



**State of Tennessee Department
of General Services**

**MOTOR VEHICLE
MANAGEMENT DIVISION**

OPERATOR'S GUIDE



**Please contact your VAM Fleet Coordinator
(jackie.l.harmon@tn.gov or 615-313-0863) after
making the Corvel 866-245-8588 call for further
instructions, unless it is an emergency.**

**Department of General Services
Motor Vehicle Management Division
Nashville, Tennessee 37243
615-532-8903
800-447-2277
tn.gov/generalservices
teamtn.gov/vam**

DO NOT REMOVE THIS BOOK FROM VEHICLE

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The Motor Vehicle Management Operator's Guide is designed to define and document policies and procedures and disseminate information in regard to all phases of operation of MVM-owned/leased vehicles and obtaining maintenance, tires, fuel, etc., for said vehicles.

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Section I

Operator's Responsibilities

The individual vehicle operator is the key factor in the safe and proper operation of the state vehicle fleet. Every operator is expected to carefully read and understand the following information. It is the individual operator's responsibility to obey all traffic regulations and comply with the guidelines set forth in this manual by Motor Vehicle Management Division. This reference manual is a guide to the safe and efficient operation of Tennessee state government vehicles. All operators must comply with the following guidelines for proper use of a state vehicle.

- A. Responsibility for Vehicle - The operator is responsible for the safe operation of the vehicle.
 - 1. Always lock the doors when the vehicle is parked.
 - 2. Do not leave the ignition keys in the vehicle if unattended.
 - 3. Keep fuel card in a safe place or in your possession at all times.
 - 4. When leaving car unattended, do not leave anything of value in plain sight.
- B. Driver's License - All operators must possess a valid driver's license for the type of vehicle they are operating. The State of Tennessee requires an operator to obtain a Tennessee license within ninety days of relocating in this state. TCA 55-7-104(6) Any employees living out of state and working in Tennessee must have a valid driver's license in their state of residence.
- C. Proof of Insurance Information - TCA 55-12-139-b(3) specifically exempts all state vehicles being used with proper permission and in an authorized manner from the requirement to carry proof of insurance.
- D. Safety Belts - Safety belts have been documented to reduce the number of deaths and injuries resulting from motor vehicle accidents. Tennessee state law requires all persons operating or riding in a motor vehicle to use seat belts when the vehicle is in motion.
- E. Authorized Passengers - Only authorized passengers engaged in official state government business may be transported in a Motor Vehicle Management vehicle.
- F. Traffic Violations - The operator must observe all traffic regulations and rules of safe driving. The operator is personally responsible for traffic citations, which are filed against him/her including any parking violations. The operator shall resolve any

violation with expediency. Neglect of traffic laws may result in denial of state vehicle use or employment termination.

- G. Care of Vehicle - The operator is required to maintain the cleanliness of the vehicle's interior and exterior. This can be accomplished using MVM vendors and procedures. Operators should check the oil each time fuel is purchased. Any mechanical problem should be reported to Motor Vehicle Management as soon as possible.

Section II

Department/Agency Assigned Vehicles

State vehicles are made available for the purpose of conducting state business at the lowest possible cost. State employees who use a state-owned/leased vehicle on a daily basis may be assigned a vehicle for long term use. The vehicle may be assigned in the name of a specific employee or designated as a pool unit for use by various operators.

A. Assignment of state-owned/leased vehicles

1. All vehicles owned or leased by MVM shall be assigned and operated in conformance with the established regulations pertaining to one of the following classes.

- a. Class A - Limited Use Assignment

- A limited use vehicle is one required for full time use during regular working hours but which remains parked when not in use at a state facility or a location designated by using department/agency.

- b. Class B - Commuting Assignment

- Vehicles in this class assignment have met one or more of the requirements which entitles them to be driven to and from an employee's home.

