

Roadworthiness: Industry Best Practice

Produced by the North Western Goods Vehicle
Maintenance Liaison Committee in conjunction
with the IRTE, a professional sector of SOE

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This publication is a result of work conducted by the North West Goods Vehicle Maintenance Liaison Committee. For more information about IRTE technical activities please contact technical@soe.org.uk

This guide was first published by the SOE in May 2005.

ISBN: 978-0-955685-0-3

This edition was updated and revised in June 2007.

Editor: Andrea Dick Design: Hazel Tufton Cover Pic: Pedro Vasconcelos

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Preface

This document has been compiled by a subcommittee of North Western Goods Vehicle Maintenance Liaison Committee in response to a visit by North West Traffic Commissioner Beverley Bell as a starting point to providing a reference document that will assist vehicle operators to optimise their vehicle maintenance standards. *Roadworthiness – Industry Best Practice* has been compiled to supplement *The Guide to Maintaining Roadworthiness* and to build on the opportunities contained within it.

The Guide to Maintaining Roadworthiness (the Guide) is the reference document for all vehicle operators and provides a comprehensive guide to the requirements and minimum standards that all operators must achieve. The original best practice guide was produced to supplement the *Guide to Maintaining Roadworthiness*. This has now been revised and updated to reflect current experiences of the Committee. It was felt that the title should be changed to distinguish it from the earlier version. The Traffic Commissioner indicated that operator licensing should be a reflection of best practice rather than minimum standards and this guide has been prepared to reflect that.

Using the experience of the industry in the production of this guide representatives, from major fleet operators, Vehicle and Operator Services Agency (VOSA), Society of Operations Engineers IRTE Professional Sector, Freight Transport Association and the Road Haulage Association were consulted. The guidance and advice provided in this document will allow all vehicle operators, regardless of fleet size or utilisation, to improve their vehicle maintenance controls and so improve vehicle maintenance standards. Effective maintenance improves vehicle reliability and availability and provides a safer environment for all.

* *Guide to Maintaining Roadworthiness* – published by The Stationery Office (ISBN 0 11 551 792 8)



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Responsibilities for roadworthiness

Operational needs must never override vehicle safety considerations.

Vehicles can be owned, leased, hired or loaned; however all vehicle operators must understand that the “user” of the vehicle bears the legal responsibility for its roadworthiness. The user is generally defined as either the driver (in the case of an owner-driver) or the operator who employs the driver (including agency drivers).



- Ensure the quality of any hired or leased equipment by using only accredited or audited suppliers such as members of British Vehicle Rental and Leasing Association.

Under operator licensing regulations the user of the vehicle is responsible for it being maintained in a safe and roadworthy condition at all times. Regardless of any maintenance contract that may be held, it is the user who is responsible for maintaining roadworthiness.



- Remember that you cannot subcontract your responsibility. Always use reputable repairers.

The user of a towing vehicle is responsible for any trailer attached even if it does not belong to the user.

An operator must ensure that a competent person is available to advise and/or remove a defective vehicle from service. Similarly, a competent person must also be available to decide whether a vehicle can be allowed back into service following repair. This responsibility may be delegated providing it is clear as to where the responsibilities lie.



- When authorisation to return a vehicle to service is given by telephone, ensure that it is followed up in writing.

Everyone involved in vehicle maintenance should have their duties and responsibilities clearly defined in writing. Emphasis should be placed on the importance of maintaining roadworthiness and the role they play in ensuring compliance.

Roadworthiness inspections

Driver Checks

A driver check must be carried out before and after a vehicle/trailer is used. See appendix 1 (page 11) for driver check sheet. The driver has a legal responsibility to check the vehicle or combination to ensure it is free from visible defects. Drivers should be instructed in the importance of a vehicle check and training must be given to ensure a thorough visual examination. All training must be recorded.



• Operating defective vehicles will compromise your Operators Licence. Driver checks are needed as follows:

- On any vehicle/trailer at the start and end of the shift.
- On any vehicle/trailer changed during the shift.
- Driver check sheets should highlight whether it identifies a defect or is a nil defect report.
- Driver check reports should be retained for 15 months.
- It is best practice to physically check the quality of driver walk round inspections (appendix 7, p24).

Defect Reporting

All vehicle defects should be recorded in a written report which states the detail of defects found and any repair work carried out. Written confirmation of the remedial action should be made and retained. The

rectification section of the defect report must be completed by a competent person. An audit trail of all defects must be kept in the vehicle's history file to confirm that the correct remedial action has been taken. It is mandatory that defect reports are kept for at least 15 months.



