

Vehicle in-service standards

Driver defect reporting and rectification

Guidance document

Drivers are responsible for:

- a Checking vehicle prior to their first use of the day.
- b Reporting defects.
- c Confirming roadworthiness prior to use.
- d Identifying defects in-use.
- e Within their limitation, for assessing the impact of the defect on roadworthiness of the vehicle.
- f Reporting defects in use.
- g Acting on the advice provided following the reporting of any defect/s.

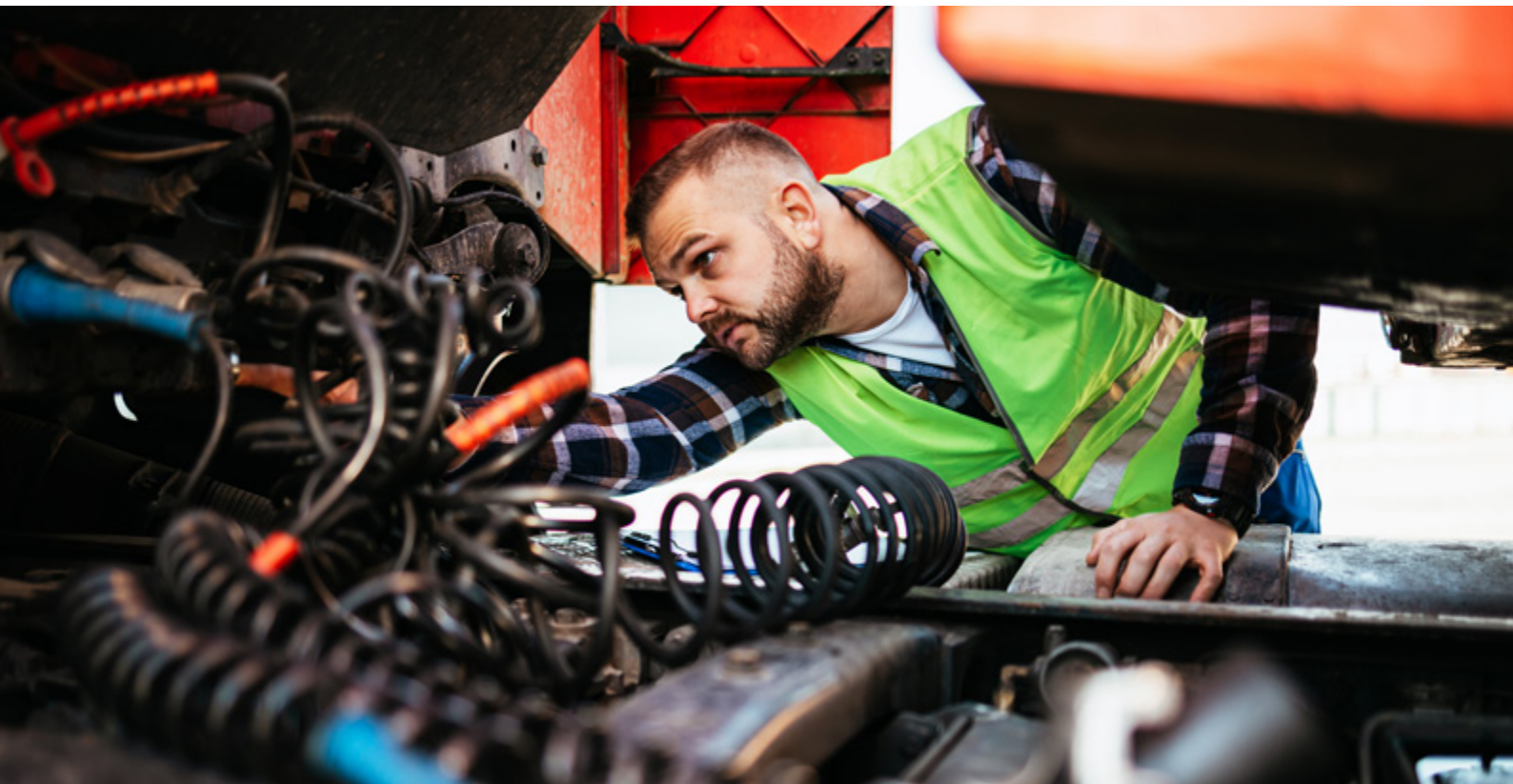
In addition, the business is responsible for:

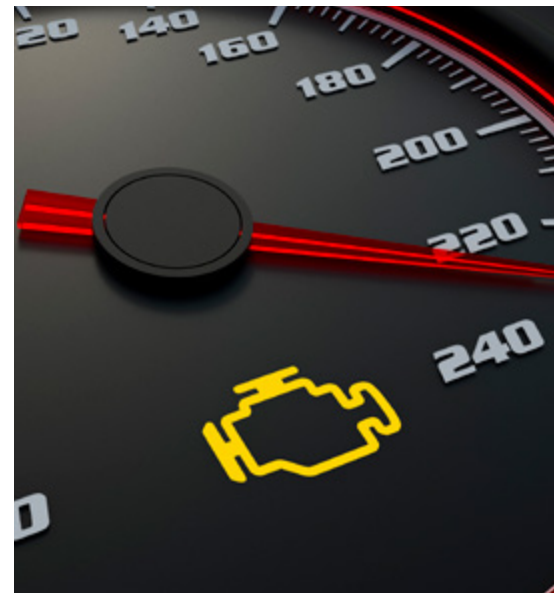
- h Having in place effective policies and processes.
- i Providing training, tools and equipment.
- j Defect rectification.
- k Record keeping.
- l Monitoring effectiveness.

Notes

Where the term “vehicle” is used, it should be read as relating to trailers also.

Logistics UK has been working with the Driver and Vehicle Standards Agency (DVSA) on a “Delayed Defect Concession”, which would under certain circumstances remove the necessity for DVSA to issue a prohibition to the vehicle and Fixed Penalty Notice to the driver. Further details of this can be found at the end of this document.





Guidance for drivers

a Checking vehicle prior to their first use of the day

Drivers need to undertake a visual and physical examination of their vehicle prior to them taking their vehicle on the public highway. This check must include its load, as it is imperative that drivers understand not only the overall vehicle dimensions of their vehicle/s but also that of any load they are/will be transporting.

There are several on-line videos available to show how to undertake these checks:

<https://www.youtube.com/watch?v=6VSXXZptPww>

<https://movingon.blog.gov.uk/2019/09/20/helping-you-carry-out-effective-daily-walkaround-checks/>

Additionally, DVSA produced a drivers check-sheet which can be found in Annex 8 of the Guide to maintaining Roadworthiness.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1033118/guide-to-maintaining-roadworthiness-commercial-goods-and-public-service-vehicles.pdf

Drivers may require some assistance (mirrors or another person) to complete some checks e.g. in checking the function of brake lights, checking for air leaks from braking systems. Where this assistance may not be available then brake pedal application tool could be used.

b Reporting defects

Where a driver identifies a defect that may compromise the roadworthiness of their vehicle, they should report this to the designated person/body. There are several options available to do this, including app-based digital solutions, so drivers should refer to their companies "defect reporting process".

Traffic Commissioners have expressed a preference for "Nil defect" reporting – a positive statement by the driver confirming that they have identified no defects, rather than a system whereby a record is only made when defects are detected. Operators should have systems in place to ensure that these are being conducted correctly by drivers.