2. MVM vehicles shall be used only for OFFICIAL STATE BUSINESS, as authorized by Department/Agency heads.

B. Penalties for Misuse of Vehicles

- State employees who misuse MVM vehicles will be subject to disciplinary actions under the rules and regulations of the Utilization of Vehicles and Equipment Policy.
- Vehicle policies on assignment requirements, misuse and penalties information can be found on the MVM Intranet website: <http://teamtn.gov/vam>

Section III

Rental Vehicles

Rental vehicles are available through Enterprise Rent-A-Car. Two programs are available for state departments and agencies depending on your needs and location. The Enterprise CarShare program is available for state departments and agencies located in downtown Nashville. The CarShare lot is located adjacent to the William R. Snodgrass Tennessee Tower. Additionally, Enterprise rentals are available through local Enterprise locations for employees across the state. Information on rental vehicles is available on the MVM intranet:

<https://teamtn.gov/vam/vehicle-rentals>

Section IV

Fuel Purchases

At the time of assignment all state-owned/leased vehicles are issued a fuel card to purchase fuel and carwashes. Operators must have the fuel card in order to obtain fuel at any retail site that will accept the issued card. This card is assigned to a VEHICLE and not an operator. The fuel card is secured by a PIN (personal identification number). If you encounter any problems utilizing this fuel card, **call the telephone number on the back of the card. Assistance is available 24/7.**

If your PIN is unknown you may contact MVM during normal business hours (M-F, 7:00-5:00) at 800-447-2277.

Lost or stolen cards must be reported to MVM immediately.

Section V

Vehicle Maintenance Schedules

A. State-Owned Vehicle Preventive Maintenance Schedule

- Every 7,500 miles for normal use vehicles 14,500 lbs GVWR and under (i.e., 7,500, 15,000, 22,500...)
- Every 5,000 miles for pursuit vehicles, also applies to 4x4 units used in severe or extreme conditions*.
- Every 10,000 miles for medium and heavy duty diesel vehicles or every 12 months, whichever comes first.
- Medium and Heavy Duty diesel vehicles are to have a TDOT inspection performed annually.

***Explanation of severe or extreme conditions:** Extensive idling or low-speed operation for long distances as in heavy commercial use (i.e., delivery, taxi, patrol car or livery). Operating in dusty or sandy conditions or frequently driving through streams, creeks, standing water etc.

All other maintenance should be performed per manufacturer's recommendation. Operators with vehicles that are used in severe and extreme conditions should refer to the appropriate section of the owner's manual or contact MVM for instructions.

After the repairs are made and inspected, the operator should sign the original invoice (or certified copy). The vehicle license number, at least the last 8 characters of the VIN and the odometer reading must be shown on the invoice and submit to MVM.

B. Lease Vehicle Maintenance Schedule

- Leased vehicle operators should refer to instructions provided by the leasing company. These instructions are provided at the time of assignment or placed in the glove box of the vehicle.
- ACME LEASE vehicle operators should contact the lease company at 877-559-4831 before having any maintenance performed.

Section VI

Vehicle Maintenance Repair Instructions

MVM wants to make vehicle repairs as easy as possible and in the least amount of time required. Please refer to appropriate class of vehicle (state-owned or leased) for specific guidelines.

Within either class, please send service/repair documents to:

VAM
6500 Centennial Blvd.
Nashville, TN 37243
Fax: 615-741-3711

NEVER PAY FOR MAINTENANCE SERVICE/REPAIRS USING YOUR FUEL CARD.

The following information must appear on all service/repair documents whether it is a state-owned or leased vehicle:

1. Vehicle license plate number.
2. Signature of operator
3. Breakdown of charges (parts, labor description, shop charges) with total equaling all charges.

A. Leased Vehicle Repairs

***LEASED VEHICLES ARE NOT TO BE TAKEN TO TDOT GARAGES FOR REPAIR.**

- Service and most all repairs for leased vehicles are covered under the lease agreement. Wreck damage and glass replacement or repair is not covered.
- Operator should call lease company maintenance vendor for directions to the closest authorized lease company vendor.*
- The authorized vendor must call the lease company to obtain authorization for repairs.
- The lease company will give authorization number authorizing repairs to vendor.
- In the event repairs are not covered by lease agreement, contact MVM Field Repair^ for authorization for repairs.

*Lease Company Vendor Phone Number: 877-559-4831

^MVM Field Repair Phone Number: 800-447-2277

B. State-Owned Vehicles

1. State-Wide Contract Vendor

All minor repairs should be completed by statewide contract vendor, when vendor is available and repair schedule can be completed in timely manner.

