

FLEET MAINTENANCE DEPT STANDARD OPERATING PROCEDURE MANUAL

RAC procedures for Prolease Units

Purpose: Provide standard procedure for Road Assist Coordinators to process a Prolease Road Assist Call

Scope: All RAC associates

Procedures:

**Pro-Lease drivers MUST call into the roadside department to setup service.
RAC will decline repairs presented without prior contact from driver.**

- 1) Pro-Lease Driver will call into RAC and identify with their unit number.
- 2) RAC will enter unit number into Road Call and check unit description for Pro-Lease identifier:
 - a) e.g., Pro-Lease Unit (Formerly 5092)
- 3) RAC will take information from the driver as normal.
- 4) RAC will call vendors and relay information to set up road call.
- 5) RAC will track these calls like normal requesting updates as needed to hasten repair.

Repairs over \$1000

An estimate is needed for any repairs over \$1000.00.

If a repair is over the \$1000.00 limit, RAC will forward the estimate to proleasemaintenance@proleasetrucking.com for approval.

Once approved, RAC will notify vendors to continue with repair.

After Hours Pro-Lease Exceptions:

After 5PM CST RAC will send the estimate to proleasemaintenance@proleasetrucking.com for approval.

After 30 minutes with no response:

RAC will make the decision to approve a repair >\$1000 based on the following qualifications.

Is load Critical?

Will we lose revenue?

Is there time on the load to complete repair the following day.

If the driver on 10- or 34-hour break, can repair be completed during that time?

If the load is critical or we will lose revenue:

RAC will approve the repair after the 30-minute period with no response from Prolease.

RAC has the approval to dispatch a tow to the nearest dealer where repairs can be made if repairs cannot be completed roadside or is parked in an illegal or unsafe location.