BOF-POL-022

Fleet Maintenance and Asset Management

COMMERCIAL TRUCKING & LOGISTICS OPERATIONS - INTERNAL CONTROLLED DOCUMENT

Fleet Maintenance and Asset Management Policy

Systematic Standards for Inspection, Maintenance, Repair, and Asset Lifecycle Management

INTERNAL - CONTROLLED DOCUMENT

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1. Purpose and Scope

This policy establishes systematic, enforceable standards for the inspection, preventive maintenance, corrective repair, and lifecycle management of all commercial motor vehicles (CMVs) and associated equipment operating under company authority. These standards are designed to ensure continuous regulatory compliance, protect driver safety, minimize unplanned downtime, and optimize fleet operating costs.

This policy applies to all personnel responsible for operating, dispatching, maintaining, or managing fleet assets, including employed drivers, contracted owner-operators, mechanics, dispatchers, fleet coordinators, and management personnel.

1.1 Regulatory Foundation

This policy is promulgated in compliance with 49 CFR Part 396 (Inspection, Repair, and Maintenance) and is designed to meet or exceed all requirements imposed by the Federal Motor Carrier Safety Administration (FMCSA) under the Commercial Motor Vehicle Safety Act.

1.2 Scope of Covered Equipment

? All company-owned tractors, trailers, and auxiliary equipment

? All leased tractors and trailers operated under company authority

? All owner-operator equipment operated under company motor carrier authority (MC number)

? All dollies, converter gear, refrigeration units, and specialized cargo equipment operated under company authority

POLICY APPLICABILITY NOTE Owner-operators operating under company authority are contractually obligated to maintain equipment in compliance with this policy and 49 CFR Part 396 as a condition of their operating agreement. Non-compliance is grounds for immediate removal from dispatch eligibility.

2. Regulatory References

Regulation / Standard	Subject
49 CFR Part 396	Inspection, Repair, and Maintenance - primary federal regulatory authority for all CMV maintenance obligations
49 CFR § 396.3	Systematic inspection and maintenance - requires carriers to maintain vehicles in safe and proper operating condition
49 CFR § 396.11	Driver Vehicle Inspection Reports (DVIR) - daily inspection report requirements, defect recording, and driver certification
49 CFR § 396.17	Periodic (DOT Annual) Inspections - requirement that every CMV pass at least one annual inspection
49 CFR § 396.19	Inspector Qualifications - minimum knowledge and competency standards for personnel performing periodic inspections

Regulation / Standard	Subject
49 CFR § 392.22	Emergency signal device deployment requirements at breakdown scenes
FMCSA CSA Vehicle Maintenance BASIC	Compliance, Safety, Accountability (CSA) Safety Measurement System - Vehicle Maintenance Behavior Analysis and Safety Improvement Category (BASIC)
FMCSA Appendix G to Subchapter B, Chapter III	Minimum Periodic Inspection Standards - itemized checklist of components subject to DOT annual inspection
BOF-POL-002	Pre-Trip Inspection Evidence Standard - DVIR requirements and driver inspection documentation
BOF-POL-005	Claims and Incident Response - breakdown-related incident documentation
BOF-POL-007	Document Retention Standard - maintenance record retention schedules

3. Definitions

For the purposes of this policy, the following terms shall have the meanings set forth below:

Term	Definition
Asset Lifecycle	The complete span of a fleet asset from acquisition through active service to final disposition, encompassing all maintenance, regulatory, financial, and operational activities during ownership or control.
Auxiliary Equipment	Equipment operated in conjunction with tractors and trailers, including refrigeration (reefer) units, liftgates, converter dollies, and specialized cargo-handling devices.
Corrective Maintenance	Unscheduled repair activity performed in response to an identified defect, failure, or out-of-service condition, as distinguished from preventive maintenance performed on a scheduled basis.
DOT Annual Inspection (Periodic Inspection)	The comprehensive vehicle inspection required by 49 CFR § 396.17, performed at intervals not exceeding twelve (12) months by a qualified inspector meeting the competency standards of 49 CFR § 396.19.
Fleet Management System (FMS)	The company-designated software platform used to track vehicle records, PM schedules, work orders, inspection certificates, driver assignments, and maintenance cost data for all fleet assets.
Maintenance Record	Any document, electronic record, or work order that captures the date, nature, parts used, cost, technician, and mileage associated with any inspection, preventive maintenance event, or corrective repair performed on a fleet asset.
Out-of-Service (OOS) Condition	A vehicle defect or regulatory violation of sufficient severity that the vehicle must be removed from service immediately and may not be operated until the defect has been corrected and the unit has been returned to service per the procedures in Section 6.5.