• Mechanical defects found in driver checks can be an indication of poor workshop maintenance standards.

- Always analyse defects found. In order to determine the seriousness of a defect, VOSA's *Categorisation of Defects* is a useful reference document.
- Always analyse defects found on maintenance inspection sheets.
- Driver-related defects found on routine maintenance inspection sheets are an indication of poor driver checks.
- It is good practice to continually monitor all driver reports.
- It is best practice to combine the defect and rectification report on one document (appendix 2, p.13).

Regular Safety Inspections

Regular safety inspections must be carried out on all equipment in accordance with your Operators Licence undertaking. Inspection frequencies must be planned and regularly reviewed in line with the vehicle's operation.

Roadworthiness inspections



- Review all vehicle breakdowns. Mechanical failures in between regular safety inspections can be an indication of poor vehicle maintenance standards.

The safety inspection must include all items covered by the statutory annual test and, for health and safety purposes, include any ancillary equipment fitted to the vehicle. The safety inspection intervals and minimum requirements of a safety inspection report are clearly defined in *The Guide to Maintaining Roadworthiness*. Any remedial work carried out as a result of a safety inspection must be recorded in writing, ideally as an integral part of the inspection report. Best practice would be to display a plaque on the vehicle or trailer indicating the week number that the next inspection is due.



- Ensure inspection sheets are thoroughly examined to assess all defects found and ensure that rectification action is clearly stated.

- You should aim to carry out a full brake test at every inspection and record results to show whether the result meets the statutory requirement. (It should state 'pass' or 'fail').
- All inspection sheets must be dated and signed off.

Safety inspection reports must be completed separately for both vehicles and trailers (appendix 3.1 - Vehicles and 3.2 - Trailers, p14).

Ensure that only industry approved inspection documentation is used and that it is both fully completed and endorsed before filing. It is mandatory that inspection reports be kept for at least 15 months. In order to comply with health and safety legislation, safety inspections must be completed for all ancillary equipment in line with the manufacturer's recommendations and separate records must be retained.



- It is best practice to retain all vehicle maintenance records for the life of the vehicle.

- Inspection reports must contain a declaration of roadworthiness.

Hired Equipment

Hired, leased or loaned equipment is subject to the same Operator Licence regulations. Equipment you hire, lease or loan is subject to the same Operator Licence controls as your own equipment. Reputable hire companies will abide by the undertakings of the British Vehicle Rental and Leasing Association (BVRLA). See appendix 4 for the rental company's obligations.



- Ensure you obtain acceptance and return signatures to confirm vehicle condition.

- Ensure that vehicle/trailer has current test certificates, last inspection report and specialist equipment certification where appropriate.

Safety inspection and repair facilities

Regardless of any contractual agreements, the user is responsible for the roadworthiness of the vehicle, the authorisation of any repair work undertaken and the retention of vehicle maintenance records.



• Subcontracting your maintenance does not remove your legal obligations.

As the responsibility rests with the user, it is up to the user to establish with the supplier the most appropriate maintenance system.

Any maintenance provider (including tyres) must have appropriate facilities and be competent and fully conversant with current vehicle technology and legislation. If assistance is needed the relevant trade associations and professional bodies (defined in *The Guide to Maintaining Roadworthiness*) are available to provide technical support.



• Maintenance suppliers need to be audited on a regular basis. Help is available from the relevant trade associations.

• If maintenance is provided as part of any agreement, you must regularly review service quality.

A formal maintenance agreement (appendix 5) is needed for all contracted-out vehicle maintenance arrangements. This document

will be needed to support any application for an Operators Licence and will need to specify the maximum inspection period.

Any changes relating to a maintenance agreement or the actual provision of maintenance must be communicated to your nearest traffic area office.



• Implement a service level agreement with your maintenance agent – internal or external. Review the agreement on a regular basis and assess key performance indicators such as:

- MOT pass rate, or first time failures.
- Prohibitions received.
- Number of vehicle breakdowns.
- Vehicle availability.
- Adherence to service schedules.
- Maintenance costs.
- Any quality accreditation or systems of work.

Planning a safety inspection programme

Safety inspections must be planned in advance.

Year planners, flow charts or computer-based programmes are all acceptable to use for planning inspection programmes. The programme planner should be kept in the simplest form and displayed prominently (appendix 6.1, p22).

Ideally the planner should show scheduled safety inspection dates for at least six months in advance, together with annual MOT test due dates.

