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 manufacturer 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 manufacturer’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)

Notes: ________________________________________________
_____________________________________________________
_____________________________________________________
_____________________________________________________
_____________________________________________________

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

Notes: ________________________________________________
_____________________________________________________
_____________________________________________________
_____________________________________________________
_____________________________________________________
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: 

<table>
<thead>
<tr>
<th>Service Level A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Engine Air Cleaner Filter</td>
</tr>
</tbody>
</table>

Repairs/Action Needed

Notes: ___________________________________________________________________________

_________________________________________________________________________________

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

Vendor Performing Service: _______________________________
Report Attached: Yes or No

Check and Service (if necessary) the following:

- Service Level A & C
- Change Transaxle Fluid & Filter

Repairs/Action Needed

Notes:

_____________________________________________________

_____________________________________________________

_____________________________________________________

_____________________________________________________

Service Level "E" Completed At 102,000 Miles

Vendor Performing Service: _______________________________
Report Attached: Yes or No

Check and Service (if necessary) the following:

- Service Level A & B
- Flush & Replace Engine Coolant
- Replace Ignition Cables
- Replace Spark Plugs

Repairs/Action Needed

Notes:

_____________________________________________________

_____________________________________________________

_____________________________________________________

_____________________________________________________

Vehicle: __________ Date: __________ Odometer: __________
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 ____________________

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

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:

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________
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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____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
# VEHICLE INSPECTION CHECK LIST

<table>
<thead>
<tr>
<th>License Plate</th>
<th>VIN</th>
<th>Year/Model</th>
<th>Date</th>
</tr>
</thead>
</table>

## REPORT CARD

**CHECKED AND OKAY**

- MAY REQUIRE FUTURE ATTENTION
  - REQUIRES IMMEDIATE ATTENTION

### EVERY 5,000 (OR 3,000) MILES

- 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

### EVERY 15,000 MILES (Plus Above Items)

- 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

### EVERY 30,000 MILES (Plus Above Items)

- 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

## BRAKES & TIRES

- **BRAKE INSPECTION NOT REQUIRED THIS VISIT**

### BRAKE INSPECTION

- Wear Pattern
- Brake Lining
- Tire Tread

### TIRE PRESSURE

- LF: In. psi | Out. psi
- RF: In. psi | Out. psi
- LR: In. psi | Out. psi
- RR: In. psi | Out. psi

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**Battery Check**

- CCA: _
- OE: _
- RECHARGE: _

**Comments**

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**Service Advisor:** _

**Technician:** _