Term	Definition
PM Interval	The specified mileage, time period, or engine-hour threshold at which a defined preventive maintenance service must be performed on a given unit or component.
Preventive Maintenance (PM)	Scheduled, proactive maintenance activities performed on fleet assets at defined intervals to prevent equipment failure, ensure compliance, and extend asset service life.
Qualified Inspector	A person who meets the minimum competency requirements established in 49 CFR § 396.19, including demonstrated knowledge of the methods and procedures for inspecting the type of vehicle being inspected, and the ability to identify defects likely to affect safety of operation.
Repair Authorization Threshold	The maximum dollar value of repair expenditure that a designated company role may approve without escalating to the next level of authority, as specified in the authorization matrix in Section 6.3.
Systematic Maintenance	A structured, documented, and consistently applied approach to fleet maintenance that encompasses scheduled inspections, preventive services, and corrective repairs for every unit under company control, as required by 49 CFR § 396.3.
Tractor	A Class 7 or Class 8 commercial motor vehicle configured to pull a semi-trailer, operated under the company's motor carrier authority.
Trailer	A semi-trailer, including dry van, flatbed, refrigerated, tanker, or specialty trailer, operated under or in connection with the company's motor carrier authority.
Work Order	A formal, sequentially numbered document (electronic or paper) that authorizes, tracks, and documents a specific maintenance or repair event, including scope, authorization, parts, labor, and final disposition.

4. Preventive Maintenance Program

4.1 PM Schedule Requirements

The company shall maintain a written Preventive Maintenance (PM) program meeting the requirements of 49 CFR § 396.3. The PM program shall define specific inspection and service intervals for every class of equipment under company control. PM intervals shall be established by one or more of the following triggers: accumulated mileage, calendar time, or engine operating hours, whichever threshold is reached first. A separate PM schedule shall be documented for each individual unit in the Fleet Management System.

4.2 Tractor PM Schedule

All company-operated tractors shall be maintained in accordance with the following minimum PM service intervals. Intervals may be tightened by the Director of Operations or Fleet Manager based on operating conditions, vocational use, or manufacturer recommendations, but shall not be extended beyond the values specified below without documented engineering or OEM justification.

Service Item	Interval	Notes
Engine Oil and Filter Change	15,000 - 20,000 miles	Per OEM specification; oil analysis program may extend interval with documentation
Fuel Filter (Primary and Secondary)	25,000 - 30,000 miles	Replace both filters simultaneously
Air Filter (Engine Intake)	25,000 miles or annually	Whichever occurs first; replace more frequently in high-dust operating environments
Coolant Flush and Fill	24 months	Test SCA/DCA concentration at every oil change; replace coolant on schedule regardless of test results
Brake Inspection and Adjustment	Every 25,000 miles	Full foundation brake inspection; stroke measurement; lining thickness measurement; document findings on work order
Wheel Bearing Inspection	50,000 miles	Inspect and repack as required; replace if wear exceeds OEM tolerance
Transmission Service (Fluid and Filter)	50,000 miles	Automatic: fluid and filter change; Manual: fluid check and change per OEM spec
Diesel Particulate Filter (DPF) Cleaning	150,000 - 200,000 miles	Cleaning interval determined by backpressure monitoring and OEM guidance; document filter ash load
Fifth Wheel Inspection and Lubrication	Quarterly (every 90 days)	Inspect jaw, locking mechanism, mounting hardware; grease per OEM specification

4.3 Trailer PM Schedule

All trailers operated under company authority shall be maintained in accordance with the following minimum PM service intervals:

Service Item	Interval	Notes
DOT Annual Inspection	Annually (not to exceed 12 months)	Required by 49 CFR § 396.17; certificate must be on file and sticker affixed
Brake System and Lighting Inspection	Every 90 days	Full brake adjustment check; all lights, reflectors, and ABS function verified
Tire Inspection (Tread, Inflation, Condition)	Every 25,000 miles	Tread depth measurement; inflation check; sidewall condition; rim and flange inspection
Landing Gear Service and Lubrication	Annually	Inspect gearbox, foot pads, and mounting hardware; lubricate per OEM specification
Door Seals, Hinges, and Latch Hardware	Annually	Inspect seals for cargo security and weather-tightness; replace worn hardware

4.4 PM Tracking System

The Fleet Management System (FMS) shall serve as the authoritative tracking platform for all PM schedules and due-date management. The following requirements apply:

? Each unit shall have its PM schedule configured by the Fleet Manager within the FMS at the time of acquisition

? ELD (Electronic Logging Device) odometer data shall be integrated with the FMS to enable automatic mileage-based interval tracking

? The FMS shall generate automated alerts when a unit reaches 1,000 miles or 14 days before a scheduled PM interval threshold

? The Fleet Manager shall review the PM alert dashboard no less than weekly and take scheduling action on all flagged units

? PM compliance reports shall be generated monthly and included in the fleet metrics report required under Section 11

4.5 PM Completion Documentation

A completed, signed work order is required for every PM event. The work order shall capture, at minimum: unit number, VIN, odometer reading, service date, PM interval performed, technician name and signature, all parts replaced (part number and quantity), labor hours, and total cost. Completed PM work orders shall be retained per the schedule in BOF-POL-007 Section 4 (life of vehicle plus one year) and linked to the unit record in the FMS.

5. DOT Annual Inspection (Periodic Inspection)

5.1 Legal Requirement

Every commercial motor vehicle operated under company authority must successfully pass a DOT Periodic Inspection (Annual Inspection) at intervals not exceeding twelve (12) consecutive months, as required by 49 CFR § 396.17. No unit with an expired annual inspection certificate shall be dispatched or operated on public roadways. The inspector performing the annual inspection must meet or exceed the minimum qualifications established in 49 CFR § 396.19.

