



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. 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 OMES-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.);
- On the road **and** after hour's incidents like flat tire or battery repair or replacement can be conducted without the pre-authorization (all other policies must be observed).
Regardless of reason a copy of the work order or invoice must be provided to FMD on the next business day and must include legible driver's name, agency name and number, vehicle number and odometer reading at time of service.
If road assistance is needed, call drivers of FMD owned vehicles can call 1-866-227-7323 (press 2).
Note: This authorization does not expand on non-emergency maintenance and repair items i.e. visiting service with a blown tire and having all four replaced without FMD authorization (instead of just one tire).

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.



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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 (see 3.3).

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)



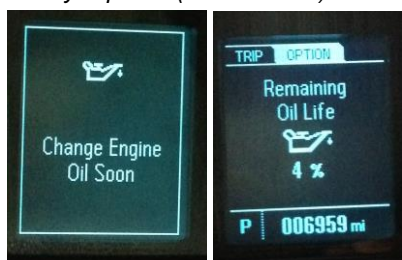
Honda Civic (0w20)



Ford Focus, Escape, Fusion (5w20)



Chevy Equinox (5w30 / 5w20)



Chevy Impala (5w30 / 5w20)





DCAM - FLEET MANAGEMENT DIVISION

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

3. MAINTENANCE REQUIREMENTS

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

- Change oil and filter;
- Check all fluid levels and leaks, which include:
 - Power steering;
 - Brake fluid;
 - Transmission fluid;
 - Windshield washer; 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 battery.

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 (unless manufacturers maintenance schedule calls for higher interval); 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,
 - Newer models of vehicles allow transmission service at higher mileage intervals than 60,000 miles, check vehicle's owners guide



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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

- | | | |
|-------------------------|----------------|---|
| • Eskridge Honda | OKC | (405) 631-4444 |
| • Don Carlton Honda | Tulsa | (918) 622-3636 (ask for: Jackie Hoffeins) |
| • 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 |

OKLAHOMA TAX COMMISSION



May 1, 2013

SALES TAX EXEMPTION FOR OKLAHOMA STATE GOVERNMENTAL ENTITIES

RE: Exemption Number 999908

Dear Vendor:

Please be advised that all governmental entities of the State of Oklahoma, FEI 73-6017987, as identified on the following listing, are exempt from Oklahoma sales or use taxes pursuant to Title 68, O.S. 2001, Section 1356(1). Therefore, direct purchases made by a state entity are exempt from sales tax whereas purchases made by a contractor in fulfilling a State contract are taxable to the contractor.

The Oklahoma Tax Commission does not issue "sales tax exempt numbers" to state entities that are exempt by statute. This letter listing may be used as formal documentation concerning sales tax exemptions. Please visit the following website: <http://www.ok.gov/agencies.php> for a complete listing of State Agencies.

Sincerely

OKLAHOMA TAX COMMISSION
Taxpayer Assistance Division



CAM - FLEET MANAGEMENT DEPARTMENT

POLICY A002: ***Accidents and Incidents***

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1. OVERVIEW

These guidelines provide general information and instructions in the event a state employee driving a vehicle leased or rented from FMD is involved in a vehicle accident or incident.

2. PERSONAL SAFETY

2.1. Turn off the engine; or,

2.2. If the engine cannot be turned off:

2.2.1. Set the gear to neutral;

2.2.2. Pull emergency brake;

2.2.3. If the vehicle is positioned downhill, turn the steering wheel clockwise to turn vehicle wheels toward the curb or road's shoulder; if uphill, turn the steering wheel counterclockwise.

2.3. If the vehicle location and / or condition creates a risk to your personal safety, move away from the vehicle. If driver is unable to exit the vehicle, try to unlock the door. If life is in immediate danger due to the vehicle condition (e.g. leaking fuel and fire.), knock out the nearest window and exit the vehicle.

