

# Maintenance & Repair Information

NCDOA's Motor Fleet Management has partnered with Holman Automotive Services to offer emergency assistance if something happens when you are driving a state-owned vehicle. Holman technicians are available 24 hours a day at 1-800-277-8181 to help with accidents, incidents, or breakdowns.

## Driver or Custodian Responsibility

**Do:** Ensure vehicles are maintained, repaired and inspected. Holman and Motor Fleet Service Department will email you when services are required. If you do not receive such emails, or if you have questions, contact Motor Fleet at **919-733-6540** or [Service.MFM@doa.nc.gov](mailto:Service.MFM@doa.nc.gov).

**Don't:** Request extra services, parts (special tires), vehicle modifications, or unscheduled services without permission from Holman and Motor Fleet Management. Services performed without permission from Holman and MFM will be charged back to the driver's agency.

## Preventative Maintenance Schedules

All Motor Fleet leased vehicles should have preventative maintenance every 7,500 miles except for Nissan Pathfinders and all law enforcement vehicles, which receive maintenance every 5,000 miles. Holman services will email assigned drivers about preventative maintenance. Drivers are required to complete any required repairs within 30 days.

## Annual DMV Safety and Emissions Inspections

All of Motor Fleet Management's assigned vehicles require either a safety or emissions inspection annually. Inspections are due by the end of the month noted on the vehicle registration.

### About Inspections

- Newer vehicles (less than 3 years) with under 70,000 miles only require a safety inspection.
- Vehicles with white private tags require an annual safety and emissions inspection. Both are due by the expiration date printed on the registration card.
- All state-owned vehicles, regardless of location, require an NC Emissions Inspection. Inspections must be done in a North Carolina Emissions County.

## Where to Repair & Maintain

**Raleigh area** (ie. within 20 miles) – visit Motor Fleet Management, 1915 Blue Ridge Road, Raleigh. MFM is open Mondays – Fridays, 8 a.m. to 4:30 p.m. For appointments call **919-733-7772**

**Outside of Raleigh** - call Holman at **1-800-277-8181** to find an authorized repair facility.

**Time saver tip:** If Holman notified you that services are due and you've used a Holman-authorized repair facility before, take the vehicle and the email notification to the repair facility and ask them to complete the services due.

## For Roadside Assistance & Towing, Call Holman - 1-800-277-8181

Holman is available to help with vehicle break down, dead battery, flat tire, keys locked in car, etc.