

# **Coastal Community Action Program WSDOT Owned Vehicle Maintenance Plan**

## **Mission Statement**

Coastal Community Action Program's (CCAP) vehicle maintenance mission is to effectively and efficiently provide safe, clean, reliable and comfortable vehicles for use by its clients and operators.

## **Preventative Maintenance (PM) Program**

The emphasis of CCAP's maintenance program is preventive rather than reactive maintenance. A strong preventive maintenance program effectively reduces overall maintenance costs by decreasing the number of road calls and the high cost of unpredictable repairs caused by reactive maintenance. The PM schedule and requirements are based upon vehicle type and manufacture recommendations. As the manufacturer mileage recommendations are consistently met prior to the time recommendations PM schedules are based on mileage.

Maintenance is performed at specific mileage increments (levels) with specific elements performed every 6, 12, 30, 60 and 102 thousand miles. Level A (6,000) encompasses the engine fluids and tires. Level B (12,000) includes Level A maintenance, the brake system, CV joints, front suspension and the exhaust system. Level C (30,000) includes Level A and the engine air cleaner filter. Level D (60,000) includes Level A and C and the transaxle filter and fluid. Level E (102,000) includes Level A and B, engine coolant, ignition cables and spark plug replacement.

CCAP staff continually review the maintenance practices to identify potential improvements to the program. This assures optimum benefits from the scheduled inspections, maximizes useful vehicle life, reduces maintenance costs and ensures that CCAP vehicles remain in safe operating condition

## **On-Time Inspection Variance**

Because of the need to schedule maintenance through an outside vendor, the allowable variance with all preventive maintenance inspections is a minus 750 miles to a plus 750 miles. Any inspection completed within this parameter is considered on time.

## **CCAP Transportation Tracking Protocols**

The Transportation Coordinator (TC) is responsible for developing the PM schedule for each type of vehicle WSDOT legally owns and for ensuring all PM activities are completed in a timely manner and are consistent with manufacture's recommendations.

CCAP utilizes the services of outside vendors to perform all maintenance. The TC shall ensure that the vendors are properly briefed as to the extent of the particular PM being performed. Additionally the TC conducts a semi annual physical inspection of each vehicle in January and July.

Each driver is required to conduct a pre and post trip inspection on his/her assigned vehicle each day using the Daily Van Inspection Report (DVIR) developed in cooperation with the WUTC. Multiple drivers may use the same vehicle on a given day and each driver complies with this requirement for his/her use. The driver records any problem on the DVIR and calls the TC if conditions requiring immediate attention are discovered. The TC reviews each completed DVIR and schedules work with outside vendors as necessary.

The completed documentation for all preventive maintenance consists of the vendor generated performance/documentation sheets and the CCAP PM sheet completed by the TC based upon the vendor performance/documentation sheets. (Necessary because vendors often neglect to fill out additional outside paperwork while performing vehicle maintenance) Vehicle number, date, mileage and

any pertinent information is also included. The Vehicle report sheets used by the two vendors (Five Star and Grays Harbor Fast Lube) CCAP patronizes often are enclosed for reference.

The TC maintains a complete history for each vehicle that includes documentation of all repairs, inspections and other related maintenance activities.

## **Warranty Recovery Program**

Coastal CAP operates a warranty program to ensure that costs of parts and repairs on warranty-covered items are recovered.

### **Failed Components**

Parts and components that may have failed prematurely are retained. The TC researches the original installation date, miles of usage on the failed component and the vendor from whom it was originally purchased. If the part or component is covered by warranty, it is returned to the vendor.

### **Return to Manufacturer/Vendor**

Authorization for warranty return and labor claims, when applicable, are obtained from the manufacturer or vendor. Information is supplied to the vendor surrounding the circumstances of the failure, if known. The item is then returned to the vendor warranty department for repair or replacement. Coastal CAP retains copy of the warranty claim form for tracking purposes.

### **COST ANALYSIS TOOL**

Coastal CAP uses a life cycle cost analysis tool as part of its decision- making process in establishing and making changes to preventative maintenance intervals, thereby enabling the agency to analyze cost effects of alternative practices over the life of the equipment.