HGV Vehicle Check and Defect Report (triplicate) – Alternative Fuels		LOGISTICS UK
RE-ORDER CODE 7646 • VC40E		
Vehicle registration/trailer fleet no _____ Odometer reading _____ km/miles		
Company _____ Date _____		
Depot _____ Driver's name _____		
DRIVER VEHICLE CHECK – Items to be checked by driver before and during driving ✓ = Serviceable X = Defect N/A = Not Applicable		
<input type="checkbox"/> Cab doors – condition, security, operation <input type="checkbox"/> Seats – condition, security, operation <input type="checkbox"/> Seatbelts – condition, security, operation <input type="checkbox"/> Tachograph/speedometer and speed limiter – condition, operation, printer rolls <input type="checkbox"/> Legal and advisory notices – O Licence, no smoking, height marker <input type="checkbox"/> Foot and hand brake – pressure/vacuum build up, pedal travel, operation, leaks <input type="checkbox"/> Dashboard warnings/malfunction indicator lamps (MIL) – operation <input type="checkbox"/> Driving controls – condition, security, operation	<input type="checkbox"/> Steering wheel and column – condition, security, operation <input type="checkbox"/> Horn – operation <input type="checkbox"/> Wipers/washers – condition, operation, fluid level <input type="checkbox"/> View of road and to the sides – direct vision, obstructions, condition of glass <input type="checkbox"/> Mirrors/indirect vision devices – condition, security, operation <input type="checkbox"/> Brakes – leaks, operation <input type="checkbox"/> All lamps – condition, security, operation <input type="checkbox"/> Audible and visual warning devices – condition, security, operation	<input type="checkbox"/> Fluid levels and leaks – engine oil, powertrain coolant, fuel system, leaks <input type="checkbox"/> Number plates – condition, security, illumination <input type="checkbox"/> ADAS and other sensors/switches – condition, security, operation <input type="checkbox"/> Electrical wiring, battery and charge socket – condition, security, charge level <input type="checkbox"/> Reflectors and reflective markings – condition, security <input type="checkbox"/> Wheels and fixings – condition, security <input type="checkbox"/> Tyres – inflation, condition, wear <input type="checkbox"/> Wings and spray suppression – condition, security
<input type="checkbox"/> Bodywork – condition, security <input type="checkbox"/> Load – security, height, width <input type="checkbox"/> Ancillary equipment and loading aids – condition, security, operation <input type="checkbox"/> Exhaust system – condition, security, emissions, adblue level <input type="checkbox"/> Trailer landing legs – condition, security, operation <input type="checkbox"/> Trailer coupling – condition, security, operation <input type="checkbox"/> Trailer air/electrical connections – condition, security, leaks <input type="checkbox"/> Additional information – accident damage, irregularity/circumstances		
DEFECT REPORT – Details of any faults/accident/damage or irregularities noted should be entered below, if none enter 'Nil'		
Defects reported to _____		Signature of driver _____
DEFECT ASSESSMENT AND RECTIFICATION ACTION TAKEN		
Defects and rectification action completed by _____		Signature _____
Position _____		Date _____
<small>© Logistics UK. All rights reserved • Tel: 0371 711 1111 • www.shop.logistics.org.uk • 22/07/22/MC Correct at time of publishing but subject to change. *Calls may be recorded for training purposes</small>		

"Owner-drivers" may not have anyone to whom they can report defects. Where this is the case, defects and remedial action should be recorded and retained for at least 15 months.

c Confirming roadworthiness prior to use

Once the defect is recorded and reported an assessment should be made of its effect on roadworthiness. If the vehicle is judged to be too dangerous to be used, then it should be taken out of service (VOR – Vehicle off the Road) until the necessary repairs are undertaken. This decision on VOR action will be subject to the process the company has in place.

For "owner-drivers" that do not have the necessary competence to make this decision, as operator licence holders they should ensure they are able to consult with a competent person.

d Identifying defects in-use

Drivers should periodically undertake checks on their vehicle/s and loads to ensure that they are still in a fit state to be used. Where divers identify issues/defects, then they should report these as soon as practically possible.

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Some drivers may have limited knowledge of defect assessment or load security – they are not expected to have the detailed technical knowledge of a vehicle technician. Where drivers have a concern over their ability to assess issues/defects they should raise this in line with their company policy. Similarly, operators should make clear the expected standard of technical knowledge for drivers and ensure this is met (e.g., understanding tyre markings).

In the case of “owner-drivers” who have the same concerns, they should consult with a competent person.

f Reporting defects in use

Where drivers identify issues/defects, then they should report these as soon as practically possible. If the issue/defect become apparent while in motion, drivers should find a suitable and safe place to stop, investigate and report. Operators must ensure that drivers are aware of the in-use reporting requirements, whether that is through an electronic system, a telephone call or a written record made at the time but submitted on return to depot.

g Acting on the advice provided following the reporting of any defect/s

Once a defect has been reported and where the diver is uncertain as to the roadworthiness of the vehicle, then they should await instruction from the competent person. If a decision has been made to drive the vehicle to a place of repair, then the details of this should be noted along with the name and contact details of the person providing the advice.