The planner must be updated regularly to indicate the progress of the maintenance programme. Any vehicle movements or changes must be recorded on the planner together with any periods of vehicle non-use.

The planner may be used to record other vehicle maintenance activities, e.g. ancillary equipment. A clear system of coding should be used to identify each activity.

The planner should then be used to compile a notification pro-forma (appendix 6.2, p23). The notification will be a record of the agreed maintenance required for the week ahead. The notification pro-forma should be the subject of regular discussion with your maintenance provider.



- Ensure that the information on the planner is reflected in the vehicle history files.

Monitoring

An audit procedure is required to ensure compliance with your Operators Licence. This could be carried out internally where sufficiently competent staff are available or subcontracted to one of the trade associations specialising in this area. Remember that operators of goods vehicles are monitored by VOSA.



• All transport operations staff should be familiar with documentation issued by enforcement authorities and with the necessary follow-up action.

• Thoroughly investigate any areas of non-compliance, e.g. MOT failures or prohibition notices. Ensure corrective action is taken to prevent any recurrence. In order to ensure that you are aware of test failures, where maintenance is subcontracted, test result

sheets (VTG 14/2) should be produced by the maintenance provider. Contact VOSA data warehouse staff to arrange to receive regular reports of your annual test performance and encounter reports.

• Contact VOSA and/or the relevant trade associations for any guidance or assistance you may require.

• Refer to VOSA *The Safe Operator's Guide* for contact numbers.

Appendix 1 - Driver check procedure 1

DRIVER CHECK

It is essential that on completion of the check, you are satisfied that your vehicle/trailer is in a safe and roadworthy condition.

Therefore you must carefully check all items for: condition, operation and security

Levels & Legality	
1	Check engine oil, water, washers, fuel for levels and leaks
2	Check the Road fund, O licence and where necessary LBIS & SLP discs are displayed & valid

In Cab Check Items	
3	Good visibility through all cab windows and mirrors
4	Vehicle/trailer height indicator is correctly set
5	Cab interior lights
6	Driving controls, seat & seatbelts
7	Windscreen wipers & washers
8	Audible warning (horn)
9	Tachograph correct time & calibration also speed limiter plaque displayed
10	ABS in-cab warning lights
11	Driver, load and vehicle documentation are correct for route
12	All instruments, gauges & warning devices, also check for air leaks and pressure drop

All Round Vehicle Checks	
13	Cab glass and mirrors
14	Wheels for condition and security, check tyres for damage, inflation and tread depth
15	Lights, head, side, marker, tail, stop, indicator, fog and reflectors
16	Exhaust
17	Air electrical sockets
18	Fifth wheel & locking devices, lead up ramps, steps, catwalk or Drawbar coupling
19	Vehicle body, wings, guards, side & rear, spray suppression, curtains & straps, doors & tail lift
20	Landing legs & handle
21	Trailer Park Brake
22	Air Suspension correctly set
23	Number plates & market plates
24	MOT plates and trailer disc valid

Prior To Leaving Depot Check	
25	Steer & brake operation
26	Load security & weight distribution

On The Road Check Items	
27	Exhaust smoke check (engine warm)
28	Tachograph, speedometer & speed limiter
29	ABS lights off
30	Exhaust brake

NOTE: Your vehicle/trailer must not be driven on the public highway with any defect which could be considered safety related or which could possibly attract a Prohibition Notice if checked by the Vehicle Inspectorate or other enforcement agencies.

Only when you are satisfied that your vehicle is, in your opinion, in a safe and roadworthy condition, should you commence your journey. **If in doubt, ASK**

Appendix 1 - Driver check procedure 2

WEEKLY CHECKLIST REPORT

Driver's Name: Depot/Contract: Week Commencing:

Day	Vehicle Registration	Trailer Numbers	I certify that I have completed the check		Enter Below Details of Any Defects Noted During Daily Duty	Defect Number
			Start Shift Signature	Finish Shift Signature		
S U N						
M O N						
T U E						
W E D						
T H U						
F R I						
S A T						

COMPLETE THIS SECTION BY ANSWERING YES OR NO TO THE QUESTIONS

Have you been stopped by the Police? If Yes state reason and date

Have you been stopped by any other Authorities?

If Yes state who by, reason and date

Have you been involved in any accidents? If Yes have you filled in a Report?