5.2 Inspection Scope

The DOT Annual Inspection shall encompass all vehicle components and systems enumerated in FMCSA Appendix G to Subchapter B of Chapter III, Title 49 CFR, including but not limited to: brake systems, coupling devices, exhaust systems, fuel systems, lighting devices and reflectors, steering mechanisms, suspension systems, frame and frame assemblies, tires, wheels and rims, windshield glazing, and windshield wipers.

5.3 Certificate Requirements

Upon successful completion of the DOT Annual Inspection, the qualified inspector shall execute an inspection certificate that includes: the date of inspection; the unit's year, make, and VIN; the inspector's full name and address; the certification that the vehicle has been inspected and found to be in compliance or has had all defects corrected; and the inspector's signature and credentials. The original or a copy of this certificate shall be retained by the carrier for a minimum of fourteen (14) months from the date of inspection and shall be immediately accessible for roadside inspection.

5.4 Inspection Sticker Requirements

A current DOT inspection sticker (decal) shall be affixed to the driver's side of the cab or trailer, as applicable, and shall display the month and year of the next inspection due. An expired inspection sticker is grounds for an Out-of-Service order at any roadside inspection. Units with expired stickers shall not be dispatched and shall be immediately scheduled for inspection.

5.5 BOF Annual Inspection Tracking Workflow

The following workflow shall govern annual inspection scheduling, tracking, and record management for all units:

? The annual inspection expiration date for each unit shall be recorded in the FMS at the time of every inspection

? The FMS shall generate automated alerts at 90 days, 60 days, and 30 days prior to expiration for each unit

? Upon receipt of the 90-day alert, the Fleet Manager shall schedule the inspection with an approved vendor or qualified in-house inspector

? Upon completion, the inspection certificate shall be scanned and uploaded to the unit's record in the FMS within 48 hours

? The dispatch system shall be flagged to prevent load assignment to any unit whose certificate has expired

? Annual inspection compliance rate shall be reported monthly per Section 11

6. Defect Reporting and Repair Workflow

6.1 Defect Sources

Defects may be identified and introduced into the repair workflow from any of the following sources:

? Driver Vehicle Inspection Report (DVIR) - pre-trip, en-route, or post-trip (cross-reference BOF-POL-002)

? Roadside Inspection Findings - FMCSA or state patrol inspection results, including OOS orders

? Driver Verbal or Written Report - defects reported to dispatch or maintenance outside the formal DVIR cycle

? Shop Discovery - defects identified by technicians during PM, repair, or inspection

? Telematics and ELD Fault Codes - engine, transmission, or system fault codes transmitted via telematics system

6.2 Defect Classification

All identified defects shall be classified into one of three tiers based on safety criticality. Tier classification determines the required response timeline and authorization requirements:

Tier	Classification	Definition	Required Response
Tier 1	Safety-Critical / OOS Condition	Defects meeting FMCSA OOS criteria or posing immediate safety risk (e.g., brake failure, steering defect, tire blowout, lighting failure affecting visibility)	Vehicle must not operate; unit placed OOS immediately; Maintenance Shop and Safety Coordinator notified within one (1) hour; unit cannot return to service until defect is corrected and return-to-service procedure (Section 6.5) is completed
Tier 2	Significant - Non-OOS	Defects that degrade safety, reliability, or regulatory compliance but do not meet OOS thresholds (e.g., minor brake adjustment needed, single non-critical light inoperative, minor fluid leak)	Repair scheduled within 24 hours; Operations Manager authorization required for unit to continue operating pending repair; repair must be completed before next dispatch cycle if possible

Tier	Classification	Definition	Required Response
Tier 3	Minor / Cosmetic	Defects that do not affect safety, regulatory compliance, or operational reliability (e.g., minor body damage, interior wear, non-critical accessory malfunction)	Defect logged in FMS; scheduled for repair at next scheduled PM cycle or within 30 days, whichever is sooner

CRITICAL - OOS ENFORCEMENT Dispatching any unit with a known Tier 1 (OOS) defect is a federal regulatory violation under 49 CFR § 396.9 and a serious violation of this policy. Any employee, dispatcher, or manager who knowingly authorizes dispatch of an OOS unit is subject to immediate investigation and disciplinary action up to and including termination. See Section 14.

6.3 Repair Authorization Thresholds

The following authorization matrix governs expenditure approval for all corrective repair events. Authorization must be obtained before a repair vendor is directed to proceed with work exceeding the approving role's threshold. Verbal authorization must be confirmed in writing within four (4) hours.