Contact MVM Field Repair (800-447-2277) for name of contract vendor if unknown to operator.

State wide contract vendor will contact MVM Field Repair Section for authorization.

2. TDOT Garages

State-owned vehicles can be repaired at Department of Transportation garages. Vehicle operator should communicate with TDOT shop personnel concerning timeliness of repairs.

3. Non-Contract Vendor Repairs

a. Repairs Less than \$400

Repairs to a state owned vehicle less than \$400 can be authorized by the vehicle operator. No prior repair contact is necessary to MVM Field Repair personnel.

Operator must verify that the vendor is registered with the State and can invoice MVM for repairs.

Operator must sign invoice; be sure state tag# is on invoice; invoice is made out to MVM; vehicle mileage at time of repairs; and complete description of repairs are on invoice.

Invoice should be sent immediately to MVM.

b. Repairs Greater than \$400

Repairs to a state vehicle that are going to be greater than \$400 must have prior approval from MVM Field Repair personnel at 800-447-2277.

Operator must call prior to repair to obtain authorization number to be given to vendor.

Operator must verify that vendor is registered with the state and can invoice MVM for repairs.

Operator must sign invoice; be sure state tag number is on invoice; invoice is made out to MVM; vehicle mileage at time of repairs; authorization number; and complete description of repairs are on invoice.

Invoice should be sent immediately to MVM.

C. Major Repairs - Repairs Greater than \$5000

Major repair charges that will exceed \$5000 must obtain a minimum of three (3) written bids before repairs can be authorized.

Operator should call MVM Field Repair personnel for directions concerning obtaining bids for a major repair at 800-447-2277.

D. Emergency Assistance After Normal Business Hours

For emergency assistance after normal business hours call MVM at 800-447-2277 and the on-call field repair person will obtain all information concerning breakdown and help operator to have vehicle taken to vendor for repair at the earliest possible time.

Section VII

Tire Purchases

Operator should inspect tires on a regular basis for wear and tread life.

A. Acme-Leased Vehicle Tire Purchases

Tires are a covered item through the lease agreement for normal replacement.

Operators must call the Acme Lease Company maintenance vendor for instructions for tire vendor to use and authorization for tire replacement. Phone: 877-559-4831

In the event Acme Lease Company vendor will not cover tire replacement, operator should call MVM Field Repair personnel for instructions. Phone: 800-447-2277

B. State-Owned Vehicle Tire Purchases

TDOT garages can and should be utilized for obtaining tire replacements for state-owned vehicles. TDOT garage personnel will contact MVM Field Repair for authorization to replace tires.

If a TDOT garage is not going to be utilized, vehicle operator must contact MVM Field Repair personnel for directions to contract tire vendors and authorization number for obtaining tires.

In an emergency situation, one (1) tire can be obtained without MVM authorization.

Section VIII

Accident, Vandalism and Theft Instructions

In the event of an accident, vandalism or theft (hereafter referred to as wrecks), it is important to promptly report the incident to law enforcement officials and MVM. The quicker a response is made to an incident, the timelier the situation can be resolved satisfactorily. It is the full responsibility of the operator and/or passengers to adhere to all of the following procedures to resolve the problem with expediency.

A. Vehicle Wreck Reporting Procedures

In the event of a wreck, follow these established procedures:

1. Notify appropriate law enforcement agencies such as City Police, County Sheriff or State Highway Patrol of the wreck and of any need for medical assistance.
2. Report the wreck immediately to MVM at 615-532-8903 or 1-800-447-2277 and advise if the unit is drivable or had to be towed. If towed provide MVM with the name and address of the wrecker service.
3. Secure the name, address, telephone number and policy number of the insurance company of all drivers involved. Obtain the name, address and telephone number of passengers and witnesses in all vehicles involved.
4. Record the time and location of the wreck, the complaint number of the accident report and the law enforcement agency along with the name of the officer investigating the accident.
5. Proof of Insurance Information: TCA55-12-139-b(3) specifically exempts all State vehicles being used with proper permission and in an authorized manner from the requirement to carry proof of insurance. A card should be present in all state-owned and leased vehicles that can be presented to law enforcement officials as proof of this exemption.
6. The operator of the state-owned or leased vehicle should refer to the MVM Wreck Instructions for additional requirements to be completed after initial reporting of the wreck. Wreck Instructions: Call Corvel (855-253-0629) within 12 to 24 hours, be sure you get your accident report. Then after the call to Corvel within that same 12 to 24 hours contact Jackie L Harmon, VAM Fleet Coordinator for the Department of Military at (615-313-0863) or (jackie.l.harmon@tn.gov) Obtain a copy of the accident police report send to mvm.wreckrepair@tn.gov
To Access Wreck Reporting in Edison:
Go to <https://www.edison.tn.gov> You must first sign in and