The following forms are included with this plan:

- Service Level A – E Reports
- Daily Van Inspection Report
- Semi-Annual Vehicle Inspection Report
- Vendor Inspection Checklist Form

## Service Level "A" Completed Every 6,000 Miles

Vehicle: \_\_\_\_\_ Date: \_\_\_\_\_ Odometer: \_\_\_\_\_

Vendor Performing Service: \_\_\_\_\_ Report Attached: Yes or No

Check and Service (if necessary) the following:

Repairs/Action Needed

Change Engine Oil

Oil Filter

Coolant Recovery Reservoir Fluid

Transmission Fluid

Power Steering Fluid

Engine Air Cleaner Filter

Tire Wear/Air Pressure (rotate if necessary)

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Notes: \_\_\_\_\_

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## Service Level "B" Completed Every 12,000 Miles

Vehicle: \_\_\_\_\_ Date: \_\_\_\_\_ Odometer: \_\_\_\_\_

Vendor Performing Service: \_\_\_\_\_ Report Attached: Yes or No

Check and Service (if necessary) the following:

Repairs/Action Needed

Service Level A

Brake System (linings, hoses, parking, fluid)

CV Joints (initial check at 12,000 then 48, 72, 96 & 120,000)

Replace Air Conditioning Filter

Front Suspension, Tie Rod Ends & Boot Seals

Exhaust System

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Notes: \_\_\_\_\_

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# Service Level "C" Completed Every 30,000 Miles

Vehicle: \_\_\_\_\_ Date: \_\_\_\_\_ Odometer: \_\_\_\_\_

Vendor Performing Service: \_\_\_\_\_ Report Attached: Yes or No

Check and Service (if necessary) the following:

Repairs/Action Needed

Service Level A

Replace Engine Air Cleaner Filter

\_\_\_\_\_

\_\_\_\_\_

Notes:

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## Service Level "D" Completed Every 60,000 Miles

Vehicle: \_\_\_\_\_ Date: \_\_\_\_\_ Odometer: \_\_\_\_\_

Vendor Performing Service: \_\_\_\_\_ Report Attached: Yes or No

Check and Service (if necessary) the following:

Repairs/Action Needed

Service Level A & C

Change Transaxle Fluid & Filter

\_\_\_\_\_

\_\_\_\_\_

Notes:

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## Service Level "E" Completed At 102,000 Miles

Vehicle: \_\_\_\_\_ Date: \_\_\_\_\_ Odometer: \_\_\_\_\_

Vendor Performing Service: \_\_\_\_\_ Report Attached: Yes or No

Check and Service (if necessary) the following:

Repairs/Action Needed

Service Level A & B

Flush & Replace Engine Coolant

Replace Ignition Cables

Replace Spark Plugs

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Notes:

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## DAILY VAN INSPECTION REPORT

**This form is to be filled out & signed AT THE END of your run. Leave it on the driver's seat in the vehicle so the subsequent driver can read, date & sign it. The subsequent driver will turn the form in with their paperwork that day. Be sure you fill out a new form at the end of each day.**

Date \_\_\_\_\_ Driver \_\_\_\_\_

Van Number \_\_\_\_\_ Beginning Odometer \_\_\_\_\_

Item	OK	Defect	Comments/Nature of Defect
Fluid Leaks Under Van			
Lights-Interior			
Lights-Exterior (Head Lights/Turn Signals/Running Lights/Hazard)			
Horn			
Mirrors			
Wipers/Fluid			
Brakes-Service/Parking			
Steering			
Fans/Defroster			
Windows (clean/not chipped, etc)			
Tires-Tread/Condition/Air Pressure/Lug Nuts Tight			
Wheels/Rims			
Fire Extinguisher			
Emergency Road Kit			
Survival Kit (back pack)			
Cycle Wheel Chair Lift (CC4 Only)			

The condition of vehicle is satisfactory: Yes \_\_\_\_\_ No \_\_\_\_\_

If "No" explain \_\_\_\_\_ (if the condition requires the immediate attention of the Transportation Coordinator you must call)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Completing Driver's Signature/Date \_\_\_\_\_

Corrective action taken by Transportation Coordinator if applicable: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Subsequent Driver's Signature /Date \_\_\_\_\_

Driver Comments: \_\_\_\_\_

\_\_\_\_\_  
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 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# COASTAL COMMUNITY ACTION PROGRAM SEMI ANNUAL VEHICLE INSPECTION

