaining to negligence of a third party (someone other than the agency or employee of the agency to which the vehicle is assigned).

## MAINTENANCE & CARE OF YOUR GSA FLEET VEHICLE

### DAY-TO-DAY CARE

As vehicle operator, you are responsible for checking or inspecting the following each day before driving the vehicle:

- Engine oil level. Add oil if necessary. *Do not* add or instruct vendors to add any oil additives.
- Fluid leaks. Check ground for oil or other fluid spots.
- Tires. Check air pressure regularly. Tire pressure other than that stated on the sticker label provided by the vehicle manufacturer (located on the driver's side door jamb, glove compartment or information found in your vehicle owners manual) will reduce tire life and affect vehicle handling and fuel economy. Check tires for excessive or uneven tread wear. Contact the MCC if excessive wear is discovered.
- Exterior. Check vehicle for body damage incurred while parked and unattended. Report any damage promptly to the Accident Management Center, 1-800-325-2958.

### ALTERNATE FUEL VEHICLE (AFV) CARE

**IMPORTANT.** Some AFVs require special oil. (See special oil requirements on the visor of AFVs and follow these requirements closely.) Use of any oil not specifically designed for AFVs will cause extensive damage to the engine.

Make frequent checks of engine oil level and add the appropriate AFV engine oil if necessary. Refuel your AFV with the appropriate alternative fuel when practical.

### LONG-TERM CARE

Timely preventive maintenance is the key to driving a safe and operable vehicle that will serve you better and fulfill your transportation needs. You are in the driver's seat when it comes to making sure your GSA Fleet vehicle receives recommended maintenance.

*Failure to complete the manufacturer's recommended maintenance may void the warranty on your GSA Fleet vehicle and lead to costly future repairs for which your agency may be responsible. Your agency could charge you, the operator, for damage caused by your negligence.*

#### Periodic Preventive Maintenance –

The preventive maintenance record for the vehicle is monitored by computer and service is scheduled on the basis of the vehicle's age, mileage, and maintenance history. Your agency will be notified by mail on GSA Form 3478, Motor Vehicle Service Authorization, when and where services are required. Closely follow all instructions on the form.



## MAINTENANCE & CARE OF YOUR GSA FLEET VEHICLE

Special instructions for alternative fuel vehicles may also appear as well as for vehicles equipped with service indicator lights. Have listed services performed no later than the due date or the due mileage listed, whichever comes first. Tune-up, chassis lubrication, oil and filter changes should be performed only as the periodic maintenance schedule requires, unless prior approval has been obtained from the MCC.

**Service Facility Selection** – When selecting a service facility to perform necessary maintenance, call your MCC for assistance or give preference to service facilities in the order provided below.

1. **GSA FLEET CROSS-SERVICING REPAIR FACILITIES (where available).**
2. **ANY SERVICE FACILITY UNDER GSA CONTRACT.**
3. **ANY REPAIR SHOP, GARAGE OR SERVICE STATION THAT ACCEPTS THE U.S. GOVERNMENT FLEET SERVICES CARD.**
4. **ANY REPAIR SHOP, GARAGE OR SERVICE STATION.**

Present GSA Form 3478 to the service representative at the time you bring the vehicle in for the prescribed preventive maintenance. The 3478 is the vendor's authorization to perform the work listed on the form. The vendor is instructed to call the MCC if the work listed will exceed the repair limitation shown on the 3478, or if additional work is required. If the vendor accepts the U.S. Government Fleet Services Card as payment for the required work, they must not submit an invoice.

If the vendor **does not** accept the U.S. Government Fleet Services Card, then sign and date the invoice to certify that the services have been received, and instruct the service facility to send the original invoice to:

**GSA Payment Processing Center  
529 West Felix Street  
Building 40  
Ft. Worth, TX 76115**

**Tires** – GSA has national agreements in place that provide great prices and convenient locations for purchasing tires. When your GSA Fleet vehicle needs tires call the MCC at **1-888-622-6344** for instructions on where to take the vehicle. **Remember all purchases for tires, batteries and glass must be pre-approved by the MCC regardless of cost.**

### UNSCHEDULED AND EMERGENCY REPAIRS

Unscheduled maintenance should not be required if the scheduled preventive maintenance requirements are adhered to. However, if unscheduled maintenance is required you should contact your MCC for authorization. The nationwide dollar limit for



## MAINTENANCE & CARE OF YOUR GSA FLEET VEHICLE

maintenance purchases **without** prior MCC approval is \$100.00. **EXCEPTION:** All purchases of tires, batteries and glass must be pre-approved by the MCC regardless of cost. Specific instructions and guidance on authorization and dollar thresholds are in **Chart 1 – Purchase Limits** on page 26.

In the event of an emergency you should contact the MCC or AMC as soon as possible for authorization of towing and repairs. You may refer to **Chart 1 – Purchase Limits** on page 26 and to the Accident Section of this Guide. Remember—after hours customers may call **1-800-621-3588** to reach a customer service representative who will authorize towing expenses and any other emergency services up to \$500.00.

