Fleet Maintenance Guidelines

Repairs & Maintenance · https://milo.masseyservices.com/docs/fleet-maintenance-guidelines/

A) Fleet Maintenance

1. It is the driver's responsibility to maintain the vehicle.

2. The vehicle must be checked by the driver daily. (Check your tires!)

3. Any safety issues (horn, headlights, brake lights, tail lights, etc.) must be addressed immediately.

4. When a problem is detected you must immediately stop the vehicle and have it checked.

5. Alert your General Manager immediately and have the vehicle towed to a repair facility NOT to the service center.

6. There are levels of authority when repair the vehicle.

7. General Managers are authorized to repair vehicles, without further approval, up to $500.00 through ARI. Be sure the estimate includes the correct vehicle information and mileage. Repairs over $500 will be processed through the Fleet Department on repairs submitted to ARI.

8. No oil changes should exceed 5,000 miles except for Sprinters and NPR's. (Some independent locations will have set mileage intervals.)

9. The NPR ECOMAX (badge on the side) 3.0l uses 15w40 Synthetic and uses 8qts not the prior 12qts on the previous 5.2l engine. (Overfilling can lead to engine damage and costly repairs.)

10. To locate the nearest Izuzu Repair Facility: http://www.isuzucv.com/en/app/locator

11. The recommended Service guidelines on all NPR's

a. "A" SERVICE: Every 10,000 miles (for diesel models) or 7,500 miles (for gas models) – Complete vehicle inspection plus engine oil and filter replacement, fuel filter replacement, chassis, cab, powertrain and rear body inspection/lubrication, diagnostic report, tire rotation, all fluids topped off, brake wear inspection. (If your vehicle is seeing excessive Idle time you may want to service the vehicle sooner)

b. “B” SERVICE: Every 50,000 miles (for diesel models) or 37,500 miles (for gas models) – All items included in “A” service plus valve lash adjustment (diesel only), engine coolant replacement, transmission fluid and filter replacement, torque specific chassis, steering and suspension fasteners, windshield wiper blades, clean air conditioning filters, differential fluid level inspection.

c. “C” SERVICE: Every 100,000 miles (for diesel models) or 75,000 miles (for gas models) – All items included in “A” and “B” service plus replace engine drive belts, replace radiator hoses, power steering fluid, brake system fluid, differential fluid, DPF cleaning on vehicle (diesel only), replace spark plugs and ignition wires (gas only).

B) New NPR Warranty Information

1. http://www.isuzucv.com/en/service/warranty For warranty roadside assistance: (866) 441-9659

N-Series Diesel Trucks Coverage	Warranty LimitationsMonths*	Miles*
Basic (See "What's Covered")	0-36	Unlimited
Engine - Transmission - Drive Axles - Propeller Shaft - Front Axle I-Beam - Crossmembers - Flywheel Housing - Clutch Housing	0-36	Unlimited
Frame Rails	0-36	Unlimited
Engine Emission Control System Federal	0-60	0-100,000
Engine Emissions Control System Warranty Performance California**	0-36	0-50,000
Engine Emissions Control System Defects (Long-Term) Warranty California**	0-84	0-70,000
Tires	0-24	0-24,000

Corrosion (Rust Through)	0-48	Unlimited

* *The warranty coverages are determined by the mileage of the vehicle and the number of months from the delivery date. The warranty coverages are limited by whichever occurs first.*
** *See Warranty and Owner Assistance Information Manual for specific coverage.*

2. IMPORTANT: We have seen a handful of NPR's entering limp mode leaving the vehicle unable to exceed 30mph. The trouble codes (DTC) stored will include a P0708-Transmission Range Sensor. The sensor is not at fault! The concern lies within the taillight harness above the rear bumper. The circuit is grounding out and back-feeding through the ECU giving false codes.

a. Included as an attachment is the Ford Quick Reference Oil Application Chart. I know there are rarely questions about what oil to use but note that I see many service centers spending on Synthetic when the new may just require a recommended 5w20 Semi Synthetic Blend

i. Most of our vehicles are covered under Ford quality fleet care or QFC allowing us to network through any ford dealer. For warranty questions on coverage please contact your local Ford dealer.

3. Toyota Tacoma's use a recommended 0w20 full synthetic oil from the factory. Refer to oil chart attachment. For the less pricey alternative, Valvoline and other oil shops offer a 0w20 synthetic blend.

a. All new Tacoma's are covered through ToyotaCare giving you free service for 2 years or 25,999 miles. (whichever comes first) If you are wondering if any vehicles in your Service Center are covered please visit http://www.toyota.com/owners/parts-service/toyota-care and run the VIN number or contact your local Toyota dealer for further information.

i. We have also teamed up with David Maus Toyota of Sanford and they are willing to help us out at great lengths. Attached you will see a price list they have provided. You can note that the synthetic oil change offered is cheaper than many of your local oil change chains. If you are looking to have repairs performed or recalls to be done please call and set up an appointment. They will designate certain employee's to assist us.

A. To see if a Tacoma may have an open recall visit http://www.toyota.com/recall with VIN.

C) New Toyota Warranty Information

1. Every Toyota vehicle is supported by a 36-month/36,000-mile limited warranty coverage. But it doesn't stop there.

2. On top of our basic coverage, we offer – 12 months/12,000-mile on wipers, balance/alignment.

3. Basic Bumper to Bumper Coverage - 36 months/36,000 miles (all components other than normal wear and maintenance items).

4. Powertrain Coverage - 60 months/60,000 miles (engine, transmission/transaxle, front-wheel-drive system, rear-wheel drive, seatbelts and airbags, water pump, engine gaskets/seals).

5. Rust-Through Coverage - 60 months/unlimited miles (corrosion perforation of sheet metal).

6. Emissions Coverage - Coverages vary under Federal and California regulations. Refer to applicable Warranty & Maintenance Guide for details.