Checked By Department
Manager/Supervisor

Date:

Signature:

Spot Check Supervisor

Date:

Signature:



Appendix 2 - Defect report

The driver completes the top white copy of the set and passes it to the traffic office. This is then forwarded to the repairer, usually by fax, and kept on file pending return of completed copy from the repairer when rectification work has been carried out. Details of the repair should be entered on the copy by the repairer. The yellow copy is retained by the driver for his records and the blue copy remains in the book. The white copy should then be placed on the vehicle maintenance history file.

VEHICLE DEFECT REPORTING SHEET
07100

VEHICLE DEFECT REPORTING SHEET
07100

VEHICLE DEFECT REPORTING SHEET
07100

Section A To Be Completed By The Driver

Defect Reported by _____ Vehicle/Trailer No. _____
 Date ____/____/____ Time Reported ____ : ____ Odometer reading: _____ Signature _____

Defect(s)
 1) _____
 2) _____
 3) _____
 4) _____
 5) _____

Section B To Be Completed By The Team Leader or Debriefer Defect Log No.

Name: _____ Date: ____/____/____ Time report actioned: ____ : ____
 Workshop to carry out repairs _____ FTA Workshop _____ Location _____
 Vehicle required for next shift? YES / NO Time required ____ : ____ AM/PM Date ____/____/____
 Categorisation Action (delete non-applicable item) _____ Action: VQH / deferred repair
 Prohibition item - Immediate / Delayed / other safety defect _____
 Confirmation of categorisation from _____ Signed _____

Section C To Be Completed By The Workshop

Action Taken to Rectify Defect
 1) _____
 2) _____
 3) _____
 4) _____
 5) _____

If No Action taken, Please state reason _____

Further Action Required (Please State "NONE" if none required) _____

I have checked the above vehicle and confirm that all information above is correct.
 The noted defects have been rectified and are in satisfactory condition.

Job Number _____ Date and Time Completed _____
 Workshop _____ Signature _____

Section D To Be Completed on completion of work

Repair to: wear item / accident damage _____
 Order Number _____ Cost actual/estimate _____

Defect Report Checked and confirmed complete by _____ (Team Leader) Date ____/____/____

This form constitutes part of the Safe Working Procedure as well as the reporting system to comply with the Goods Vehicle Operators Licensing Regulations.

White Copy: Transport Manager Team Leader or Debriefer
 Yellow Copy: To Driver
 Blue Copy: To remain in book

Form Tech 06/01



Appendix 3.1 - Service inspection sheet 1

25/04/05

SS007

LGV Inspection Sheet

✓ Serviceable or Completed
 R - Repair recommended
 S - Safety repair required
 M - Minor defect / monitor item
 N/A - Not applicable
 (1 star defects below)

Operator _____ Make _____ Model _____ 1 star No _____

Tacho calibration due date _____ Odometer _____ Reg No _____ Date _____

No:	Operations	TM No:
1	Driving seat, condition, security	18
2	Seat belt, security and wear	5
3	View to front. Condition of windscreen and glass. Windows / winders	23
4	Windscreen Wipers, Washers, Operation	25
5	Check condition operation / efficiency and controls of heater and demister	
6	Speedo / tachograph visibility and operation	20
7	Mirrors, condition and security. Heater elements	22
8	Audible warning horn	27
9	Check driving controls	28
10	Steering wheel, free play	30
11	Steering wheel, security, condition	30
12	Steering column, play, security	30
13	Check service brake pedal & service brake operation	37,38
14	Brake & Clutch pedal carriers / pads. Gear lever, linkage, controls	28,37
15	Hand control valves, brakes, check	38
16	Build up oil, wet, check operation, gauges & warning	34
17	Legal & speed limiter plates, position, detail	33
18	Tachograph, operation, condition of scale	26
19	Cab floor, steps, condition, security	17
20	Cab door hinges, Cab mountings, tilt mechanism, locks, catches, runners, condition & security	15,16,19, 20
21	Number plates, condition, security	
22	Check condition / security of cab locking mechanism	
23	Front bumper, side guards, floor under run device, condition & security	8
24	Front and rear wings, spray suppression, condition, security	14
25	Front and side marker lamps. Instrument illumination, switches, function, position, check	42, 63
26	Headlights, function and position, vertical aim, check	42,67
27	Stop lamps, function and position	63
28	Indicators, function, colour, driver warning	42,66
29	Rear lamps, fog lamps, function and position	42,63
30	Reflectors, side, rear, position and condition	62
31	Rear markings, position and condition	62
32	Auxiliary and rear number plate lamps, function	
33	Body, condition and security	19,20
34	Check condition of side boards, tail boards, hinges and securing mechanisms	
35	Check security / condition / operation of twist locks and other load securing equipment	19
36	Check condition / security of tipper hinge bolts	
37	Head wheels, hubs, condition, security	6
38	Check tyre size, ply rating and type, condition, pressure, tread depth - record results	7,8
39	Check for fuel and oil leaks	44



