



Vehicle Recall, Modification and Warranty Procedure

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1 Scope

- 1.1. South East Coast Ambulance Service NHS Foundation Trust (the Trust) is committed to maintaining the safety, availability and roadworthiness of the vehicles it uses to deliver its core services. To ensure safety and reliability Trust vehicles are subject to a regime of scheduled maintenance, including recall, modification and monitoring of warranty conditions.
- 1.2. This document explains the process that needs to be followed by the Trust's Workshop Staff when a vehicle is required to go into a main contractor for warranty work or vehicle recalls that may need to be completed due to component failure.

2 Procedure

- 2.1.1. Trust vehicles include: Ambulances, Response cars, and Hazardous Area Response Team vehicles as well as non-operational vans and cars the carry out Trust duties.
- 2.2. **Vehicle Warranty Work**
 - 2.2.1. When a vehicle comes into the vehicle workshop with a component failure the assigned Workshop Technician must check K2 to determine whether the vehicle is still under warranty. If the vehicle is no longer under warranty, the Workshop Technician assigned to work on the vehicle will have to carry out the required repair.
 - 2.2.2. If the vehicle is under warranty, the Workshop Technician will raise a job on K2 & inform the Fleet Administrator team of the vehicle details, the fault and the type of repair required. The Technician to liaise with FWM or AM to arrange for Mercedes MB24 or for Fiat assist to attend, if within the first 12 months or movement into a dealer that can take it for repairs.
 - 2.2.3. The workshop will book into the dealer, arrange movement & inform Fleet Admin with the fleet number, Dealer & reason for going into contractor.
 - 2.2.4. If the vehicle can be driven the Workshop will fill in a Marvel request with all the relevant data. An OSD team member will arrange for a Trust driver to collect the vehicle and deliver it to specified dealer at the required time.
 - 2.2.5. If the vehicle cannot be driven, the Vehicle Road Traffic Collision (RTC) and Breakdown Procedure must be followed.
 - 2.2.6. Once the vehicle has been inspected the dealer will contact the workshop manager or area manager with information of the fault

that has been found and provide an estimate and estimated time it will take to complete the repair. If the dealer fails to report any findings, then the workshop manager or area manager will contact the dealer to get an update on the vehicle.

- 2.2.7. The FWM will seek authority for the repair from the workshop Area manager and in his absence authority from the on-call workshop manager.
- 2.2.8. If the dealer requests the vehicle service history and other relevant paperwork before the repair can be made, the Fleet Administrator will collate and send the requested papers to the dealer.
- 2.2.9. When the vehicle repair has been completed the dealer will contact the controlling workshop who will follow the process for Checking of Vehicles upon Return from Contractors.
- 2.2.10. [Appendix A](#) provides a flowchart for the Vehicle Warranty Work Process.

2.3. **Vehicle Recalls**

- 2.3.1. A safety recall is a recall from the vehicle manufacturer for a repair to a component that is prone to failure. Each recall is specific to that vehicle make and model and has been deemed necessary for that vehicle to be recalled for safety reasons and to have the identified component repaired or replaced to stop failure.
- 2.3.2. When a vehicle is due a safety recall, the dealer will contact the Registered Keeper, either by telephone or letter, stating what work needs to be carried out on which type of vehicle, usually by make, model and year of manufacture. This work may be a repair or a modification. The Registered Keeper is the named person or company on the vehicle registration document so in our case South East Coast Ambulance Service NHS Foundation Trust.
- 2.3.3. The local Fleet Administrator will generate a list of all vehicles concerned, via the Fleet Management System, and contact the Fleet Admin Team to create a task code relevant for the recall so that repairs can be recorded on the Fleet Management System.
- 2.3.4. The local Fleet Administrator will send the list, with task codes, to the Workshop manager / nominated workshop technician at the Workshops located in the operational areas where the recalled vehicles are located.
- 2.3.5. The Workshop manager/nominated workshop technician will book the vehicles into the local dealer by contacting them by

telephone and arranging a suitable time. The Team manager/nominated workshop technician will then arrange for the recalled vehicles to be delivered to the dealers for the required repair or modification following the Marvel vehicle movement request procedure with the vehicle movement information.

- 2.3.6. When the repair or modification has been completed the Workshop Team manager/nominated workshop technician will fill out a job card for this vehicle entering the correct recall task code and forward all paperwork to the local Fleet Administrators for inputting into the Fleet Management System.
- 2.3.7. The local Workshop Administrator will generate a list of all completed recalls and send it to the responsible Workshop Team Leader/nominated workshop technician.
- 2.3.8. The responsible Workshop Team manager/nominated workshop technician will follow up on any outstanding repairs or modifications.
- 2.3.9. A flowchart of the Vehicle Recalls Process is provided at [Appendix B](#).

3 Responsibilities

- 3.1. The **Head of Fleet & Logistics** has overall responsibility for this procedure, including monitoring and audit.
- 3.2. **Workshop Team Leaders** are responsible for arranging / overseeing the vehicle repairs.
- 3.3. **Workshop Technicians** are responsible for arranging / overseeing the vehicle repairs in the absence of a team leader.
- 3.4. **Local Fleet Administrators** are responsible for sending out the recalls and for entering all completed records onto the Fleet Management system.
- 3.5. **All managers and Vehicle Workshop Staff and Technicians** who carry out repairs are responsible for reading, understanding and carrying out their responsibility under this procedure.

4 Audit and Review

- 4.1. Monitoring compliance to this procedure on a day-to-day basis will be undertaken twice a year the Regional Workshop Manager, who will carry out:

- An audit of 10% (each) of vehicles sent for (a) Warranty Repairs and (b) safety recalls to measure timeliness in completion (% completed on time).
- Analysis to identify whether any trends were identified which prevent repairs and modifications from being completed on time.

4.2. The Regional Workshop Manager will aim to resolve issues of non-compliance with the relevant individual or group. Persistent non-compliance will be reported to the Head of Fleet & Logistics for remediation. In both cases it may be necessary for a remedial action for non-compliance to be part of a personal development plan; or an action plan to remediate the risks of recurrence.

4.3. This procedure will be reviewed by the Head of Fleet & Logistics every three years or sooner if new legislation, codes of practice or national standards are introduced.

5 References

6.1. There is no legislation, national guidance or external documents that impact or are linked to this procedure.

Appendix A: Vehicle Warranty Work Process



Appendix A Vehicle
warranty work proces

Appendix B - Vehicle Recalls Process

Vehicle Recalls Process



Appendix B Vehicle
recalls process.docx