Authorized Role	Maximum Authorization	Conditions
Driver (Self-Authorization)	Up to $500	Emergency roadside only; receipt and work order required; report to dispatch within one hour
Dispatcher	Up to $1,500	Must notify Operations Manager; vendor must be on approved list
Operations Manager	Up to $5,000	Work order required before authorization; Fleet Manager notification required
Director of Operations	Above $5,000	Written authorization required; Director must approve vendor and scope; COO notification for amounts above $15,000

6.4 Work Order Process

A sequentially numbered work order shall be opened for every repair event, regardless of cost or scope. The work order shall be initiated at the time the defect is identified and shall document the following through the repair lifecycle:

? At Opening: Unit number and VIN; driver name; current location; defect description and symptoms; Tier classification; initial authorization and authorizing party; vendor or shop assigned; estimated cost

? At Completion: All parts replaced (part number, quantity, and unit cost); labor description and hours; final total cost; technician name; completion date and mileage; invoice number

? At Close: Invoice matched to work order; discrepancies resolved before payment; payment processed; work order closed in FMS

6.5 Return-to-Service Procedure

No unit placed out of service (Tier 1) shall be returned to active dispatch without completing the following return-to-service steps in sequence:

? Repair technician certifies in writing that the defect has been corrected and the repair meets OEM and regulatory standards

? Driver assigned to the unit conducts a post-repair inspection of the repaired systems

? Driver completes a new DVIR noting "no defects found" or documenting any remaining concerns

? Defect is marked "resolved" in the FMS work order by authorized maintenance personnel

? Unit is cleared for dispatch in the FMS dispatch hold system

7. Breakdown and Roadside Service Management

7.1 Driver Notification Requirements

Upon experiencing a breakdown, mechanical failure, or any condition rendering the vehicle unsafe to operate, the driver shall:

? Safely bring the vehicle to a stop at the nearest safe location (truck stop, rest area, wide shoulder, or other safe site)

? Deploy emergency warning devices (reflective triangles) per 49 CFR § 392.22 within ten (10) minutes of stopping

? Contact dispatch within fifteen (15) minutes of breakdown, providing: precise location (GPS coordinates or milepost/highway reference); unit number and trailer number; driver name; nature of the problem (as specifically as possible); load status and delivery deadline

? Remain with the vehicle unless personal safety requires otherwise

7.2 Vendor Selection

Breakdown vendors shall be selected from the following approved sources, prioritized by proximity and capability to perform the required repair:

? National Account Vendors (Priority Level 1): NMC (National Truck Protection), TA Truck Service, Love's Truck Care, Flying J Truck Service - these accounts provide pre-negotiated pricing and centralized billing

? Regional Approved Shops (Priority Level 2): Shops approved per Section 10 and listed in the Approved Vendor Directory (Appendix F)

? Emergency/Unapproved Vendor (Priority Level 3): Only when national and regional vendors are unavailable; must be reported to Fleet Manager immediately; standard authorization thresholds apply

7.3 Load Recovery Decision

Upon receiving a breakdown report, the dispatching supervisor shall assess the following load recovery options in consultation with the Fleet Manager:

? Wait for Repair: Evaluate repair ETA; if within acceptable delivery window, driver waits with load

? Relay Driver: Fresh driver dispatched to take over load from breakdown location

? Rescue Unit: Spare tractor dispatched if trailer can be dropped and picked up

? Load Reassignment: Load transferred to available unit from terminal or third-party carrier; requires customer notification

The customer or shipper shall be notified with an updated ETA within one (1) hour of the load recovery decision being made. All load impact costs shall be documented in the breakdown cost tracking record.

7.4 Breakdown Cost Tracking

Every breakdown event shall be recorded in the FMS with the following data elements for pattern analysis and cost management:

? Unit number, driver name, date, and location

? Failure category (e.g., engine, brakes, tires, electrical, fuel system)

? Vendor name and invoice number

? Parts cost and labor cost

? Total downtime hours (unit unavailable from breakdown to return to service)

? Load impact (delayed, reassigned, or missed; estimated revenue or cost impact)

? Root cause determination (maintenance-related, driver-related, wear, or unknown)

7.5 Roadside Emergency Cab Supplies

All company-operated tractors shall be equipped with the following emergency supplies at all times. Compliance shall be verified at each tractor PM and DOT annual inspection:

Item	Specification	Regulatory Basis
Fire Extinguisher	Minimum 10 BC rating; mounted and accessible from cab	49 CFR § 393.95
Reflective Warning Triangles	Three (3) triangles; DOT-compliant; stored in accessible location	49 CFR § 392.22
First Aid Kit	Company-standard kit; inspected at each PM	Company Policy
Emergency Contact Card	Current card listing dispatch, Safety Coordinator, Roadside Assistance, and insurance contact; stored in driver compartment	Company Policy

8. Tire Program Management

8.1 Tire Specification Standards

The Fleet Manager shall maintain a current tire specification standard for each axle position (steer, drive, and trailer), defining approved tire brands, sizes, load ratings, and speed ratings for each unit class in the fleet. Approved tire specifications shall reflect OEM recommendations and the operating profile of the fleet. Retread eligibility criteria shall be defined by unit class and axle position; steer tires shall not be retreads in any position. All tires must meet the manufacturer's load and inflation requirements for the axle rating on which they are installed.

8.2 Tire Cost-Per-Mile Tracking

The Tire Program shall be managed on a cost-per-mile (CPM) basis. The following costs shall be tracked per tire position per unit:

? New tire purchase cost (including mounting, balancing, and valve stem)

? Tire disposal fee

? Retread cost (casing evaluation, retreading, and remounting) tracked separately from new tire cost

? Miles obtained per tire before removal or replacement

Monthly tire CPM by axle position and fleet-wide tire CPM shall be reported as part of the fleet metrics report per Section 11.

