

**STATE OF VERMONT  
AGENCY OF HUMAN SERVICES  
DEPARTMENT OF CORRECTIONS**

**Policy: 312**

**Subject:** Maintenance Of Vehicles

**Effective Date:**

**Review and Re-Issue Date:**

**Supersedes:** NEW

**APA Rule Number:**

|                                     |                      |                           |                      |
|-------------------------------------|----------------------|---------------------------|----------------------|
| <b>Recommended for approval by:</b> |                      | <b>Authorized By:</b>     |                      |
| <br><br><br>                        |                      | <br><br><br>              |                      |
| _____<br><b>Signature</b>           | _____<br><b>Date</b> | _____<br><b>Signature</b> | _____<br><b>Date</b> |

**1. Authority:**

**INTRODUCTION**

Maintaining a safe, responsive, dependable, cost effective fleet of vehicles is an extremely important function within the Department of Corrections. It represents a major budget expenditure and we are dependent on vehicles to carry out our mission.

**2. Purpose:**

To have a standardized, effective, efficient manner to service our vehicles.

**3. Applicability/Accessibility**

3.1.

**4. Policy**

**PROCEDURE**

Each Superintendent, District Manager, or Director shall maintain a separate record file for each vehicle assigned to his unit. This file shall contain at least the following information:

1. All warranty papers.
2. Purchase invoice records.
3. Service records, including copies of repairs and maintenance invoices.

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4. Monthly users record.
5. Any other pertinent information relative to the vehicle.

### Care of Vehicles

A member taking charge of a Department vehicle, temporarily or permanently, shall, before using, make an inspection thereof, noting any damages that may exist, and shall determine whether or not the same has been reported. In order to absolve himself from any liability for such damage, he shall make a report to his Supervisor. The last member having the use of the vehicle shall be held responsible for such damage.

Vehicles must be kept in a high state of cleanliness. The last person to use the vehicle is responsible for trash, etc., in the vehicle.

Each vehicle shall be kept in the best possible state of operating efficiency. The most careful attention shall be paid to the lubrication, and the tires shall be kept properly inflated. During the winter months, sufficient antifreeze solution shall be kept in the radiator to prevent the same from freezing. Upon the completion of your assignment, the staff member shall make certain that the vehicle he/she has been operating is filled with oil, gasoline, and water, and in complete readiness for immediate service.

No member of the Department shall leave the ignition keys in the switch when a Departmental motor vehicle is left unattended.

The doors will be locked at all times when the vehicle is left unattended.

### Repair Orders

Two copies of all repair orders and other invoices for labor, materials, services, etc. (except credit card purchases), must be obtained in each instance.

The member checking a vehicle out of a garage after repairs have been made is responsible for signing the order or charge slip and that it contains the following information.

1. Date of repair.
2. Equipment.
3. Odometer reading.
4. Make and year.
5. List of parts and price.

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6. Discount on parts, if any.
7. Complete description of work performed.
8. Total labor charge plus breakdown of rate per hour and number of hours.

### Maintenance and Repairs

The following maintenance procedures are applicable to all Department of Corrections' fleet vehicles, cars, and trucks. Exceptions to the following practices require prior approval from Central Office.

Since the Department does not have a service garage, we are dependent upon local automotive service and repair shops within an office's operational area. Certain exceptions to this general practice are as follows.

1. Automatic Transmission Repairs - Due to the high cost involved in repairs to automatic transmissions, the question of the necessity of repair work quoted and variations in quality of service, all transmission repairs are handled through Central Office. In many cases, vehicle downtime can be minimized by providing either a good used transmission or a rebuilt unit. Repairs are accomplished at a local transmission service shop known for their reliability and quality workmanship. Routine services, i.e., oil drain, band adjustments, and filter replacements are exempted from this exception.

With the rapid increase in sophistication of automobiles and automotive systems, field personnel are asked to use great care in the selection of facilities they utilize for automotive servicing.

2. General Maintenance- The following services can be performed by other than authorized dealerships.

- A. Tune-Up
- B. Oil Change/Filter
- C. Front End Alignment
- D. Wheel Balance
- E. Tire Change and/or Rotation
- F. Exhaust System Repair/Replacement
- G. Brake System Repairs Including Turning Rotors and Drums, Pad Replacement, Shoe Replacement,
- H. Starter, Alternator Replacement

3. Major Maintenance - (Major system or component service) The following work **MUST** be performed at dealer facilities.

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A. Engine Removal/Installation

B. Valve Jobs

C. Transmission Removal/Installation (See Number 1 above).

D. All Suspension Service or Repair (shock absorbers can be done at other facilities, see Number 2 above, if desired)

E. Valve Seal Replacement

\*Semi-Metallic Friction Material Only

F. Rear Axle Service/Repair

G. Emissions System Service

H. Major Engine Repairs

4. Warranty Services - All warranty services (repairs and/or adjustments during warranty period) will be performed at an authorized dealership for the vehicle concerned. Unless it is convenient to do so, vehicles need not be returned to the selling dealer for these services.

