

Holman Maintenance Do's and Don'ts

Maintenance: Do's focus on proactive scheduled care, communication, and proper documentation; while Don'ts involve unauthorized repairs, delayed service, and misuse of fleet assets.

§5A-12-9. Utilization of Vehicle Management Services

(a) Each spending unit that owns, uses, or maintains a state vehicle shall utilize the vehicle management services provided by the Fleet Management Division for all state vehicles.

Fleet Maintenance Do's

- **DO** follow the vehicle's manufacture recommended preventive maintenance (PM) schedules for your vehicle. An effective PM strategy is crucial for fleet reliability and cost control
- **DO** complete preventive maintenance events on time and follow the manufacture's schedule to avoid warranty disputes. Some vehicles require routine maintenance every 5,000 miles, or more frequently for vehicles operating in harsher environments
- **DO** account for different vehicle uses and operating conditions when managing PM schedules. A "one-size-fits-all" approach does not work for all fleet vehicles, especially those with long idle times, towing duties, or off-road use
- **DO** perform a vehicle inspection before operating the vehicle
- **DO** refer to your vehicle in Holman for any recalls associated with your State of WV vehicle

Communication and authorization

- **DO** use Holman to facilitate all vehicle maintenance events. Holman is the current vehicle management vendor contracted to facilitate, track and report on the state's vehicle operating cost

- **DO** contact Holman at 1-800-CAR-CARE prior to performing any maintenance event. The last six digits of the vehicle's vin is how the vehicle is reference with Holman
- **DO** communicate the services being requested to Holman. This should reduce add on charges by the garage
- **DO** communicate with Holman and your agency's management team about any vehicle-related concerns
- **DO** refer to the list provided by the State of WV Purchasing Division when selecting an authorized State of WV Goodyear vendor
- **DO** refer to the Goodyear Tire Pricing document provided by The State of WV Purchasing Division when approving a tire purchase
- **DO** hold fleet drivers accountable for completing required maintenance to control expenses and minimize downtime

Fleet maintenance Don'ts

- **DON'T** request or authorize unscheduled services, extra parts, or vehicle modifications without permission from your agency's management
- **DON'T** perform services without proper authorization
- **DON'T** use any other mechanism to perform or pay for maintenance events
- **DON'T** use Holman Maintenance services at over-the-counter vendors (such as Advance Auto Parts, AutoZone, or Napa). The Holman maintenance program cannot facilitate the purchase of supplies