2.4. Unless there is an electrical or fuel problem with the vehicle, turn on the emergency lights.

2.5. Call 911 or a wrecker (see Section 4.4).

3. SAFETY OF OTHERS INVOLVED IN ACCIDENT

3.1. Call 911.

3.2. Do not move injured individuals unless absolutely necessary.

3.3. Do not tell the injured party that the State will accept responsibility for medical expenses.



CAM - FLEET MANAGEMENT DEPARTMENT

POLICY A002: *Accidents and Incidents*


4. TRAFFIC SAFETY

- 4.1. Prevent vehicle from creating a road hazard. Pull the car as far off the road as possible, i.e. nearby parking lot or a road shoulder.
- 4.2. Otherwise follow steps in Sections 2.1. – 2.4.
- 4.3. If the vehicle location and / or condition does not create a risk to your personal safety, remain inside or nearby until wrecker and / or emergency response units arrive.
- 4.4. Call Wrecker
 - 4.4.1. Road assistance service provide by FMD for a leased or rented vehicles DOES NOT cover road accidents; instead agencies must contact a primary or secondary wrecker
 - 4.4.2. Primary Wrecker (if vehicle is not drivable):
 - 4.4.2.1. If vehicle is stationed within 50 miles from the Fleet Management Service Center;
 - 4.4.2.2. Working Days only (excluding state holidays): Monday to Friday, 7:30 A.M. to 4:30 P.M.;
 - 4.4.2.3. Dial 1-405-521-2204.
 - 4.4.3. Secondary Wrecker - list of Oklahoma licensed wreckers
https://wa1.dps.state.ok.us/ws/licensed_wreckers.php

5. MAKING STATEMENTS

- 5.1. Do not make any statements to the other driver or third party concerning the assumption of liability
– **DO NOT ADMIT FAULT.**
- 5.2. Only give information required by authorities.
- 5.3. Do not sign any statement about an accident unless it is from an authorized representative of the Risk Management Division or your agency's authorized legal counsel.
- 5.4. Risk Management Contact Card
 - 5.4.1. Retrieve Risk Management Contact Card (either from the vehicle glove compartment or wallet).
 - 5.4.2. Fill out the back of the Card and give the Card to the third party involved in an accident to file a claim with the State.



Agency involved	
<hr/>	
Name of Employee	
<hr/>	
<small>If you are provided this card at the scene of an accident and wish to file a claim, contact Risk Management to initiate the claim filing process.</small>	



CAM - FLEET MANAGEMENT DEPARTMENT

POLICY A002: **Accidents and Incidents**

6. DRIVER REPORTING RESPONSIBILITIES

- 6.1. **Contact agency immediately from the accident scene** to report your whereabouts, request agency personnel to notify:
 - 6.1.1. Appropriate supervisor;
 - 6.1.2. Agency Fleet Management Administrator;
 - 6.1.3. Agency Risk Coordinator.
- 6.2. **Record events** at the accident scene - the employee involved in an accident **SHALL**:
 - 6.2.1. Retrieve from the glove compartment and fill out the Accident Information Form, [CAM-FORM-RM-009](#) (see 7.1 and 7.2);
 - 6.2.2. Do not give this form to anyone at the accident scene.
- 6.3. **Upon return to office on the same day or the following business day** provide the completed form to:
 - 6.3.1. Agency Risk Coordinator (original);
 - 6.3.2. Agency Fleet Management Administrator (copy).

7. AGENCY REPORTING RESPONSIBILITIES

- 7.1. **The agency Fleet Management Administrator SHALL**:
 - 7.1.1. Contact the Fleet Management Division at 1-405-521-2204 and report an accident **immediately**;
 - 7.1.2. Request Fleet Management wrecker, if vehicle is inoperable and an accident occurred within 50 miles from Oklahoma City (see 4.4., otherwise 4.5);
 - 7.1.3. Report if the vehicle has already been taken by a wrecker;

NOTE: Agencies will be billed for any unreported or late-reported vehicle impound.

 - 7.1.4. Provide a copy of the completed form [CAM-FORM-RM-009](#) to the Fleet Management Division, 1-405-521-2206, fax: 1-405-525-2682.
- 7.2. **The agency Risk Coordinator SHALL** provide the completed form [CAM-FORM-RM-009](#) to the Risk Management Division, 1-405-521-4999, fax: 1-405-522-4442.
- 7.3. If an accident involves another driver (third party), **the Agency Risk Coordinator SHALL** also provide the following information to the Risk Management Division on the same day or the following business day:
 - 7.3.1. Standard Liability Incident Report (SLIR-Vehicle-Property), [CAM-FORM-RM-001](#);
 - 7.3.2. Scope of Employment, [CAM-FORM-RM-002](#).