5. Accident Repairs - A minimum of three competitive bids are required before accident damage is repaired. Body shops solicited are at the discretion of the local Superintendent/Manager. Body shops should be made aware of the fact that we consider the bid to be a firm price, except under unusual conditions. Includes windshields, which are under State contract. NOTE: minor damage, scrapes, scratches, etc., affecting the cosmetic appearance of the vehicle are not authorized for repair under normal circumstances.

6. Rust Repair - Rust damage of a type which affects the inspectability of a vehicle must be repaired. Such repairs are to be handled in accordance with the procedure described in Number 4 above. Other rust repairs may be accomplished upon approval of Central Office when such repair is essential to the future serviceability of the vehicle.

7. Routine Vehicle Service Intervals

A. Tune-Up: Replacement of points (non-transistorized ignition systems), spark plugs, check timing, carburetor adjustments, emissions system, etc.

(1) Transistorized ignition systems, automotive: every 30,000 miles unless sooner indicated by vehicle performance.

(2) Conventional ignition systems: every 12,000 miles.

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(3) Special purpose vehicles and trucks: in accordance with manufacturer's maintenance schedule (Owner's Manual).

B. Oil Change/Filter Change: 4,000 miles.

(1) Special purpose vehicles and trucks per specifications in Owner's Manual.

C. Brake Service: Brakes should be inspected every 25,000 miles, at a minimum.

D. Transmission, Oil, and Filter Change: Once every 24,000 miles (automatic transmissions only).

E. Tire Change/Tread Depth: 3/32".

F. Vehicles equipped with locking differentials: It is recommended that rear axles be serviced at least once a year to ensure longevity and serviceability of clutch mechanism.

G. Valve Seals: Leaking valve seals are a relatively common service item. The first indication may be an increase in oil consumption or plug fouling problem. As a preventative measure, it is recommended that seals be checked at least on an annual basis.

H. Tire Pressure: Based on manufacturer's recommended amounts.

8. Wheel Nut Torque - Proper torque on wheel nuts is an item often overlooked; however, improper torque can cause a number of problems. Low torque results in wheel movement, distortion of the nut and seat, potential failure in the bolt hole area. High torque results in distortion of the seat on the wheel, nut nose, thread seizing (can result in torsional shearing of the stud), and on disc brakes, distortion of the rotor. Disc brake equipped units require hand tightening of wheel nuts. Under no circumstances will an impact wrench be used. NOTE: Torque valves can only be determined in tightening direction.

9. Tire Rotation - Tire rotation is recommended to compensate for excessive tire wear and as a routine service. Radial ply tires may only be swapped front to rear on the same side. Cross rotation is not proper.

### CREDIT CARDS

State of Vermont credit cards issued to Departmental vehicles are for the purchase of gasoline (when not available from State pumps), emergency service, and minor items not available from Departmental supply.

State credit cards are not honored at all service stations, therefore, check before you gas up.

Gasoline credit card slips shall show the exact gallons, including tenths, and the total purchase price.

Staple all slips to the monthly equipment operating record.

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### GASOLINE PROCUREMENT FROM DEPARTMENTAL PUMPS

The gasoline expenditure form must indicate the exact amount to the nearest tenth of a gallon; an even number of gallons is preferred. The equipment number and the member's signature must be legible. Operation costs are charged to the proper division by the vehicle equipment number indicated on the expenditure form.

### BATTERY REPLACEMENT

Before replacement, an attempt should be made to have the battery charged. A dial type tester only should be used and if it is indicated that the battery is defective or worn out, it should be replaced. Contact supply for the name and address of the contract supplier. Delivery slip must be forwarded immediately to Administration, along with supplies issued (Form F) so that a Contract Release can be prepared.

### ACCIDENT REPAIRS, AUTHORIZATION, AND BID REQUIREMENTS

See page three, item Number 5.

In all accidents resulting in damage, three firm estimates of car repairs shall be obtained from reputable repair facilities, any of which must be capable of performing the service to the complete satisfaction of the Department. The low bid shall be accepted. Any information relative to authorization of the low bidder shall be contained in a note or memo to the Business Manager. All bids shall be forwarded promptly to Central Office.

In no case, even though any other involved party assumes responsibility and requests that the bids and/or the repair bills be sent to them or their insurance carrier, shall their request be granted. Repair orders and other pertinent data shall be submitted to Central Office. Reimbursement from the other party or his insurance carrier will be negotiated by the Central Office only.

Where applicable, the cost of wrecker service, towing charges, cost of estimates, etc., shall appear on the Monthly Car Report, to which shall be attached the matching repair order or charge clip.

### OPERATING RECORDS (PREPARATION AND SUBMISSION) FORM

Monthly equipment operating records must be completed and submitted to Central Office within seven days of reporting period by the Superintendent/District Manager. If, for some reason, the assigned officer is off-duty or unavailable to complete this report, the responsibility shall be delegated to the appropriate Supervisor.

### VEHICLE EQUIPMENT - Normal Issue: One Each

Card, Credit, State of Vermont

Certificate, Car Registration

Jack, Bumper

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Keys (a) Ignition, (b) Trunk

Radio, Equipment, Complete

Kit, First Aid

### **5. Training Method**

5.1.

### **6. Quality Assurance Processes**

6.1.

### **7. Financial Impact:**

7.1.

### **References**

7.2.

### **8. Responsible Director and Draft Participants**