

FLEETPRO[®] INSIDERNews



Summer 2012

A quarterly publication to educate and update fleet professionals

Fleetpro: 30 Years of Training Excellence

Fleetpro celebrates 30 years in operation this year. One thing that truly sets us apart is our extensive training program. Fleetpro takes pride in having developed the most extensive self-guided, regulatory inspection training program series available to the commercial fleet industry. The training program is designed to train technicians to deliver the highest quality, standardized, regulatory PMI and to inspect vehicles in accordance with the regulations mandated by State and Federal inspection agencies, including those set forth in:

- **Federal Highway Administration (FHWA) Appendix "G," Minimum Periodic Inspection Standards**
- **Federal Highway 393, Parts and Accessories Necessary for Safe Operation**
- **Federal Highway 396.17, Inspection Repair and Maintenance**
- **Commercial Vehicle Safety Alliance (CVSA) and Out of Service Recommendation Criteria Part II**
- **State of Maryland, Code of Maryland Regulations (COMAR) 11.22, Preventive Maintenance Program**



In addition to the daily review process, a monthly training forum and crew meeting ensures that each and every technician is current on industry information, regulatory changes, specific vehicle and fleet concerns. Most importantly, technicians are briefed on specific customer needs and requests.

Congratulations to Our Newly Certified Staff!

Below are the Fleetpro employees who have successfully completed components in our training program within the last 90 days. Congratulations!

Bill Hyde	FHWA Appendix G, COMAR
Bill Neilson	FHWA Appendix G, COMAR, FHWA 396.17, CVSA
Carlos Ugaz	FHWA Appendix G
Christopher Smith	FHWA Appendix G, CVSA
Cory Watson	FHWA Appendix G
Darryl Green	FHWA Appendix G
Don Eaton	COMAR
Donnie Brown	FHWA 396.17
James Lee	FHWA Appendix G
John Spears	CVSA, FHWA 396.17
Kim Clements	FHWA Appendix G
Mailin Diaz	FHWA Appendix G
Rolando Manalo	FHWA Appendix G
Slavko Lojanica	CVSA
Trevor Stevens	FHWA Appendix G
Warren Hebron	COMAR, FHWA Appendix G, CVSA

July 2012

July 4 - Happy Independence Day! Fleetpro offices are closed



July is National Park & Recreation Month

July is National Vehicle Theft Prevention Month

August 2012

August is National Water Quality Month

September 2012

September 3 - Labor Day! Fleetpro offices are closed

September 16 - 22 is National Truck Driver's Appreciation Week



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Top 10 Summer Car Maintenance Tips

You may know about “winterizing” your vehicle, but do you “summer-ize” your vehicle?

Summertime is here, and that means summer vacations and summer travel season. But long drives, especially in extreme heat, can be rough on your vehicle. Before you hit the road for your favorite summer destinations, check out this list of maintenance suggestions:



10. Check your tires. Tire pressure changes with rising temperatures approximately one to two PSI for every 10 degree increase in outside air temperature. An under-inflated tire bulges outward and puts undo pressure on the tire sidewall. With enough heat and pressure, the tire will eventually blow. Over-inflated tires make less contact with the road surface and can cause hydroplaning during summer thunderstorms.

9. Change oil and oil filter. Oil keeps hardworking engine parts running clean, smooth and cool. Before you take that long-distance summer road trip, check your oil. Heavy driving mixed with high temperatures can lead to an overheated engine.

8. De-Winterize your car. Lose the snow tires. Snow tires are heavy and will lower your fuel economy. If you haven't driven your car very much during the winter months, it is a good idea to check all the fluid levels to make sure that there aren't any leaks. It's also important to clean the undercarriage of the car, especially if you are in a snowy climate. The salt that is used to melt ice and snow on roads can get caked on the underside of your car and begin to eat away at the metal.

7. Check hoses and belts. The key to successful summer driving is keeping the engine cool. If hoses crack or belts snap, the radiator can quickly overheat. Check hoses for cracks, leaks and loose connections as well as doing visual checks on belts for cracks and damages.

6. Change the air filter. Over the winter, your air filter can get clogged with salt and road debris. Replacing a dirty or clogged air filter can improve gas mileage by as much as 10%.

