


# POLICY AND PROCEDURE

	Policy number: 13000-001
	<b>Vehicle Maintenance Policy</b>
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Approved by: Vanessa Aguirre	

## Vehicle Maintenance Policy

### Purpose and Scope

The purpose of this **vehicle maintenance policy** is to establish clear guidelines and procedures for the regular upkeep, inspection, and repair of fleet vehicles and carts owned or operated by The Claremont Colleges Services (TCCS) and all employees operating or managing fleet vehicles. This helps ensure that vehicles remain safe, reliable, and efficient over time.

### Policy and Objectives

The objectives of this Vehicle Maintenance Policy are to ensure that all company vehicles are maintained in a safe, reliable, and cost-effective manner, reducing the risk of accidents, breakdowns, and costly repairs, while complying with all applicable laws and regulations. It identifies the following:

#### 1. Responsibilities

##### **Fleet Manager:**

- Oversees the implementation and compliance of the vehicle maintenance program.
- Coordinates maintenance schedules and ensures timely completion.
- Maintains accurate records of all vehicle inspections, servicing, and repairs.
- Reviews and oversees work order repairs.

##### **Mechanic:**

- Performs scheduled maintenance and repairs according to a time-based schedule, manufacturer recommendations, and company standards.
- Records all maintenance activities in the Work Order Management System, Azzier.
- Signs off on completed maintenance and repairs and Vehicle Condition Reports.

**Technician:**

- Conducts monthly inspections, reports issues, completes Vehicle Condition Check Lists, and submits to the CFS Operations Manager by the 5<sup>th</sup> of each month.
- Reports any unusual sounds, smells or performance issues immediately.

**2. Maintenance Schedule**

Planned maintenance schedules vary based on whether the vehicle is an automobile or cart. The vehicle determines the service interval and type of maintenance performed.

**Automobiles:**

Established service intervals are on a time-based schedule (annually for vehicles and monthly for carts) and in conjunction with manufacturer recommendations. Additionally, technicians are required to submit a Vehicle Condition Check List on the 5<sup>th</sup> of the month. The Vehicle Condition Check List alerts the Machine Shop if maintenance needs to be performed outside of the annual service.

**Annual Service Includes:**

- Grease parts as needed.
- Belts - inspect and replace as needed. Manufacturer suggests every 65,000 miles.
- Radiator coolant – top up or flush as needed.
- Engine oil level – top up or drain and replace as needed.
- Power steering – top up.
- Transmission fluid – top up.
- Windows – inspect.
- Mirrors - inspect.
- Emergency Flashers - Inspect and repair as necessary -
- Emergency Brakes - Inspect and repair as necessary -
- Horn - Inspect and repair as necessary.
- Seat Belts – inspect and repair as necessary.
- Head Lights – inspect and replace as needed.
- Wipers – inspect and replace as needed.
- Brake Lights – Inspect and replace as needed.
- Taillights - Inspect and replace as needed.
- Back-up Lights - inspect and replace as needed.
- Turn Signals - Inspect and replace as needed.
- Tires – rotate based on wear or replace as needed.
- Brakes – replace as necessary based on wear.
- Battery – Test and replace if necessary.

**Carts:****Monthly Service Includes:**

- Check headlights, brake lights, back-up lights, taillights, and turn signals. Make sure they are operational.
- Check tires to make sure they are properly inflated. Check tires for uneven wear.

- Check battery water levels. Check battery cables to ensure free of corrosion.
- Check brakes to make sure they are fully operational and check emergency brake.
- Check seatbelts to make sure they are fully operational.
- Check all visible hardware from front to rear i.e. windows, mirrors, windshield wipers, and horn, ensuring all is operational.
- Check steering and components.

### 3. Reporting and Repairs

- Upon receiving the Vehicle Condition Check List, The CFS Operations Manager reviews the report and has the CFS Admin Team create a work order for item requiring inspection or repair.
- Work orders are assigned to the Machine shop and reviewed by the Fleet Manager.
- The Mechanic contacts the requestor to schedule service within 48 hours.
- Repair work will be carried out by qualified personnel or authorized service centers.
- Vehicles requiring repairs are taken out of service until deemed safe to operate.
- For urgent vehicle issues outside business hours, contact Campus Safety at (909) 607-2000 or email [cfs@services.claremont.edu](mailto:cfs@services.claremont.edu).

### 4. Record Keeping

- The Vehicle Condition Check List is signed by the Mechanic and submitted to the CFS Admin Team.
- All records are entered into Azzier, The Work Order Management System, and maintained based on vehicle/cart number.
- Maintenance records are maintained for a minimum of eight years.
- Access to records is restricted to authorized personnel including the Fleet Manager, CFS Admin Team, and Risk Management.

### 5. Unplanned Maintenance and Accident Reporting

- All vehicle issues, damages, or accidents must be reported immediately to Central Facilities Services at [cfs@services.claremont.edu](mailto:cfs@services.claremont.edu).
- Accidents must also be reported to Campus Safety and Risk Management; an accident report form is required.
- Refer to Risk Management Guidelines for detailed procedures at <https://services.claremont.edu/risk-management/>
- Vehicles requiring repairs will be taken out of service until repaired and deemed safe to operate.
- Repairs are performed by qualified personnel or authorized service centers.
- Requestors will be notified when the vehicle or cart is returned to service.

### 6. Vehicle and Cart Repair Process

- To report vehicle or cart repairs, email [cfs@services.claremont.edu](mailto:cfs@services.claremont.edu) with the following information:
  - a) Your name and department
  - b) Vehicle or cart number
  - c) Location of the vehicle or cart
  - d) Description of the problem
  - e) Cost center

- Upon receiving the request, The CFS Admin Team will create a work order and assign it to the Machine Shop. The Fleet Manager reviews and oversees the process.
- The requester will receive an automated email from Azzier containing the work order number.
- A Machine shop technician will contact the requestor within 48 hours to schedule the service appointment. Repairs generally take 72 hours to complete; any delays due to parts on backorder or recalls will be communicated promptly.
- Once repairs are finished, the requester will be notified, and the vehicle or cart will be returned to service.
- The work order is closed, and the requester will receive an automated email from Azzier stating work is completed.
- Most repairs are covered under the Vehicle Reserve Allocation. Items excluded from the Vehicle Reserve Allocation include:
  - a) cart cleaning
  - b) major and minor repairs, a result of an accident. \*

\*Larger repairs may be covered by an Insurance Claim filed by Risk Management.