

State of Iowa Vehicle Maintenance and Repairs Procedures

All State-owned motor vehicles require routine maintenance, and at times need repairs. Contracted providers are available for all State agencies to utilize for vehicle maintenance and repairs. DAS Fleet Services also allows use of non-contracted service providers when a contracted provider is not available. If a State vehicle needs maintenance or repairs, please use a contracted provider whenever possible. **All maintenance and repairs over \$300 must be approved in advance by contacting Fleet Services at 515-281-3162.**

If you are in the Des Moines Metro area and would like to schedule maintenance for a State vehicle, contact DAS Fleet Services at 515-281-3162. Upon scheduling, the vehicle may be dropped off at DAS Fleet Services office. Local vendors pick up and deliver vehicles throughout the day to the fleet office. Service time varies but is typically completed the same day, however same day returns are not guaranteed.

Vehicle Towing & Disablement

Contracted Towing – The State has contracts for towing services. When a tow is necessary, contact DAS Fleet Services for assistance. If DAS Fleet Services is unavailable, contact the below vendor directly and state that you are a State of Iowa employee, the vehicle number, description and location, your name and contact number and a towing destination.

- For statewide towing, Hanifen Towing; available 24/7, contact at 800-383-3205.
- In the Des Moines Metro Area, Perry's Service & Towing; contact at 515-243-9273.

Contracted Disablement Assistance – In conjunction with vehicle's WEX cards, the State has a contract for vehicle disablement assistance. NAC FleetRescue can assist with jumpstarts, lockouts, tire changes, and fuel delivery. Contact NAC FleetRescue at 866-329-3471.

Vehicle Maintenance and Repairs

State vehicles are to follow the manufacturer's recommendations for Scheduled Maintenance at the suggested odometer and/or time increments (previously known as preventative maintenance inspections (PMI)). Failure to complete recommended manufacturer's service in a timely manner may result in voided warranties.

Oil and filter changes should be performed at these recommendations (do not exceed manufacturer's recommendations between oil changes if the recommended distance is shorter):

- Every 5,000 miles or 6 months with semi-synthetic oil or
- Every 7,500 miles or 6 months with full-synthetic oil.

Only use semi-synthetic or full-synthetic oil for better protection of State vehicles, unless the manufacturer states otherwise. Do not rely solely on oil life monitors; monitors may not adjust to the type of oil used, driving and weather conditions.

Contracted Service Providers - DAS Fleet Services has identified service providers qualified for servicing state fleet vehicles throughout the state. These providers have discounts on parts and labor. For the most [current map](#) and listing of contracted service providers visit the DAS Fleet Services website.

Direct-Billed Service Providers - Ford-Lincoln and Chrysler dealerships provide State of Iowa vehicles convenient service and integrated online billing.

Government Facilities - The following government service facilities have agreed to provide fuel, labor and parts at competitive rates for preventative maintenance inspections and emergency repairs.

University of Iowa Motor Pool, 603 S Madison, Iowa City; 319-335-5088

University of Northern Iowa Motor Pool, 1801 W 31st Street, Cedar Falls; 319-273-2869

Non-Contracted Service Providers - There are occasions when state drivers may need to obtain service from a business not having a contractual relationship with DAS Fleet Services, which includes General Motors dealerships and automotive parts suppliers.

Vehicle Tires

Tires shall be rotated every oil change or 5,000 to 7,500 miles.

Tires shall be replaced when tire treads reach:

- $\frac{2}{32}$ to $\frac{4}{32}$ on vehicles driving in normal conditions (highway and city street driving).
- $\frac{2}{32}$ to $\frac{6}{32}$ for vehicles doing specialty work or frequently driving in snow, mud, and/or gravel for business purposes.

Contracted Tire Providers - The State has contracts with Bridgestone/Firestone, Goodyear and Michelin. Tire vendors associated with the national contract will provide service and discounted tires for State vehicles. All tires must be purchased through a national account. Tires that are removed and replaced must be disposed of by the tire vendor, unless prior approval is given by Fleet Services. For the most [current map](#) and listing of tire dealer locations visit the DAS Fleet Services website.

Vehicle Cleaning

Contracted Vehicle Cleaning - DAS Fleet Services has a contract with Diamond Auto Detailing to provide vehicle cleaning for vehicles in the Des Moines area. You may schedule an appointment with DAS Fleet Services or with Diamond Auto Detailing at 515-282-4339.

Direct-Billed Vehicle Cleaning - If a Mister Car Wash is available in your area, they may be used for vehicle cleaning. Drivers must contact DAS Fleet Services to have their vehicle added to the account prior to use, please allow a minimum of two days.

Non-Contracted Vehicle Cleaning - Outside of the Des Moines metro, car washes may be purchased on a WEX Card at the same time as fueling. The transaction must be made on the fuel pump.

Glass Repair

Contracted Glass Repair –Due to the safety concern of glass damage, no prior approval or accident report is required prior to glass repairs being completed. However, still inform your agency fleet coordinator of any damage. For the most [current map](#) and listing of contracted glass repair vendors visit the DAS Fleet Services website. If a vendor is not within 30 miles, you may find a local vendor.

All maintenance and repairs over \$300 must be approved in advance of service being started by contacting Fleet Services at 515-281-3162. This is the vendor's responsibility. All invoices must include the official vehicle number when submitted.

Invoices should be submitted:

By email (preferred) to: DAS.Finance.Payables@iowa.gov;

By fax to: 515-281-6140;

By mail to:

Iowa Department of Administrative Services,
Attention: DAS Finance Hoover Building, 3rd Floor
1305 E Walnut Street Des Moines, IA 50319-0150

All invoices must be processed by DAS Finance. Pcards & WEX cards cannot be used for any vehicle maintenance services.

DAS Fleet Services: 515-281-5122 Fleet Services Scheduling: 515-281-3162 DAS Finance: 515-281-0887