5. Replace your windshield wipers. The summer months are notorious for sudden, violent thunderstorms. When water is beating against your windshield in buckets, your wipers NEED to work. This is true in daytime, but more so at night, when a storm can decrease visibility by 15 to 20 feet in front of your vehicle.

4. Check your brakes. Your brakes are probably the single most important safety mechanism on your car. If you notice a brake problem, it pays to have it inspected or repaired as soon as possible. The cost of a brake repair service increases dramatically if even minor problems aren't fixed in a timely manner.

3. Check the coolant and radiator. Cars are designed to run pretty hot, but there is a limit to just how hot they should run. If an engine is allowed to get too hot, moving metal parts can actually start to melt and fuse together, causing a variety of engine problems.

2. Clean your battery. Dead batteries are fairly common during the winter months. But the hot summer months are tough on your battery, too. Summer heat can speed up the chemical reaction inside a battery, causing the battery to be overcharged. This significantly reduces battery life. Regularly detach the battery cables and wipe off the terminals. Make sure that the battery is strapped down tightly and that all connections are secure. If you need to replace your battery, make sure it is the right battery type for your specific vehicle.

1. Maintain your air conditioning. The most common cause of a malfunctioning air conditioning unit is a low level of refrigerant. This could be caused by a leak in the system. Since modern AC systems are complex, it's best to have a professional check out the problem.

For more information or to read more about the Top 10 Car Summer Maintenance Tips, you can read the full article at <http://auto.howstuffworks.com/car-driving-safety/accidents-hazardous-conditions/summer-car-maintenance.htm>

Baltimore Harbor Tunnel Construction

Maryland state transportation officials are warning drivers to avoid the Baltimore Harbor Tunnel this summer as a \$3.9 million construction project gets underway.

Beginning June 20, motorists are expected to encounter rush-hour and weekend delays of up to an hour as construction crews replace the concrete decking on a four-lane bridge south of the Interstate 895 tunnel toll plaza. The work will be done in four phases and is expected to be completed in October.



Engineers believe the worst delays will come during the first two weeks of August, when the two southbound lanes close and two-way traffic shifts onto the renovated northbound lanes.

The Maryland Transportation Authority is urging motorists to use the Francis Scott Key Bridge or Fort McHenry Tunnel during the construction project.

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Fleetpro Welcomes Our Newest Customers!

ABC Supply Co.

ABC Supply Co., Inc. is the largest wholesale distributor of roofing in the United States and one of the nation's largest distributors of siding, windows and other select exterior building products, tools and related supplies. Since their start in 1982, ABC Supply has grown to become a national organization with more than 450 branches and other facilities in 44 states.



Stewart Enterprises, Inc.

Stewart Enterprises is a national company that specializes in "death care." Their mission is to care for people who need to make funeral and burial arrangements or want to plan in advance for this inevitable need. This company serves an important role in funeral homes, cemeteries and cremation businesses across the United States and Puerto Rico.

Chaney Enterprises

Started in the 1950's by Eugene Chaney, the Chaney family is actively involved in the operations and direction of this company. Specializing in concrete, stone, sand, gravel and related construction materials and supplies, there is a major emphasis on green building with concrete products.



Rosedale Baptist School & Church

The Rosedale Baptist School & Church, located just outside of Baltimore works to inspire, include and involve others to make impact in Baltimore and the world. Founded on the educational ministry of the Rosedale Baptist Church, the School was opened in 2000. The focus of the School is to provide a program in which children grades Pre-K through 12th could be trained with a spirit of excellence both academically and spiritually.



Eight P CPL

Located in Elkridge, MD, Eight P CPL is a distributor for Dunkin Donuts.

Thomasville Homes

ThomasvilleHomes simplifies the home building process. Located in Anne Arundel county, Thomasville Homes prides itself on building high quality new homes faster than other builders. Their efficient building process makes it possible to build a new home in as little as 60-90 days. Tom Neidert, the owner of Thomasville Homes, is personally involved in every home and is on every job they take on.