Appendix 3.1 - Service inspection sheet 2

25/04/05

SS002

No.	Operations	TM No.	
40	Fuel tank, pipes, security, condition	45	
41	Chassis, deformation, cracks, corrosion	41	
42	Spare wheel and carrier, condition, security	10	
43	Wiring, battery, position, condition, security	42	
44	Trailer air lines, service, emergency	12	
45	Raise cab / bonnet and check lift mechanism condition / security and operation		
46	Radiator / Intercooler, check condition, security clean radiator matrix		
47	Engine & transmission mountings, condition, security	45	
48	Exhaust, silencer, leaks, condition, security	46	
49	Trailer coupling, condition, security	11	
50	Propeller, supports, U.L. and langes, condition, security	57	
51	Check / adjust engine drive bolts		
52	Check fan drive security		
53	Check condition of fuel pump jets and coupling, check speed limiter jets		
54	Check condition / security of alternator and terminals		
55	Check operation / security / condition of starter motor and terminals		
56	Check / top up engine oil level		
57	Check condition / operation / security of differential locks and warning lights		
58	Spring pan bushes, slipper brackets, condition, security	49	
59	Suspension units, springs, air bellows, attachment, condition, security	48	
60	Anti roll bars, torsion bars	48	
61	Shock absorbers, condition, security	49	
62	Air suspension ride height, axle fit, position, security, operation	48	
63	Brake linings, pads / shoes, thickness, condition	59	
64	Brake actuator mechanisms, condition, automatic adjuster operation	59	
65	Brake pipes, valves, connections, cylinders, reservoirs, check	59	
66	Check brake wheel units, cylinders / callipers, travel, condition	59	
67	Check security / condition / operation of hand parking valve and linkage	36,59	
68	Service brake, Secondary brake, Parking brake, check	71,72,73	
69	Air tanks, condition, security	59	
70	Steering linkage, condition, security	54	
71	Stub axle, king pins, bushes, wear	53	
72	P.A.S. operation, Steering box, condition, security	54	
73	Check power steering fluid / manual steering box oil level		
74	Clutch adjustment and wear		
75	Engine controls, speed limiter, inc control units, check operation	33	
76	Check wheel nut torque with torque wrench, fit wheel nut indicators to twin axle wheel vehicles		
77	Check smoke emission	5	
78	Check for oil, water and air leaks	64	
79	Lubricate door locks / catches hinges and control pedal linkage pivots		
80	Check / top up cab tilt fluid		
81	Check / top up clutch & brake fluid reservoirs, (renew brake fluid at 30000 miles or 3 years)		
82	Check / top up rear hub oil		
83	Check air dryer operation		
84	Top up windshield washer reservoir		
85	Check / top up coolant level and refill freeze P.C. Renew anti freeze every 2 years		

Appendix 3.1 - Service inspection sheet 3

25/04/05

SS/052

No.	Operations	TM No.	
86	Front hubs check / top up oil level (Where appropriate)		
87	Check / top up gearbox oil and transfer box oil		
88	Check / top up differential, final drive		
89	Lubricate all grease points. Check / top up JCL system		
90	Carry out road or brake roller test and record results		

Declaration

I certify that this vehicle has been inspected in accordance with VOSA inspection manual and all applicable items have been checked and found serviceable, except as noted on the defect sheet

Technician Signature _____ Print Name _____

Type in text details and ticked test results

o/s front	tyre mm	brake %	o/s 2 nd axle	tyre mm	brake %	o/s 3 rd axle outer	tyre mm	brake %	o/s rear axle (inner)	tyre mm	brake %
		Serv %			Serv %			Serv %			Serv %
		Park %			Park %			Park %			Park %
n/s front	tyre mm	brake %	n/s 2 nd axle	tyre mm	brake %	n/s 3 rd axle (inner)	tyre mm	brake %	n/s rear axle (inner)	tyre mm	brake %
		Serv %			Serv %			Serv %			Serv %
		Park %			Park %			Park %			Park %

Item No.	Defects	Action taken	Required By

Declaration

I certify that an inspection has been completed and all safety related defects have been notified and in my opinion, the vehicle is in a safe and roadworthy condition