8.3 Inflation Management

Target inflation pressures shall be established by axle position and tire size and published in the unit's cab documentation. Drivers shall verify tire inflation during every pre-trip inspection and report deviations on the DVIR. Where Tire Pressure Monitoring Systems (TPMS) are installed, telematics data shall supplement - but not replace - physical driver inspection. Chronic under-inflation findings shall be investigated and addressed at the unit level.

8.4 Retread Program

Casings eligible for retreading shall be inspected by the company-approved retreader per published retreader standards for sidewall integrity, bead condition, and structural soundness. Retreading shall be performed only by vendors on the Approved Vendor list who hold applicable retreader certification. Retread quality is subject to audit by the Fleet Manager on a quarterly basis. Failed retreads causing a breakdown within 30 days of installation shall be subject to vendor warranty claim and removal from the approved retreader list upon pattern failures.

8.5 Tire Disposal

Scrap tire disposal shall comply with all applicable federal, state, and local environmental regulations. Disposal shall be performed only through documented disposal vendors. A disposal certificate or manifest shall be obtained and retained for each disposal event per BOF-POL-007 retention standards.

9. Asset Lifecycle Management

9.1 Asset Acquisition Workflow

Upon acquisition of any tractor, trailer, or auxiliary equipment, the following actions shall be completed before the unit is placed in service. The Fleet Manager is responsible for coordinating all steps and confirming completion in the FMS:

#	Required Action	Responsible Party	Completion Deadline
1	Title and lien filing with appropriate state authority	Finance / Legal	Within 30 days of acquisition
2	Addition to commercial auto insurance policy; certificate obtained	Safety Coordinator	Before unit operates on public road
3	IRP (International Registration Plan) supplemental filing; cab card obtained	Fleet Manager	Before unit crosses state lines
4	Form 2290 (Heavy Vehicle Use Tax) mid-year filing if vehicle exceeds 55,000 lbs GVW	Finance	By end of month following first use
5	Fuel card assigned and activated in unit name	Fleet Manager	Before first dispatch
6	ELD device installed, registered, and tested	Fleet Manager / Safety	Before first dispatch
7	PM schedule established in FMS by unit (all intervals configured)	Fleet Manager	Before first dispatch
8	Initial DVIR completed by assigned driver or shop technician	Driver / Maintenance	Before first dispatch

#	Required Action	Responsible Party	Completion Deadline
9	DOT annual inspection current or scheduled within 30 days	Fleet Manager	Before first interstate operation

9.2 Active Fleet Management

During a unit's active service life, the following ongoing management activities shall be maintained without interruption:

? PM calendar current and alerts active in FMS

? DOT annual inspection current (expiration tracked per Section 5.5)

? DVIR compliance monitored weekly by Safety Coordinator

? Insurance currency confirmed at each policy renewal

? Fuel and maintenance cost tracked by unit for CPM reporting

? Telematics and ELD data reviewed for fault code trends

9.3 Mid-Life Decision Analysis

At the earlier of 500,000 accumulated miles or five (5) years of service, the Director of Operations and Fleet Manager shall conduct a formal Overhaul versus Replace (OvR) analysis for each tractor. The analysis shall consider:

? 12-month maintenance cost trend and cost-per-mile

? Remaining estimated service life based on mechanical condition assessment

? Current market value versus cost of major repair or overhaul

? Depreciation schedule status and book value

? Regulatory compliance cost of retaining the unit (emissions, ELD compatibility)

The results of the OvR analysis shall be documented in the FMS and presented to the COO for capital planning purposes.

9.4 Asset Disposition Workflow

Upon the decision to dispose of a fleet asset (by sale, trade, or salvage), the following actions shall be completed in sequence before transfer of the unit:

#	Required Action	Responsible Party
1	Title transfer executed; lien release obtained if applicable	Finance / Legal
2	Unit removed from commercial auto insurance policy	Safety Coordinator
3	Unit deleted from IRP account	Fleet Manager
4	IRS Form 2290 credit claimed if applicable (mid-year disposal)	Finance
5	Fuel card deactivated	Fleet Manager
6	ELD device deprovisioned and removed from carrier account	Fleet Manager / Safety

#	Required Action	Responsible Party
7	All maintenance records archived per BOF-POL-007 Section 4 before transfer	Fleet Manager
8	Unit marked "Disposed" in FMS with disposition date, method, and proceeds	Fleet Manager

9.5 Record Retention

Maintenance records for all fleet assets shall be retained per BOF-POL-007 Section 4. Minimum retention schedules are as follows:

Record Type	Minimum Retention Period	Authority
Driver Vehicle Inspection Reports (DVIR)	3 months	49 CFR § 396.11(c)
PM Work Orders and Service Records	Life of vehicle plus 1 year	BOF-POL-007
DOT Annual Inspection Certificates	14 months (minimum); company standard 1 year after next inspection	49 CFR § 396.21
Breakdown and Corrective Repair Records	1 year	BOF-POL-007
Roadside Inspection Reports	1 year	BOF-POL-007

10. Vendor and Shop Management

10.1 Approved Vendor Requirements

All external repair vendors and maintenance shops used by the company must meet the following minimum qualification requirements before being added to the Approved Vendor Directory (Appendix F):