Fleetpro Team Birthdays

JULY

Dominic Rhames,	July 7
Steve Reid,	July 10

AUGUST

Margaret Tate,	August 1
Carol Davis,	August 4
John Spears,	August 13
Mailin Diaz,	August 21

SEPTEMBER

Johnny Terrones,	September 3
Leonard Wheatley,	September 10
Eric Henry,	September 14
Baltazar Gonzales,	September 28

Fleetpro Team Anniversaries

JULY

Bill Hyde,	2 years
Carlos Ugaz	1 year

AUGUST

Steve Reid,	13 years
Tom Pham,	2 years
Roland Ford,	2 years
Leonard Wheatley,	1 year

SEPTEMBER

Jorge Meyzen,	8 years
Dominic Rhames,	4 years



The Fleetpro Family Continues to Grow

Since 1982, Fleetpro has been continuously growing, adding more and more businesses and organizations to our list of customers. We are also fortunate to welcome some new members to our staff as well.



Bill Neilson joins the Fleetpro as the Fleet Manager at our BWI location. After high school, Bill joined the USMC. After four years in the corps, he worked as a mechanics helper for about two years at Jacobs Ford and Peterbilt. After that, Bill moved onto District International, where he worked for over 15 years as a mechanic, foreman, fleet manager, service manager, and facility manager of the Lorton VA Dealership.

Bill attended the US DOT safety academy and became a Transportation Safety Consultant. After that, he worked for Waste Management as a fleet manager in Baltimore before joining Fleet Pro. Bill joins the fleetpro team with not only years of valuable experience, but also certifications from Cummins, Caterpillar, Ford, Peterbilt, International, Mitsubishi, US DOT, and ASE. Bill is married and he and his wife, Pam, have three children and one grandchild.

Fleetpro welcomes **Jake Perdue** as the new Marketing and Sales Support Manager. A Baltimore native, Jake comes to fleetpro with a background and education in visual communications and computer graphics. While in school, Jake's design focus was on print media and business marketing/branding. Jake joins the Fleetpro team with four years in graphic design and more than six years in marketing and customer service management. Jake is working on some immediate projects to help increase Fleetpro's visibility as well as better utilize available technologies, including social media applications, software applications to create more interactive media and presentations as well as updating some of the more traditional marketing media used by Fleetpro.



Fleetpro is also happy to welcome **Mark Kahler** to our sales team. Mark comes to Fleetpro with over 30 years of experience in the automotive industry, in both service and sales. Mark is excited about the growth opportunities at Fleetpro and enjoys helping our customers to better manage their vehicle and equipment fleet maintenance. On a personal note, Mark

and his wife are "empty nesters," with two grown children. They live in Howard County and enjoy having more free time now that their kids have graduated from college.



CVSA Safety Tips

In June 2012, the Commercial Vehicle Safety Alliance (CVSA) and its members across the United States, Canada and Mexico set up road checks to get unsafe commercial vehicles off the roads. For 72 hours, CVSA enforced compliance with commercial vehicle safety regulations, and removed high-risk carriers from the roads to ensure the public's safety. Results from Road check 2012 will be announced August 7, 2012 at CVSA's North American Inspectors Championship (NAIC) in Minneapolis, MN.

What is Out-Of-Service Criteria? A vehicle is given an out-of-service status if there is a safety violation that represents an imminent hazard. The vehicle cannot continue to operate until necessary repairs are made and the condition is fixed. Out-Of-Service criteria can be driver, vehicle or load specific. In North America, Out-Of-Service criteria is created based on a time-tested process which includes case law and legislation.

The most common critical vehicle inspection items include:

- Brake systems
- Coupling devices
- Exhaust systems
- Frames
- Fuel systems
- Lights (headlamps, tail lamps, stop lamps, turn signals)
- Securement of cargo
- Steering mechanisms
- Suspensions
- Tires, wheels, rims and hubs
- Van and open-top trailer bodies
- Windshield wipers

CVSA offers the following safety tips:

- Pre-inspect the condition of your vehicle before you drive and check for load securement
- Obey speed limits and traffic signs
- Buckle Up
- Slow down in bad weather and in construction zones
- Maintain a safe following distance
- Check your mirrors
- Make only safe and necessary lane changes
- Focus on your driving and avoid or minimize in-truck distractions
- Never drive under the influence
- Always get enough sleep.

For a complete driver's checklist or for more information about the Commercial Vehicle Safety Alliance, visit www.cvsa.org.