follow: NAVBAR>MENU>FSCM>Employee Self-Service>Wreck Reporting

- Complete the form with all pertinent information regarding damages to state vehicles, be detailed and attach any pictures to show damages, if possible.

Once all information has been added you must hit save.

- After you hit save, you will then be able to add any attachments. Note* You must first add a description/name of the attachment you are adding in the box before the attach file option will appear. Zip files may be used for larger attachments.

- You can click on the VAM Vendor List found at the top of the page for tow truck and body shop information. If you have any issues with attachments, please send them to mvm.wreckrepair@tn.gov as you will not be able to add any attachments after 48 hours. Obtain an estimate for repairs. A link to a quick access list of vendors can be found on the wreck incident reporting page. If a vendor in your area is not included on the list, you can email mvm.wreckrepair@tn.gov for additional assistance with locating an authorized vendor in your area. For damages \$10,000 contact VAM Wreck Repair at 615-532-8903 (option 3) for additional assistance.

Once an estimate is approved, an authorization PO number will be created for the vendor to repair vehicle. The operator can then take vehicle to have it repaired. Once repairs are complete, the operator must email the signed invoice to

mvm.wreckrepair@tn.gov for processing. Invoice must be made out to the State of Tennessee and include the vehicle license plate number, mileage, in and out date, and PO number. To go in Edison: Go to <https://www.edison.tn.gov> You must first sign in and follow: • NAVBAR>MENU>FSCM>Employee Self-Service>Wreck Reporting

- Complete the form with all pertinent information regarding damages to state vehicles, be detailed and attach any pictures to show damages, if possible.

7. Claims for Injury or Property Damage

In compliance with statutes and directives of the state government, the State of Tennessee does not carry commercial liability insurance on state-owned or leased vehicles. All claims against the State of Tennessee for personal injury or property damage determined to be the fault of state officials or employees in the operation of state-owned or leased vehicles will be heard, determined, and settled by the Tennessee Department of Treasury Division of Claims Administration (615-741-2734).

Section IX

Department of Transportation Fuel/Maintenance Facilities

The following is a listing of the TDOT facilities that offer fuel/maintenance. The telephone numbers for each facility are also included to assist operators in scheduling maintenance and for emergency repairs.

Arlington	12077 Highway 70	901-867-2959
Bethel Springs	4239 Main Street	731-934-7291
Chattanooga	4005 Cromwell Road	423-892-3430
Clarksville	1918 Wilma Rudolph Blvd.	931-648-5570
Cookeville	491 Ferrell Drive	931-526-1110
Crossville	2472 Highway 127 South	931-484-5041
Dunlap	17181 Rankin Drive	423-949-2128
Gallatin	1215 Hartsville Pike	615-451-5822
Harriman	1951 S. Roane SR	865-882-3618
Jackson	103 Benchmark Place	731-935-0265
Johnson City	3213 North Roane Street	423-282-0651
Knoxville	1045 Maintenance Lane	865-594-2697
LaFollette	2841 General Carl W. Stiner Hwy	423-566-9631
Lawrenceburg	1213 N. Locust	931-766-1414
Lewisburg	2099 Fayetteville Hwy	931-276-2219
McEwen	10241 Hwy 70 E	931-582-6293
McKenzie	341 North Highland Drive	731-352-5375
Morristown	1825 State Street	423-587-7026
Nashville	6601 Centennial Blvd.	615-350-4426
Newbern	11118 Highway 211 North	731-627-2503
Newport	1050 Cosby Highway	423-623-1227
Tullahoma	1208 East Carroll Street	931-454-1921