? Current W-9 on file with company Accounts Payable

? Valid certificate of insurance naming the company as additional insured (minimum $1,000,000 general liability)

? Demonstrated technician qualifications for the category of work performed (ASE certification preferred; documented OEM training acceptable)

? Executed turnaround SLA: standard repairs within agreed timeframe; OOS/emergency repairs within 4 hours of authorization

? Agreement to provide itemized invoices matched to work order authorization

10.2 Vendor Performance Tracking

The Fleet Manager shall evaluate each approved vendor on a quarterly basis using the following performance metrics:

? Invoice Accuracy: Percentage of invoices matching authorized estimates within 10%

? Repair Quality: Incidence of repeat failures within 30 days of repair (target: zero repeat failures)

? Turnaround Time: Average time from authorization to unit return to service vs. SLA commitment

? Pricing Competitiveness: Comparison of parts and labor rates against regional benchmarks

Vendors with two or more quarterly deficiencies shall receive written notification and a 60-day correction period. Failure to improve shall result in removal from the Approved Vendor Directory.

10.3 In-House Shop Standards

Where the company operates an in-house maintenance shop, the following standards apply:

? All technicians performing DOT annual inspections must meet the qualification standards of 49 CFR § 396.19; credentials on file with the Safety Coordinator

? All measurement tools (brake gauges, torque wrenches, pressure gauges) subject to calibration records; calibration performed per manufacturer schedule and documented

? Parts inventory managed by part number, quantity on hand, and reorder points; parts consumption posted to work orders at time of use

? Shop safety standards (PPE, hazardous materials, waste oil disposal) maintained per applicable OSHA standards

11. Fleet Maintenance Metrics and Reporting

The Fleet Manager shall compile and distribute a Monthly Fleet Maintenance Report to the Director of Operations by the 10th calendar day of each month. The report shall include the following key performance indicators (KPIs) for the preceding calendar month:

KPI	Calculation	Target
PM Compliance Rate	(PMs completed on time ÷ PMs due) × 100	100%
OOS Rate (Roadside Inspections)	(OOS violations ÷ total roadside inspections) × 100	Less than 10%
Breakdown Frequency	Number of roadside breakdowns per unit per month; fleet-wide and by unit	Trend reduction quarter-over-quarter
Maintenance Cost-Per-Mile (CPM)	Total maintenance expenditure ÷ total fleet miles; reported by unit and fleet-wide	Within budget per fleet plan
DOT Annual Inspection Compliance	(Units with current annual inspection ÷ total active units) × 100	100%
Tire Cost-Per-Mile	Total tire expenditure (new + retread) ÷ total fleet miles	Within tire budget per fleet plan
Mean Time Between Failures (MTBF)	Total operating miles ÷ number of unplanned breakdowns (fleet-wide)	Trend improvement year-over-year

Quarterly trend analysis reports shall be presented by the Director of Operations to the COO, incorporating 12-month rolling data, year-over-year comparisons, root cause summaries for major breakdown events, and capital recommendations for fleet replacement or overhaul.

REGULATORY NOTE - CSA SMS BASIC MONITORING The Safety Coordinator shall monitor the company's Vehicle Maintenance BASIC score in the FMCSA CSA Safety Measurement System on a monthly basis. A BASIC score approaching the intervention threshold (currently 65% for motor carriers subject to full investigation) shall trigger an immediate review of maintenance practices and a corrective action plan presented to the Director of Operations within 10 business days.

12. Roles and Responsibilities

Role	Primary Responsibilities Under This Policy
Driver	Complete DVIR before and after every trip per BOF-POL-002 Report all defects and breakdown events to dispatch within required timeframes Deploy emergency warning devices per 49 CFR § 392.22 at all breakdown scenes Verify tire inflation and emergency cab supplies at each pre-trip Complete post-repair inspection before return to service
Dispatcher / Operations	Authorize repair expenditures within delegated threshold (up to $1,500) Coordinate load recovery decisions during breakdowns Select vendors from Approved Vendor Directory Notify customer of delivery impact within required timeframe Ensure no unit with a known OOS defect is dispatched
Maintenance / Shop Technician	Execute PM services per schedule and document on completed work orders Classify defects discovered during shop work and report Tier 1 conditions immediately Maintain technician certifications (49 CFR § 396.19 for inspectors) Maintain calibration records for all shop measurement tools
Fleet Manager / Maintenance Coordinator	Maintain PM calendar and FMS records for all units Manage Approved Vendor Directory; conduct quarterly vendor performance reviews Track tire program CPM and breakdown root cause data Compile and distribute monthly maintenance metrics report Coordinate asset acquisition and disposition workflows
Director of Operations	Maintain policy oversight and accountability for compliance Authorize repair expenditures above $5,000 Approve vendor contracts and national account agreements Review monthly maintenance report and quarterly trend analysis Authorize mid-life OvR decisions; present capital recommendations to COO
Safety Coordinator	Receive escalation for all Tier 1 (OOS) defect events within required timeframe Monitor DVIR compliance and report trends weekly Track CSA Vehicle Maintenance BASIC score monthly Manage roadside inspection reporting and response Maintain DOT annual inspection certificate file and compliance tracking

