



DCAM - FLEET MANAGEMENT DIVISION

PROCESS G001: *Preventive Maintenance Services for Fleet and State-Owned Vehicles*

1. COMPLIANCE

1.1. Agencies utilizing their own vehicles shall adhere to agency established maintenance schedule.

1.2. 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 the nearest state vehicle maintenance facility, i.e.:

- OMES-Fleet Management Division (FMD)
317 NE 31st Street, Suite A, Oklahoma City, OK 73105-4003 ([map](#))
Phone: (405) 521-2206; Fax: (405) 525-2682; fmd.service@omes.ok.gov
http://www.ok.gov/DCS/Fleet_Management/FM_Contact/index.html
- OSU Transportation Services
2024 West Farm Road, Stillwater, OK 74078-2060 ([map](#))
Phone: (405) 744-7945; Fax: (405) 744-7948
<http://osuts.okstate.edu/>
- OU Fleet Services (not accepting payments with the Fleet Card)
510 E. Chesapeake, Norman, OK 73019 ([map](#))
Phone: (405) 325-1795 or (800) 522-0772 ext. 1795; Fax: (405) 325-0827
<https://www.ou.edu/fleetservices.html>

1.3. If the Fleet-owned vehicle is stationed beyond 25 miles of the nearest state vehicle maintenance facility, all "A" and "B" maintenance shall be obtained from a local vendor according to the criteria:

- Use local 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;
- Obtain a garage estimate for the service to be performed **prior to commencement of work**:
 - Estimates must not include sales tax;
 - Repair or service estimates equal to or exceeding \$100.00 (one hundred dollars) must be pre-approved by FMD Service (see 1.2. above).
Note: Authorization by FMD shall be obtained prior to commencement of the work. Unnecessary or unapproved services will be billed to agencies.
 - Acquisition of parts, accessories and services that are considered by FMD as enhancements must be pre-approved regardless of value; if approved by FMD Service, cost 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.
- 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. above).

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

2. VEHICLE MAINTENANCE SCHEDULE

- "A" maintenance – 5,000 vehicle miles interval;
- "B" maintenance – 20,000 vehicle miles interval;
- "C" maintenance – 60,000 vehicle miles interval.

NOTE: If a vehicle is equipped with oil life or change indicators, observe oil change intervals when service message appears on the display (Dodge / RAM, Honda, and Ford examples shown below respectively) **ONLY** when it is over 5,000 miles from the most recent oil change but not to exceed 10,000 miles or one year between service intervals – see owner's manual or contact Fleet Management (fmd.service@omes.ok.gov or 405-521-2204).





3. MAINTENANCE REQUIREMENTS

3.1. "A" Maintenance Requirements (at 5,000 mile 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.



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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 preauthorized by FMD - see 1.2

Honda Civic CNG

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|-------------------------|----------------|---|
| • Eskridge Honda | OKC | (405) 631-4444 |
| • Don Carlton Honda | Tulsa | (918) 622-3636 (Service Advisor: 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

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|--|-------------|----------------|
| • 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 |