Print Name Certified complete Date



Appendix 3.2 - Trailer service inspection sheet 1

21/04/05

SSR052

Trailer Inspection Sheet

✓ Serviceable or Completed
 R - Repair recommended
 S - Safety repair required
 M - Minor defect / monitor item
 N/A - Not applicable
 (Enter details below)

Operator _____ Make _____ Model _____

Odometer _____ Serial No _____ Serial no _____ Date _____

No:	Operations	TM No:	
1	Check Ministry & manufacturers plate, position, security, condition		
2	Check Ministry plate & test disc details		
3	Check wheels & hubs for cracking and security of fixings	R	
4	Check tyres, size & type	7	
5	Check tyres, condition, pressure, tread depth, damage	U	
6	Check rear under-run bumpers and side guards, security, condition	9	
7	Check spare wheel carrier, condition, security	10	
8	Check brake coupling, 5 th wheel king pin, automatic coupling, condition security	11	
9	Check wings and spray suppression equipment, condition security	14	
10	Check main body structure, security, condition, damage	19,20	
11	Check electrical wiring, condition security	47	
12	Check rear marker plates, type, condition security	62	
13	Check rear and side reflectors, position, security	62	
14	Check parking brake, condition, operation	64,73	
15	Check landing legs, condition, security, operation	13	
16	Check security / condition / operation of twist locks and other load securing equipment	19	
17	Check chassis frame, cracks, corrosion	41	
18	Check suspension, springs, air suspension, torsion rods, anti roll bars, condition, security wear	48	
19	Suspension, check attachment to chassis / frame	49	
20	Check shock absorbers, condition, security, leaks	48	
21	Check axles, hubs and bearings, condition, bearing adjustment	53	
22	Check steering linkage, operation, condition, wear	54	
23	Check brake cylinders, condition, security, leakage. Automatic adjusters, stroke, operation	59	
24	Check safety valve, function, condition	59	
25	Check all lights for operation and condition of lenses, tail lights, fog lights, reversing lights, side marker lights, direction indicators, stop lights, number plate illumination	63,66	
26	Check ABS / EBS warning light, function	38	
27	Check fuel tanks & systems	45	
28	Check auxiliary equipment for oil leaks	44	
29	Trailer parking & emergency brakes & air line connections	12	



Appendix 3.2 - Trailer service inspection sheet 2

25/04/05

SSR052

tyre tread depths and brake pad wear

Note: Brake performance T.M. references 71 & 73

axle front	tyre mm	brake %		axle 2 nd axle	tyre mm	brake %		axle rear axle	tyre mm	brake %	
		Service	Park			Service	Park			Service	Park
n/s front		Service	%	n/s 2 nd axle		Service	%	n/s rear axle		Service	%
		Park	%			Park	%			Park	%
			%				%				%

Declaration

I certify that this trailer has been inspected in accordance with VOSA inspection manual and all applicable items have been checked and found serviceable, except as noted on the defect sheet

Technician Signature _____ Print Name _____

<u>Item No:</u>	<u>Defects</u>	<u>Action taken</u>	<u>Repaired by:</u>

Declaration

I certify that an inspection has been completed and all safety related defects have been rectified and in my opinion, the vehicle is in a safe and roadworthy condition

Print Name Certified complete Date



Appendix 4 - Rental company obligations

Extract from the *CV Best Practice Guide* issued by the British Vehicle Rental and Leasing Association (BVRLA) dated January 1999.

It is the responsibility of the Rental Company to ensure that:

- The vehicle has undergone a satisfactory pre-rental check and has been valeted.
- Servicing is kept up to date.
- All necessary mechanical repairs have been carried out.
- No major body damage exists which might constitute a PG9 offence.
- Accessories including first aid kit, spare wheel etc, are present.
- All legislation is complied with in respect of Vehicle Excise Duty, MOT certificate, periodic safety inspections and, in the case of HGVs, that the goods vehicle test certificate, the tachograph certificate, the speed limiter certificate and the last safety inspection report are available.
- The customer is presented with a pre-rental check list detailing any minor blemishes to bodywork, paintwork and vehicle interior for his verification and signature of acceptance.
- The customer's requests for servicing and repair during the hire period are promptly responded to.
- Details of procedure to be followed in the event of breakdown or accident both during and outside working hours are provided.



MAINTENANCE AGREEMENT FOR CONTRACTED OUT VEHICLE MAINTENANCE

Inspection Intervals

All vehicles and trailers must be maintained within the stipulations of the Operators Licence.

