



Issue #45

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# Doering Fleet Management eZine

Dear Adam,

Information betters us and ensures our decisions are well-informed! Doering is your best resource for fleet knowledge and information.

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## GM Announces Modifications to Powertrain Warranty, Maintenance Program

*F&I Showroom*

General Motors announced it is rolling back coverage on its Chevrolet and GMC powertrain limited warranty and is reducing the number of visits under its free maintenance program for Chevrolet, Buick and GMC vehicles. The modifications will take effect on 2016 model-year vehicles.

GM will reduce the Chevrolet and GMC extended powertrain warranty, which covers the engine, transmission and transaxle, transfer case, drive systems and emissions control systems, from five years or 100,000 miles to five years or 60,000 miles. The two offerings will continue to include roadside assistance.

GM will also reduce the number of service visits under its two-year, 24,000-mile Chevrolet Complete Care, GMC Pro Grade Protection and Experience Buick Protection maintenance programs from four to two.

According to a company spokesperson, the move was based on consumer research that showed free maintenance and warranty coverage weren't major purchase considerations. The spokesperson added that internal company data showed a significant drop off in consumer usage of the maintenance program after the first visit.

### FLEET MANAGEMENT:

#### MANAGED MAINTENANCE PROGRAM

70 A.S.E. certified mechanics on staff to serve you!

70,000+ in-network shops nationwide

Institute preventative maintenance schedules and improve vehicle resale value.

20% net savings are commonplace.

## Maintenance Costs Increase with Longer Service Lives, Recalls



*Automotive Fleet*

As resale prices in the used-vehicle market have returned to historical norms, most commercial fleets have reverted to traditional vehicle cycling parameters. Today, fewer companies are accelerating vehicle replacement

#### NATIONWIDE TITLE & REGISTRATION MANAGEMENT

#### BEHIND THE WHEEL DRIVER TESTING

#### ACCIDENT MANAGEMENT

#### FUEL MANAGEMENT PROGRAM WITH REPORTING

#### CONSULTING

schedules (shortcycling) to minimize depreciation by taking advantage of the stronger-than-normal resale prices.

Consequently, the average age of commercial fleet vehicles has been trending higher with the maintenance incidents found with older, higher-mileage vehicles. As a result, overall fleet car maintenance costs increased for the 2014 calendar-year compared to those in the 2013-CY.

Another factor putting upward pressure on fleet maintenance expenses was the huge volume of recalled vehicles, which caused a double-digit percentage spike in rental replacement expenses in 2014 compared to the prior year.

The lack of availability of replacement parts has been an ongoing issue that was further exacerbated by the number of vehicles recalled, which contributed to longer rental periods for replacement vehicles.

In addition, labor rates, on average, increased in the 2014 calendar-year compared to CY-2013, with further increases anticipated in 2015.

### Impact of Recalls

The greatest fleet impact of vehicle recalls has been with rental expenses for replacement vehicles to keep the driver on the road while the recalled vehicle was being serviced at the dealership.

Despite the widespread recalls, overall vehicle quality in 2014 continues to remain high. The introduction of new technologies into new models is contributing to ongoing high-quality levels.

## Fleet Safety Tip: Dealing With Sun Glare



*Automotive Fleet*

Vision Council of America (VCA) offers the following tips for motorists to help reduce the dangers caused by sun glare:

- Drive cautiously and leave a proper distance to ensure ample reaction time.
- Make it a habit to lower visors to help block some of the reflected light.
- Avoid using high-gloss vinyl cleansers on dashboards.
- Keep the car windshield clean and the windshield washer fluid reservoir full.
- When possible, take an alternate route lined with trees or tall buildings in lieu of one with extreme glare.
- Turn on headlights to reduce the possible poor visibility of oncoming drivers.
- Most importantly, wear sunglasses at all times when sun glare is a problem. Even more important is to wear sunglasses with polarized lenses to reduce glare, and lenses with UV protection to shield the eyes from damage.

## SERVICES

### DRIVING POLICY

### ONLINE SAFETY COURSES

### GPS TELEMATICS



### FUEL MANAGEMENT PROGRAM

A properly utilized fuel card program can securely track fuel grade and usage, monitor MPG, detect and/or prevent driver fraud, and provide an accurate assessment of spending per driver.

Drivers have their choice of the least expensive fueling locations. There is no need to drive out of the way to go to a specific branded station.

Fuel cards prevent fraud and accidental loss.

### Helping Older Adult Drivers Prevent Accidents

Christian Brothers Services has provided an article with tips on how to help older drivers prevent accidents.

"Older adult drivers contribute many positive attributes to daily driving tasks. Their accumulated driving experience, ability to think critically, and aptitude for controlling impulses and managing their emotions gives them a distinct advantage over younger, inexperienced drivers."

To read more, click [here](#).

If this newsletter was useful to you and imparted knowledge and ideas, it was a success. If it did not, please provide feedback.

This Ezine was provided by Doering Fleet Management.

**Sincerely,**

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### **RCRI and LCWR Members**

Many articles or content thereof are from various industry sources. The information is intended to be advisory in nature, but should not be relied upon without proper guidance, consultation and advice, from a fleet manager, attorney, or accountant, as needed.

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