# 501: Vehicle Inspection & Repairs

500: Fleet · https://milo.masseyservices.com/docs/501-vehicle-inspection-repairs/

**Section:** Fleet
**Subject:** Vehicle Inspections and Repairs
**Approved by:** Tony Massey
**Effective Date:** February 20, 2004
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**Policy Owner:** Director of Fleet

# Policy

## Vehicles

As indicated in our guiding philosophy, "We value our Company’s Image. The public perception of our people, vehicles, equipment and materials are essential to our success."

As a team member driving a Massey vehicle, you are a “moving billboard” with our company name, phone number, and identification number for everyone to see. The most important impression we want to make to the public is one of care, concern, trust, and responsibility. Remember, the public equates the quality of our service with the appearance of our team members and vehicles. A well-maintained and clean vehicle projects the image of a company and team members who take pride in their work and equipment. Be polite and accommodating, because it is safer, easier, and friendlier to yield to others. Never allow yourself to become involved in a driving competition or road rage situation.

## Vehicle Inspection Report

The following standards are to be followed for all company vehicles:

- All vehicles must be clean and well maintained.
- All vehicles must be properly decaled, and decals must be of good appearance.

- Tanks, hoses, toolboxes and all other equipment must be clean and neat.
- Vehicle damage, such as rust and dented bodywork, must be repaired immediately.

To assure these standards are maintained, a vehicle inspection report is to be completed on every vehicle. On the first day of the month. These inspections are to be completed by the service manager or general manager AND the vehicle's assigned driver. During the inspection, photos will be required of each vehicle for a visual audit, with additional photos of any failed items on the report. Each VIR must be completed in its entirety to be accepted. Vehicle Inspection Reports are processed through service center iPads using the Samsara Driver App. A detailed vehicle inspection procedure PowerPoint is available on the X: Drive/Fleet/ Vehicle Inspections/Holman Vehicle Inspection App.pptx for your review.

Items to note during vehicle inspections:

- Scratched vehicles shall be repaired with touch up paint during every vehicle inspection.
- A tire depth gauge must be used on tires to determine wear. All tires, including the spare, with a reading of 4/32 depth or lower (as determined by a tire gauge), must be replaced within 24 hours to meet DOT regulations and ensure the safety of our team members.

## Vehicle Repair and Maintenance Overview

A monthly report will be sent via email to each service center and Regional Manager detailing vehicles that are within 30 days of service being due, and which vehicles are overdue meeting their service requirements. The service center General Manager and Service Manager are responsible for the accuracy of this information, and it being kept up to date.

Daily and Ongoing Vehicle Maintenance:

- All fluid levels and belts must be checked, replaced and/or filled regularly.
- Any malfunctioning or damaged lights (i.e. headlights, taillights, stop lights, turn signals, 4-way flasher and back up lights) must be repaired or replaced within 24 hours of the malfunction being identified.
- Any damage to windows or mirrors shall be repaired or replaced within two working days of damage occurring.

- Replacement keys are to be made within 48 hours of loss. All costs associated with vehicle lockouts are the responsibility of the Team Member
- Any damage or wear on decals are to be ordered within ten working days.

Our company vehicles are covered under a maintenance program administered through Holman. This means every vehicle we have in our fleet is under our client ID, 0715. This client ID and vehicle number will always be required at the time of write up for service at the repair facility. Every vehicle maintenance repair should go through Holman at 1-800-227-2273.

As a company our first preference is to use auto vendors & repair shops that are part of the Holman Network. Each manager has been given access through Holman to source local repair facilities. Most major repair facilities and dealerships work withthe Holman network and will bill them accordingly. If your preferred vendor or repair shop is not part of the Holman network, please contact the Fleet Department to discuss how to add a new approved Vendor.

ALL REQUESTS FOR MAINTENANCE AND REPAIR APPROVALS WILL COME THROUGH EMAIL AND MUST BE APRROVED BY THE GENERAL MANAGER BEFORE ANY ACTION WILL BE TAKEN.

## Vehicle Scheduled / Preventive Maintenance Process

Vehicle maintenance if of the highest importance for all our company vehicles. A properly maintained vehicle provides greater safety to our team members and extends the life of the vehicle. When maintenance is due, an appointment should be made in advance with an approved repair facility. This will ensure the least amount of down time for the vehicle and the teammember. Team members will be requested by the repair facility to present the proper vehicle information at time of service.

## Vehicle Repair Approval Process

A vehicle in need of repair service, either to the body of the vehicle or a mechanical repair will go through the following process:

1. Team members will be requested by repair facility to present proper vehicle information at time of service.
2. The repair facility will prepare and submit an estimate to Holman for review and approval.
3. After Holman has received the estimate , the service center will receive an email with the estimate for the service centers review and approval or rejection based on the scope of work and repair

cost.

4. If service center approves the estimate, the purchase order will be sent directly to the repair center.
5. Prior to any repairs greater than $500 the Fleet Department may consult with additional authority to aid with the repairs taking place.
6. Safety related repairs will be completed before vehicle is released to the driver.
    1. Tires below 4/32$^{nds}$
    2. Lighting or windshield wiper concerns. Wipers torn or bulbs out.
    3. Brake concerns (metal to metal, leaking fluids, caliper issues, etc.)
    4. Leaking fluids that may lead to break-down or additional damage.

***If there is a concern with the repair estimate please let the Fleet Department know to address your concerns.***

***If you are taking a vehicle for an estimate Only**, let the repair facility know **NOT** to contact Holman.*

*** In Addition to Maintenance, Holman provides towing services. For towing service call

1-800-227-2273 and Holman will set up towing through a local vendor in our network. Our vehicle information is alreadydocumented through Holman regarding vehicle dimensions and conditions to tow.

See the approval amounts below for authorization rights.

Holman has Authority to approve minor repairs such as oil changes and tire rotations/tire repair up to $200.00

Table 1. Repair Approval Authority

- O – Approving Authority
- X – Emailed for Reference on repairs.

| Repair Amount | Fleet Manager/Director | Service Center | Regional Manager | Regional VP |
|---|---|---|---|---|
| $1 - $500 | O / X | O / X | O / X | O / X |

| Repair Amount | Fleet Manager/Director | Service Center | Regional Manager | Regional VP |
|---|---|---|---|---|
| $501 - $1500 | O / X | O / X | O / X | O / X |
| $1501 - $2500 | O / X | X | O / X | O / X |
| $2501 + | O / X | X | X | O / X |

Holman has certain set parameters for repairs

### Repairs Automatically Declined

The repairs below are not to be authorized without the Fleet department’s review based on history and vehicle maintenanceschedule. Most of these services are non-required maintenance where Holman’s system is set to decline due to them being considered as an “upsell”.

- Transmission/Coolant Flush/Service
- Brake Fluid Flush/Service
- Power Steering Flush/Service
- Air Induction/Throttle Body Flush/Service
- Fuel Injection/EFI Flush/Service

### Additional Parameters In-Place

Mileage intervals for non-oil change related maintenance and tire price range Holman will allow that falls under Massey Services pre-set parameters.

- Engine Air Filter – Every 30,000 Miles
- Engine Cabin Filter – Every 30,000 Miles
- Rear Differential Service – Every 60,000 Miles

## Downloads

Embedded media: https://milo.masseyservices.com/wp-content/uploads/2025/09/501-Vehicle-Inspection-Repair.pdf

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