Vehicles – XX Weeks or XXXXX kms
Trailers – XX Weeks

The intervals specified are the maximum inspection periods.

Testing

All testing - MOT, Tachograph Calibration and Tail-lift Testing must be completed prior to renewal dates.

Road Speed Limiters must be checked at each inspection and on MOT preparation.

Defects

Defects found on service/inspection must be rectified at service/inspection.

Under no circumstances should a vehicle be returned to operational use with a PG9 or safety related defect.

Any minor defects that are deferred at service/inspection must be subject to an efficient recall system with notification to the vehicle operator.

Safety inspection/service reports

Safety inspection reports must comply with the standards recommended within the Guide to Maintaining Roadworthiness including references to VOSA Testers Manual Inspection Numbers.

All Inspection reports must state:

- A declaration of roadworthiness.
- Notation of brake performance results.
- Odometer readings.
- Tachograph calibration dates.
- Checks on road speed limiters must be signed off.

Defects noted on service/inspection reports must refer to the Testers Manual Inspection Number and should be unambiguous as to any remedial action taken to rectify the defect.

The use of terminology such as "Report" or "Parts on Order" is unacceptable.

All service/inspection reports must be fully completed, signed and returned to the vehicle operator within a maximum period of 24 hours.

Brake Function

The performance of braking systems should be checked every service by means of a rolling road brake test. If a rolling road brake tester is not available then a suitable means of ensuring brake performance should be adopted on each service.

Running Defects

All defects must be reported by means of a written defect report.

On completion of any defect repair the defect report must be completed and signed to record the remedial action taken. Completed defect reports must be returned to the vehicle operator within a maximum period of 24 hours.



**MAINTENANCE AGREEMENT
FOR CONTRACTED OUT VEHICLE MAINTENANCE**

Wheel Security

Following the removal of any road wheel the following procedure will apply:

Wheels are to be fitted and torqued up to the manufacturers setting using a calibrated torque wrench.

A suitable recall system will be adopted to re-torque the road wheel nuts, either:

- a) After 30 minutes whether the vehicle has moved or not.
- b) After the vehicle has travelled between 40 to 80kms (25 to 50 miles).

A label or sticker should be attached to the vehicle or trailer as a reminder that a final re-torque is required within 48 hours.

Prohibition (PG9)

In the event of any vehicle being issued with a maintenance-related PG9 prohibition, a full investigation must take place to determine the cause and any appropriate remedial action. The investigation must be subject to a written record that is to be submitted to the vehicle operator within 72 hours of notification.

Any vehicle that is to be presented to a testing station for the removal of a PG9 prohibition must be subject to a thorough, full vehicle examination. The vehicle may be subject to a full MOT inspection when presented for the removal of the prohibition.

MOT Failure

In the event of any vehicle incurring a MOT failure, a full investigation must take place to determine the cause and any appropriate remedial action. The investigation must be subject to a written record that is to be submitted to the vehicle operator within 72 hours.

Audit

Regular audit will take place on all areas of this maintenance agreement. Full records must be kept to enable a thorough audit of vehicle standards and the administration of this agreement.

MAINTENANCE AGREEMENT DECLARATION

I, of

confirm that I have read and understood the requirements above and will ensure compliance to this maintenance agreement.

Signed Date

Dealer Stamp or full address to be noted below:



FLEET MAINTENANCE AUDIT

Location.....

Contract.....

Date.....

Audit Area	Compliance Yes/No	Comment
1) Driver Checks		
1.1 Are driver checks being completed?		
1.2 Are there written records of completed driver checks?		
1.3 Are the records fully completed and signed by the Driver?		
1.4 Are the records checked and endorsed by a supervisor?		
2) Defect Reporting		
2.1 Are vehicle defect reports completed for all Defects?		
2.2 Are defect reports fully completed?		
2.3 Is the appropriate remedial action stated on all Defects?		
2.4 Are defect reports held for 15 months?		
3) Safety Inspections		
3.1 Are inspections being completed to O-Licence requirements?		
3.2 Do the inspection reports satisfy industry standards?		
3.3 Are the inspection reports fully completed?		
3.4 Is the status of any defects clear and unambiguous?		
3.5 Are records available for any ancillary equipment?		
3.6 Are inspection reports held for 15 months?		
4) Hired Vehicles		
4.1 Are hired vehicles maintained to O-Licence requirements?		
4.2 Are the same maintenance procedures adopted for hire vehicles?		
5) Inspection and Repair Facilities		
5.1 Are the maintenance facilities appropriate?		
5.2 Is there a maintenance agreement for any sub-contracted maintenance?		
5.3 Is the agreement current and valid?		