This will provide the driver with evidence should they be stopped by the Police or an enforcement agency whilst enroute to the place of repair.



Guidance for Business

h Having in place effective policies and processes

To ensure that road-safety is not compromised, and drivers understand their obligations, businesses need to have in place an effective and workable process, that enables drivers to undertake vehicle “walkaround checks” and to report defects – the businesses should provide drivers with a sufficient allowance of time to undertake these tasks, including recording and reporting defects.

The operator must establish a clearly understood process in place for reported defects to be assessed (by a competent person) and to have those defects rectified before the vehicle is put back on the road – or where necessary for the vehicle to be taken off the road (VOR) until rectification can be completed.

This process may include the use of third-party providers for some, or all, of the processes, but regardless of who undertakes the repair/s, the business remains accountable for the outcome.





i Providing training, tools and equipment

If personnel are to understand their obligations, then the business needs to provide sufficient and effective training to all staff – administrators, managers and technicians – as well as drivers. For drivers this should include defect identification and how to assess the severity of defects, relevant to road-safety.

Tools may be required by drivers to assist them in undertaking walkaround checks (i.e. touch, brake pedal application tools, etc), so the business should ensure that their drivers have sufficient tools to undertake these tasks.

Additionally, it is recommended that in-cab height markers (or other such devices) and where necessary height measuring equipment be provided – ensuring that drivers are both trained in their use and make use of the recording/reporting equipment.

j Defect rectification

If the defect or condition of the vehicle would severely compromise road safety, then the vehicle must be taken out of service. If the vehicle is off the highway, then this may be easier to do than if it is stuck at the side of the road. And if it is not possible to repair the vehicle at that location, either mechanically, or safely, then arrangements may have to be made to have the vehicle recovered.

If arrangements cannot be made for a repair on site and the vehicle is safe to continue to be used on the road, the vehicle should proceed to the place of repair (where this is safe to do so – otherwise the vehicle should be recovered). This could be its next intended destination. However, where this is the chosen option, then the details should be noted by the driver, so he/she can relay this to the Police, or an enforcement agency should they so be required.

Details of the repair and confirmation that the vehicle is safe to be put back into service should be recorded on the operator's maintenance system and the vehicle placed back into service. However, where follow up action may be necessary (e.g. a wheel has been removed and will require the wheel nuts to be re-torqued) then this requirement should be noted and reported to any subsequent driver, or in the case of a trailer, its user.

To ensure that defect reporting processes are effective, operators should ensure that; any reported defects are rectified in a timely manner; that the vehicle is assessed as fit for use, and; that there is an effective audit trail in place which documents this process – this may be partially or wholly a digital process.

k Record keeping

It is necessary for operators to not only ensure that defects are reported and repaired, but also to keep records of such events. Records are required to be retained for a minimum of 15 months and along with the defects, those records need to record what rectification work was undertaken and who undertook the repair.

Records can be either manual or electronic.

l Monitoring effectiveness

To ensure that the processes and policies that have been put in place are working effectively, it is recommended that regular end-to-end audits are conducted. This will enable the business to identify any issues there may be with the system/s that have been put in place and provide assurance that the whole process is working effectively in practice.

Delayed Defect Concession

In the normal course of events, when a DVSA examiner identifies a prohibitable defect on a vehicle they would issue a prohibition. However, Logistics UK has argued that where an operator has an effective "driver defect reporting system" in place, and in use with the defect noted, and it was deemed the vehicle to be safe to continue to a place of repair, then prohibition action would be unnecessary.

In response DVSA has developed a "Delayed Defect Concession" which would, under certain circumstances, remove the necessity for DVSA to issue a prohibition to the vehicle (this would be downgraded to an Inspection Notice) and Fixed Penalty Notice to the driver – details are contained in DVSA's Categorisation of Defects (page 4).

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1072563/categorisation-of-vehicle-defects.pdf