CAM - FLEET MANAGEMENT DEPARTMENT

POLICY A002: *Accidents and Incidents*

8. GENERAL AGENCY RESPONSIBILITIES

Agency Risk Coordinator and Agency Fleet Management Administrator must make sure that:

- 8.1. Each agency employee driving on state business has Accident Information Form [CAM-FORM-RM-009](#) in the vehicle's glove compartment;
- 8.2. Each agency employee has Risk Management Contact Cards; contact the Risk Management Division at 1-405-522-4999.
- 8.3. Each agency employee driving a vehicle leased or rented from the Fleet Management Division has read this policy.

9. OTHER

- 9.1. If an accident renders a vehicle inoperable:
 - 9.1.1. The driver is responsible for own transportation accommodations on the date of an accident.
 - 9.1.2. An agency may choose to provide an alternative transportation on the date of an accident.
- 9.2. Defensive Driving Class HRD 151 - https://www.ok.gov/DCS/Risk_Management/Contact_RM/index.html

STEP #8

Get witnesses (if available).

Attach additional page, if necessary

Name Phone no.

Address

STEP #9

Record facts about other
property damage.
(Non-vehicular)

Owner's Name Phone No.

Address

Property Damaged

Nature of Damage (be brief)

Signature of Employee Date

STATE OF OKLAHOMA

**Risk Management
Department
P.O. Box 53364
Oklahoma City, OK 73152-3364
405-521-4999**



**STATE WIDE TOLL-FREE
(agency use only)**

1-888-521-RISK (7475)

**FORMS CAN BE FOUND ON THE RISK
MANAGEMENT WEBSITE**

www.ok.gov/DCS/Risk_Management/index.html



ACCIDENT INFORMATION FORM

**THIS FORM IS NOT TO
BE GIVEN TO THE
OTHER DRIVER**

**RM CARD IS TO BE GIVEN
TO THE OTHER DRIVER**

Keep accident information form and RM card
in the glove compartment of all state and
personal vehicles.

STEP #1

Assist the injured.

- Do not move injured individuals unless absolutely necessary.
- Do not tell the injured party the state will accept responsibility for medical expenses.
- Take photographs of the scene including, but not limited to, area surrounding the accident and damage to vehicles involved.

Do not comment.

- Do not admit any fault.
- Only give information required by authorities.
- Do not sign any statement except from an authorized representative of the Risk Management department or your agency's authorized legal counsel.

STEP #2

Call the police or 911.

Give exact location and advise if medical help is needed. Write down the name(s) and badge number(s) of police officer(s) who assist you.

Name: _____

Badge #: _____

Traffic Citation issued to:

☐ State Employee ☐ Other Driver

STEP #3

Call your supervisor and/or risk coordinator.

Contact your supervisor immediately. Complete a Standard Liability Incident report and a Scope of Employment form and send to your agency risk coordinator upon return your office. Risk coordinators will contact state Risk Management immediately.

STEP #4

Record the facts of the incident.

DATE OF INCIDENT: _____

TIME: _____ A.M. or P.M.

LOCATION OF INCIDENT: _____

Describe the incident: _____

STEP #5

Facts about your vehicle.

Agency _____ Department _____

Driver's Name _____

Department Phone # _____

Make/Year _____ Tag No. _____

What part of vehicle is damaged? _____

STEP #6

Obtain facts about other vehicle.

Name _____ Phone No. _____

Address _____

Make/Year _____ Tag No. _____

Driver's License No. _____

Insurance Co. _____

Policy Number _____

What part of vehicle is damaged? _____

STEP #7

Obtain facts about injured person(s).

Attach additional page if necessary

Name _____ Age _____

Address _____ Phone No. _____

Injured Party:

☐ In State Vehicle ☐ Pedestrian
☐ In Other Vehicle

(CONTINUE TO STEP #8)



In case of accident contact

**Risk Management
Division**

405.521.4999

Agency involved

Name of Employee

If you are provided this card at the scene of an accident and wish to file a claim, contact Risk Management to initiate the claim filing process.