FLEET MAINTENANCE AUDIT

Audit Area	Compliance Yes/No	Comment
6) Safety Inspection Programme		
6.1 Are safety inspections planned in advance?		
6.2 Is there a suitable wall chart planner or PC based programme?		
6.3 Is the planner up-to-date?		
6.4 Is there a clear system of coding for maintenance activities?		
6.5 Are the inspection and service frequencies correct?		
6.6 Are MOT dates recorded on the planner?		
6.7 Are tachograph calibration dates recorded on the planner?		
6.8 Does the planner include any ancillary equipment?		
6.9 Are maintenance notifications issued for inspections due?		
7) Vehicle Records		
7.1 Are vehicle maintenance records held for 15 months?		
7.2 Are the records retained in a satisfactory condition?		
7.3 Do the driver defects indicate good vehicle maintenance?		
7.4 Do the mechanical defects indicate good driver checks?		
7.5 Are records held for any ancillary equipment?		
8) General Observations		
8.1 Is the wheel nut re-torque procedure adhered to?		
8.2 Were all vehicles examined in a sound mechanical condition?		
8.3 Were all vehicles examined clean, tidy and free from damage?		
8.4 Were the correct licence discs displayed on all vehicles?		
9) Performance Indicators		
9.1 Is the MOT first time pass rate acceptable?		
9.2 Is the number of PG9 prohibitions issued acceptable?		
9.3 Is the number of vehicle breakdowns acceptable?		
9.4 Is the availability of vehicles acceptable?		
9.5 Are maintenance costs within budget?		

Fleet Maintenance Audit carried out by:

Name..... Date.....

Operator Signature:

Workshop Manager Signature:.....



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IRTE is a professional sector of the SOE (Society of Operations Engineers).

SOE is a professional membership organisation that represents three professional sectors of the engineering industry – IRTE, IPlantE and BES.

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5. Career development opportunities and CPD scheme.

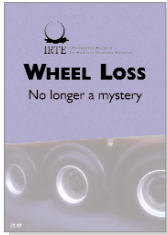
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engineering success

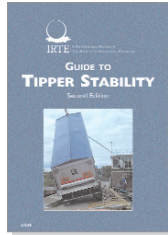


SOE publications



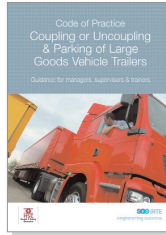
'Wheel Loss – No Longer a Mystery' booklet

The SOE's guide to wheel loss is based on BS AU50 Part 2 section 7a (1995). The guide explains the mechanisms of wheel loss and provides helpful best practice guidance to assist those specifying and maintaining commercial vehicles to reduce wheel loss incidents.



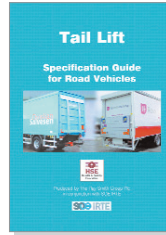
IRTE Guide to Tipper Stability

Essential guidance for those wishing to implement best practice when operating tipping vehicles or tipper trailers.



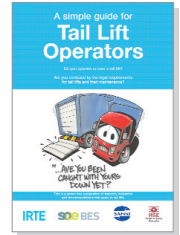
Coupling and Uncoupling of Large Goods Vehicle Trailers

The IRTE code of practice is aimed at managers, supervisors and trainers but has good advice for everyone who has responsibility for the safety of large goods vehicles and drivers.



Tail Lift – Specification Guide for Road Vehicles

Guidance for manufacturers, specifiers, installers, suppliers and users of tail lifts as to the safety issues associated with tail lift installations.



A simple guide for Tail Lift Operators

This guide provides some basic information and highlights the user's legal responsibilities in the use, maintenance and examination of tail lifts. It is written in a simple question and answer format and is intended to be used as a basic guide to clarify current legislation that applies to tail lifts and tail lift manufacturers' recommendations.



Guide to Wheel Security

The associated quick reference poster for *Wheel Loss – No longer a mystery* booklet

To order any of these publications please contact the technical services department at technical@soe.org.uk or telephone 0207 630 1111



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SOE, IRTE Professional Sector,
22 Greencoat Place, London SW1P 1PR. **Tel:** 020 7630 1111
Website: www.soe.org.uk **Email:** soe@soe.org.uk

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ISBN 978-0-9555685-0-3



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