

Reference: VP 01 01	Revision: 2.0	SERVICE BULLETINS (RECALLS)
Page: 1 of 3		
Date: Revised: 2003 07 30		

All equipment service bulletins and recalls are received by Fleet Services and kept in separate files by manufacture. [Example] Holan, Altec, Telelect, King, Versalift. Transportation recalls are filed in the Vehicle Master File.

All recalls and service bulletins are logged and then issued to Fleet Planning for action. Fleet Planning reviews the recall and initiates it to the field and maintenance staff as applicable, using the attached "Recall Notification" form.

The recall log file will be audited on a monthly basis. If, after a maximum of 30 days, a recall is not completed or scheduled, a "Second Notice" will be issued. After 60 days, if the recall is still pending, the Fleet Manager and Operations Lead will be notified.

Field Supervisors must review the recall with the operators and action it appropriately. Fleet Services provides support as required.

Once the recall is completed, it is documented and filed in the Vehicle Master File.

On completion of all service bulletins or recalls, the destruction of defective or recalled parts will be coordinated by the Fleet Maintenance Supervisor. The destruction and, in the case where the part has to be returned to the manufacturer, will be recorded and dated. A copy of the destruction, or parts returned, will be kept in the vehicle file and another sent to Fleet Services for the master file.

BULLETIN RETENTION

Equipment bulletins will be kept separately by manufacture, and in the Fleet Services master file, and in all Technical Service Manuals if applicable. Transportation vehicle recalls will be filed in the Vehicle Master File only, by unit number. All bulletins and recalls will be retained for the life of the equipment plus six months after disposal.

Form (attached) will be completed and filed upon completion with each bulletin.

DEFINITIONS

"Information Only"

Provided to the Field Supervisor of the unit by mail-out process, and must be reviewed with the operators.

"Schedule"

Provided to the Field Supervisor of the unit by mail-out process, and is to be scheduled through the Fleet Planner(s) for completion at the earliest opportunity. Consult the Fleet Planner or Fleet Specialist for technical support.

Reference: VP 01 01	Revision: 2.0	SERVICE BULLETINS (RECALLS)
Page: 2 of 3		
Date: Revised: 2003 07 30		

“Serious”

Fleet Planning will make contact with the unit(s) by phone through the Regional Planner and/or Field Supervisor with the recall advisory. The recall must be reviewed with the operators. Mail-out process will follow.

“Critical”

Fleet Services will make contact the unit(s) by phone through the Regional Planner and/or the Field Supervisor and issue a “STOP WORK” order. The recall must be reviewed with the operators. Mail-out process will follow.

Note: The Maintenance Supervisor, Service Center Supervisors, and Fleet Specialist will receive a copy of **“all”** recalls and bulletins from the Planning Office.

Reference: VP 01 01	Revision: 2.0
Page: 3 of 3	
Date:	
Revised: 2003 07 30	

SERVICE BULLETINS (RECALLS)

RECALL NOTIFICATION

DATE: _____ RECALL #: _____

- CRITICAL (stop unit)
 SERIOUS (advise unit)
 SCHEDULE (schedule repair)
 INFORMATION ONLY

VEHICLE #: _____ LOCATION: _____

RESPONSIBLE PERSON: _____

- PLEASE ARRANGE TO HAVE THE ABOVE NOTED VEHICLE TAKEN FOR THE REQUIRED WORK, WHERE: _____
 FLEET SERVICES WILL CONTACT YOU TO ARRANGE THIS INSPECTION.
 COMPLETE THE BOTTOM PART OF THIS FORM AND RETURN TO FLEET SERVICES, WHEN THE REQUIRED WORK IS COMPLETED

FOR INQUIRIES: Contact:

Fleet Planning at (902) 428-7508 or (902) 428-7558
or; Fleet Technical Services at (902) 428-7572

FLEET TECHNICAL SERVICES

LAKESIDE, NS RECALL # _____

FAX: (902) 428-7550

RECALL WORK ON VEHICLE # _____ HAS BEEN COMPLETED AND RECALL HAS BEEN REVIEWED WITH OPERATOR(S).

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

RECALLS