Vehicle # \_\_\_\_\_ Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

Transportation Coordinator: \_\_\_\_\_

## January:

\_\_\_\_\_ Exterior Condition (body and glass)  
\_\_\_\_\_ Interior Condition  
\_\_\_\_\_ Lighting Systems (interior/exterior)  
\_\_\_\_\_ Air Conditioning/Heater Unit  
\_\_\_\_\_ Tire Condition  
\_\_\_\_\_ Wiper Blade Condition (replaced as needed throughout the year)

## July:

\_\_\_\_\_ Exterior Condition (body and glass)  
\_\_\_\_\_ Interior Condition  
\_\_\_\_\_ Lighting Systems (interior/exterior)  
\_\_\_\_\_ Air Conditioning/Heater Unit  
\_\_\_\_\_ Tire Condition  
\_\_\_\_\_ Wiper Blade Condition (replaced as needed throughout the year)

## Comments:

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Name \_\_\_\_\_ Year/Model \_\_\_\_\_ Date \_\_\_\_\_

License Plate \_\_\_\_\_ VIN \_\_\_\_\_ RO/Tag # \_\_\_\_\_

REPORT CARD	
CHECKED AND OKAY	
MAY REQUIRE FUTURE ATTENTION	
REQUIRES IMMEDIATE ATTENTION	
<b>EVERY 5,000 (OR 3,000) MILES</b>	
	Check operation of horn, interior lights (map light/trunk/dome/glove), exterior lamps, turn signals, hazard warning lights and brake lights
	Check windshield washer spray, wiper operation and wiper blades
	Visually inspect radiator, heater and air conditioning hoses for leaks or damage
	Inspect CV drive axle boots, if equipped
	Visually inspect exhaust system for leaks, damage or loose parts and remove any foreign materials trapped by shielding
	Inspect and lubricate driveshaft, transmission, u-joints and transmission shift linkage (if equipped)
	Inspect and lubricate steering and steering linkages
	Inspect and lubricate suspension
	Inspect shocks/struts for excessive bounce, leaks and damage
OK	TOPPED OFF
CHECK	4x4 transfer case, front drive axle and clutch reservoir fluid (truck only)
AND	Transmission fluid
FILE	Brake fluid
L	Power steering fluid
	Coolant recovery reservoir fluid
	Window washer fluid
<b>EVERY 15,000 MILES (Plus Above Items)</b>	
	Inspect brake system including lines, hoses and parking brake
	Inspect air filter/cabin air filter
	Inspect engine cooling system, hoses and clamps
	Inspect accessory drive belt
<b>EVERY 30,000 MILES (Plus Above Items)</b>	
	Inspect clutch operation
	Inspect evaporative fuel system hoses and tubes (only at 60,000 and 120,000 miles intervals)
	Visually inspect battery and clean terminals (if required)
	Inspect accessory drive belt

REPORT CARD	
CHECKED AND OKAY	
MAY REQUIRE FUTURE ATTENTION	
REQUIRES IMMEDIATE ATTENTION	
<b>NON-MILEAGE RELATED CHECKS</b>	
	Inspect windshield for cracks, chips and pitting
	Inspect for paint/body damage
	Visually inspect for oil/fluid leaks

Battery Check  
 CCA \_\_\_\_\_ OE \_\_\_\_\_  RECHARGE

BRAKES & TIRES				
<input type="checkbox"/> BRAKE INSPECTION NOT REQUIRED THIS VISIT				
	Wear Pattern		Wear Pattern	
	Brake Lining		Brake Lining	
	Tire Tread		Tire Tread	
Old _____ 32nds	New _____ 32nds	Old _____ 32nds	New _____ 32nds	
Tire Pressure In _____ psi Out _____ psi		Tire Pressure In _____ psi Out _____ psi		
LF			RF	
LR		Wear Pattern		Wear Pattern
		Brake Lining		Brake Lining
		Tire Tread		Tire Tread
Old _____ 32nds	New _____ 32nds	Old _____ 32nds	New _____ 32nds	
Tire Pressure In _____ psi Out _____ psi		Tire Pressure In _____ psi Out _____ psi		
RR			RR	

Comments \_\_\_\_\_  
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 \_\_\_\_\_  
 Service Advisor \_\_\_\_\_ Technician \_\_\_\_\_