When circumstances necessitate an unscheduled or emergency repair, remember to refer to **Chart 1 – Purchase Limits** on page 26 or call the MCC for assistance at **1-888-622-6344**. If the emergency occurred after hours, notify your FMC, AMC or MCC on the next business day to report the repair.

### FORWARDING REPAIR INVOICES TO GSA

GSA's preferred method of payment is the U.S. Government Fleet Services Card. In the event the vendor does not accept the card, please follow the instructions below:

As the operator of the vehicle, you are responsible for ensuring that complete information is recorded on the invoice so GSA can pay the bill promptly. You need to:

- Sign and date the invoice to verify that the specific repairs ordered were received.
- Direct the vendor to send the original of the invoice to the GSA Payment Processing Center as cited above.
- If you must use cash or a personal credit card to pay for services, obtain a receipt for each purchase made and verify the accuracy of all charges and other pertinent information. Present or forward the receipt to your servicing FMC for reimbursement as soon as possible.



**CHART 1 — VEHICLE MAINTENANCE AND REPAIR PURCHASE LIMITS**

BATTERIES, TIRES AND GLASS PURCHASES MUST BE AUTHORIZED PRIOR TO THE WORK BEING PERFORMED REGARDLESS OF THE COST. CALL THE MCC AT 1-888-622-6344.

Purchase Limits	Authorization	Under Warranty	Out of Warranty
\$100.00 or LESS	Maintenance Control Center (MCC) authorization NOT REQUIRED	Go to nearest dealer or CALL their Roadside Assistance Number	Select Service facility per page 22.
\$100.01 or MORE	MCC authorization REQUIRED prior to work being performed. Call the MCC at 1-800-622-6344.  Caution: If prior MCC Authorization is not obtained your agency will be billed for the repair cost.	Go to nearest dealer or CALL their Roadside Assistance Number	Select Service facility per page 22.
EMERGENCY \$500.00 or LESS	Maintenance Control Center (MCC) Closed Call the AFTER HOURS EMERGENCY NUMBER 1-800-621-3588  CALL AND NOTIFY: Maintenance Control Center (MCC) 1-888-622-6344 Accident Management Center (AMC) 1-800-325-2958 the next business day.	Go to nearest dealer or CALL their Roadside Assistance Number	Select Service facility per page 22.

**IN THE EVENT OF A NATURAL DISASTER OR EMERGENCY**

In the event of a natural disaster or emergency, the customer agency must safeguard GSA Fleet vehicles if sufficient time and appropriate warnings are provided. **Your cooperation is essential and we count on you to avoid or minimize damage to U.S. Government property.** Take the following simple but important steps.

- **Heed all warnings received.** If time allows, take appropriate action to protect your GSA Fleet vehicle. This may include moving a vehicle to higher ground if flood warnings are received or to a garage if hail warnings are issued.
- **Safeguard keys and credit cards.** Remove the keys and credit cards and lock all doors.
- **Prevent further damage.** After the disaster or emergency has passed, take appropriate action to prevent further damage. For example, if vehicle windows are broken during a storm, take steps to avoid further water damage to the vehicle interior.
- If your agency is unable to complete its mission due to vehicles damaged in the disaster or because of emergency relocation of offices or vehicles secondary to the disaster, contact your servicing FMC with the location and status of vehicles assigned to your agency.

If you are unable to contact the FMC, call the **MCC on 1-888-622-6344** or **AMC on 1-800-325-2958.**



## HELP US PROTECT OUR ENVIRONMENT



GSA Fleet recognizes the impact of motor vehicles on the environment. Listed below are several things that you can do to help us in our efforts to protect our environment.

- Make certain that potentially hazardous materials such as used motor oil, spent antifreeze, and old tires are disposed of properly.
- Use Alternative Fuels when available.
- Use the most economical vehicles that meet your minimum mission requirements.
- Notify the FMC if you suspect a vendor is not properly disposing of any potentially hazardous material.
- Make certain that air conditioning repairs are conducted by vendors that use chlorofluorocarbon (CFC) recovery equipment. Vendors are required to provide the make and model number of their CFC recovery equipment and certify ownership of the approved equipment to the EPA. Visit the EPA website at [epa.gov/ozone](http://epa.gov/ozone) for detailed information about the use of CFCs and the science of ozone depletion and regulations enacted to protect the ozone layer.
- If the battery needs to be replaced, visit those vendors that offer a "trade-in" for the old battery when feasible. In the automotive supply field, most vendors accept (and some require) an old battery as a trade-in when purchasing a new battery.

- When using self-service pumps, don't overfill or "top-off" your tank.
- Use re-refined engine oil when available, which meets American Petroleum Institute standards and is competitively priced with virgin oil.
- Retread tires should be purchased wherever possible. They may be used on all vehicles except the steering axle on passenger buses. Using a retread tire saves 15 gallons of oil, which is the amount of oil required to make a new tire.

**Contact the MCC on 1-888-622-6344 for instructions on any tire purchases.**