13. Cross-References

Policy Reference	Title	Relevance to This Policy
BOF-POL-002	Pre-Trip Inspection Evidence Standard	Governs DVIR requirements, format, and documentation standards referenced throughout this policy as the primary defect-reporting mechanism
BOF-POL-005	Claims and Incident Response Policy	Governs documentation and reporting requirements for incidents arising from or in connection with roadside breakdowns
BOF-POL-007	Document Retention Standard	Establishes minimum retention schedules for all maintenance records referenced in Section 9.5; governs storage and destruction of work orders, PM records, and inspection certificates

14. Non-Compliance and Enforcement

Compliance with this policy is a condition of employment and, for owner-operators, a condition of the operating agreement. The following table identifies specific violations and associated enforcement consequences. Consequences are not mutually exclusive and may be applied cumulatively at management's discretion.

Violation	Consequence
Dispatching a unit with a known OOS (Tier 1) defect	Immediate investigation; unit placed OOS; potential indefinite suspension of dispatch authority pending investigation; potential regulatory referral to FMCSA; disciplinary action up to and including termination
Failure to complete PM on schedule (first occurrence)	Documented corrective action; unit placed on priority PM scheduling; Fleet Manager and Director of Operations notified; cause investigated and documented
Failure to complete PM on schedule (repeat within 12 months)	Formal performance improvement plan for responsible personnel; escalation to Director of Operations; review of FMS alerting and scheduling processes
Failure to complete DVIR as required	First occurrence: written warning and retraining; subsequent occurrences: progressive discipline per HR policy; regulatory violation reporting if required by FMCSA
Falsification of maintenance records, work orders, or inspection documents	Immediate suspension pending investigation; immediate termination upon finding of falsification; potential referral to FMCSA for regulatory enforcement action
Unauthorized repair expenditure exceeding delegated threshold	Written notice; cost recovery from authorizing party if bad faith; disciplinary action commensurate with amount and circumstances

FALSIFICATION OF RECORDS - ZERO TOLERANCE Falsification of any maintenance record, DVIR, annual inspection certificate, or work order is considered a zero-tolerance violation and constitutes grounds for immediate termination, regardless of the employee's tenure, role, or performance history. Such conduct may also result in referral to the FMCSA for regulatory enforcement, including potential civil penalties against the company and the individual.

15. Policy Review and Amendment

This policy shall be reviewed no less frequently than annually, with the review completed and any amendments approved before the anniversary of the effective date. The Director of Operations is responsible for initiating the review process and presenting proposed amendments to the COO for approval.

In addition to scheduled annual review, a trigger review shall be conducted within 45 calendar days upon the occurrence of any of the following events:

? A Tier 1 OOS defect resulting in a roadside enforcement action, accident, or injury

? A CSA Vehicle Maintenance BASIC score alert or notification of potential investigation by FMCSA

? A DOT compliance audit finding related to vehicle maintenance or inspection records

? Significant regulatory change to 49 CFR Part 396 or related FMCSA guidance

? A pattern of repeat breakdowns or OOS conditions suggesting systemic PM deficiency

All amendments shall be tracked under version control. The policy version number, amendment date, and summary of changes shall be recorded in the policy version log maintained by the Director of Operations. Superseded versions shall be archived per BOF-POL-007. All affected personnel shall be notified of material policy changes within 10 business days of approval.

Policy Approval

Role	Name / Title	Signature	Date
Document Owner	Director of Operations		July 20, 2026
Approving Authority	Chief Operating Officer		July 20, 2026

Appendix A - Tractor PM Schedule Template

FOR USE BY FLEET MANAGER AND MAINTENANCE PERSONNEL - COMPLETE ONE PER TRACTOR UNIT

Unit #	VIN	Year / Make / Model	Assigned Driver	FMS Record ID

Service Item	Interval	Last Performed (Date)	Last Performed (Miles)	Next Due (Miles)	Next Due (Date)
Engine Oil and Filter	15,000 - 20,000 miles				
Fuel Filter (Primary and Secondary)	25,000 - 30,000 miles				
Engine Air Filter	25,000 miles / annually				
Coolant Flush and Fill	24 months			N/A	
Brake Inspection and Adjustment	25,000 miles				
Wheel Bearing Inspection	50,000 miles				
Transmission Service	50,000 miles				
DPF Cleaning	150,000 - 200,000 miles				
Fifth Wheel Inspection / Lubrication	Quarterly (90 days)			N/A	
DOT Annual Inspection	Annually (12 months)			N/A	

Fleet Manager Signature: ________________________________ Date Established: _____________

Appendix B - Trailer PM Schedule Template

FOR USE BY FLEET MANAGER AND MAINTENANCE PERSONNEL - COMPLETE ONE PER TRAILER UNIT

Unit #	VIN	Year / Make / Type	Axle Configuration	FMS Record ID

Service Item	Interval	Last Performed (Date)	Last Performed (Miles)	Next Due	Completed By
DOT Annual Inspection	Annually (not to exceed 12 months)				
Brake and Lighting Inspection	90 days				
Tire Inspection (Tread, Inflation, Condition)	25,000 miles				
Landing Gear Service	Annually				
Door Seals, Hinges, and Latch Hardware	Annually				

Fleet Manager Signature: ________________________________ Date Established: _____________

Appendix C - Repair Authorization Matrix

QUICK-REFERENCE CARD FOR DISPATCH, OPERATIONS, AND SHOP PERSONNEL

Authorized Role	Maximum Single-Event Authorization	Required Actions	Escalation Path
Driver (Emergency Self-Auth)	$500	Obtain receipt; notify dispatch within 1 hour; complete work order documentation	Dispatcher
Dispatcher	$1,500	Work order required; vendor must be on approved list; notify Operations Manager	Operations Manager
Operations Manager	$5,000	Work order authorized before work begins; written authorization; notify Fleet Manager	Director of Operations
Director of Operations	Above $5,000 (unlimited with COO notification above $15,000)	Written authorization; vendor and scope approval; COO notification for amounts above $15,000	COO (for amounts above $15,000)

IMPORTANT - EMERGENCY AUTHORIZATIONS All verbal authorizations must be confirmed in writing (email or FMS work order notation) within four (4) hours. Authorization thresholds apply per repair event, not per invoice line. Splitting repair events to circumvent authorization thresholds is a policy violation subject to enforcement under Section 14.

Appendix D - Breakdown Response Checklist

DRIVER CHECKLIST - COMPLETE AT EVERY ROADSIDE BREAKDOWN OR MECHANICAL FAILURE

#	Required Action	Completed	Time / Notes
1	Safely stop vehicle at nearest safe location (truck stop, rest area, or wide shoulder)	■	
2	Activate four-way hazard lights immediately	■	
3	Deploy three reflective warning triangles per 49 CFR § 392.22 within 10 minutes	■	
4	Contact dispatch within 15 minutes: provide exact location, unit #, trailer #, and nature of problem	■	Time Contacted: ____
5	Remain with vehicle unless personal safety requires otherwise	■	
6	Await dispatch instructions for vendor assignment	■	Vendor Assigned: ______
7	Obtain written/electronic work order or repair order number from vendor before authorizing work	■	Work Order #: ________
8	Obtain itemized receipt upon completion of all work	■	
9	Complete post-repair driver inspection of all repaired systems before departing	■	
10	Complete new DVIR noting defect resolution before departing breakdown site	■	
11	Submit all receipts and work order documentation to Fleet Manager within 24 hours of return	■	

Driver Name: ________________________________ Unit #: _________ Date: _____________

Appendix E - Asset Acquisition and Disposition Checklist

FLEET MANAGER CHECKLIST - COMPLETE FOR EVERY UNIT ADDITION OR REMOVAL

E.1 Acquisition Checklist

#	Required Action	Responsible	Completed	Date
1	Title and lien filing with state authority	Finance / Legal	■	
2	Insurance addition and certificate obtained	Safety Coordinator	■	

#	Required Action	Responsible	Completed	Date
3	IRP supplemental filing; cab card received	Fleet Manager	■	
4	Form 2290 filed (if over 55,000 lbs GVW)	Finance	■	
5	Fuel card assigned and activated	Fleet Manager	■	
6	ELD installed, registered, and tested	Fleet Manager / Safety	■	
7	PM schedule established in FMS	Fleet Manager	■	
8	Initial DVIR completed	Driver / Shop	■	
9	DOT annual inspection current or scheduled	Fleet Manager	■	

E.2 Disposition Checklist

#	Required Action	Responsible	Completed	Date
1	Title transfer; lien release obtained	Finance / Legal	■	
2	Removed from insurance policy	Safety Coordinator	■	
3	IRP deletion completed	Fleet Manager	■	
4	Form 2290 credit claimed if applicable	Finance	■	
5	Fuel card deactivated	Fleet Manager	■	
6	ELD deprovisioned from carrier account	Fleet Manager / Safety	■	
7	Maintenance records archived per BOF-POL-007	Fleet Manager	■	
8	Unit marked "Disposed" in FMS	Fleet Manager	■	

Unit #: __________ VIN: ___________________________________ Fleet Manager: ___________________________________
Date: _______________

Appendix F - Approved Vendor Directory Template

MAINTAINED BY FLEET MANAGER - UPDATED QUARTERLY - VERSION CONTROLLED

Vendor Name	Category	Service Region / Location	Phone / 24-Hr Contact	Account #	Insurance Exp.	W-9 On File	Date Approved	Performance Status
NMC (National Accounts)	National - All Service	Nationwide				■		Active
TA Truck Service (National Accounts)	National - All Service	Nationwide				■		Active
Love's Truck Care (National Accounts)	National - Tire / PM	Nationwide				■		Active
Flying J Truck Service (National Accounts)	National - Tire / PM	Nationwide				■		Active
[Regional Shop Name]	Regional - Engine / Drivetrain					■		
[Regional Shop Name]	Regional - Trailer / Brakes					■		
[Tire Vendor / Retreader]	Tire Program					■		
[Scrap Tire Disposal Vendor]	Environmental / Disposal					■		

Note: All vendors must maintain current insurance certificates and W-9s on file with Accounts Payable. Vendor performance is reviewed quarterly per Section 10.2. Vendors removed from the Approved List must be noted in this directory with the removal date and reason.

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