MetroAccess Makes Safety a Priority

Of all the performance metrics applied to MetroAccess service, safety is the highest priority. In recent years, WMATA (Washington Metropolitan Area Transit Authority) has made significant investments in building a safety culture, and the results have been noteworthy. MetroAccess has been a part of this change, demonstrating substantial reductions in both injuries and in accident frequency. Active and visible campaigns and regular training opportunities have been a driving force behind these results, complemented by a robust **vehicle maintenance program provided by Fleetpro that has been bolstered by third party audits of 100% of the MetroAccess fleet each year.** The bar for safety and maintenance performance has been raised in this solicitation, and all MetroAccess contractors will be expected to perform accordingly.



One of the more controversial sections in the bill allows the State Department to “deny, revoke or limit” passport rights for any taxpayers with “serious delinquencies.” If someone owed more than \$50,000 in back taxes, the IRS would be able to send their name over to the passport office for suspension, provided that the IRS already either filed a public lien or assessed a levy for the outstanding balance. The bill does provide a few exceptions though. For example, if a person has set up a payment plan (that they’re paying in a timely manner), is legitimately disputing the debt, or has an emergency situation or humanitarian reason and must travel internationally, they may be able to leave for a limited time despite their unpaid taxes.



For more information and specifics about MAP21, you can visit www.csva.org/news/2012_legislative.php

Congress Passes MAP 21

The House and Senate passed the highway bill – dubbed MAP21 (Moving Ahead for Progress in the 21st Century). The bill now heads to the President’s desk for signature. It is a 27 month bill, running through the end of FY 2014. The bill, which consists of more than 400 pages, touches on several topics including Federal-Air Highways and Highway Safety Construction Programs, Commercial Motor Vehicle Safety, Infrastructure Preservation, HAZMAT Transportation Safety, as well as several authorizations and programs.

The bill introduces the new core program, the National Highway Performance Program. This consolidates existing programs (the Interstate Maintenance, National Highway System and Highway Bridge Programs) to create a single new program, which will provide increased flexibility, while guiding state and local investments to maintain and improve the conditions and performance of the National Highway System.

MAP also introduces the National Freight Network Program as a new core program. Our nation’s economic health depends on a transportation system that provides for reliable and timely goods movements. Unfortunately, the condition and capacity of the highway system has failed to keep up with the growth in freight and is hampering the ability of businesses to efficiently transport goods due to congestion.

The bill also calls for the installation of “black boxes” into vehicles to be able to digitally record locations, actions, etc. in vehicles, similar to the “black box” devices in airplanes.

Unfortunately, the bill’s not all positive. There were a number of exemptions included in the bill, although several others did not survive. The Senate language providing additional flexibility for en route inspections of passenger carrier vehicles was removed. Improvements to the MCSAP grant programs were removed as well.

“You Gotta Have Friends!”

Fleetpro has joined the social media revolution! Friend us on Facebook to get regular posts about our business, customers, as well as interesting articles and useful information about the fleet industry. You can also connect with Fleetpro by following us on LinkedIn.

Linked in



Visit our website www.fleetpro.com for links to our social media pages.

July is National Vehicle Theft Prevention Month

According to the National Insurance Crime Bureau, A vehicle is stolen every 33 seconds in the United States. Vehicle theft isn't as simple as forcing entry into a car and circumvention the ignitions to have a joyride. Car thieves have new scams and are much more adept at using technology than 10 or 15 years ago.



Some of the most common vehicle theft fraud schemes include:

Owner Give-Ups, when the vehicle owner lies about the theft of the vehicle and then orchestrates its destruction to collect the insurance money.

30-Day Specials: Owners whose vehicles require extensive repairs will sometimes report the vehicle stolen and hide it for 30 days - long enough for the insurance company to settle the claim. Once the claim is paid, the vehicle is often found abandoned.

Export Fraud: After securing a bank loan for a new vehicle, an owner obtains an insurance policy for it. The owner then reports the vehicle stolen, but in reality has the vehicle illegally shipped overseas to be sold on the black market. The owner collects on the insurance policy for the "stolen vehicle," and earns profits through the overseas black market sale of the vehicle.

Phantom Vehicles: An individual created a phony title or registration to secure insurance on a non-existent vehicle.

Heavy equipment theft is also a growing problem throughout North America. As with vehicle theft, organized crime rings are the primary driving force behind heavy equipment theft. In many instances, these sophisticated criminals have equipment shopping lists, knowing the types of equipment they want and where to find it.

Many times, equipment is stolen from construction sites and unsecured industrial lots to be sold overseas.

For more information about vehicle theft, heavy equipment theft, or more tips on preventing and deterring vehicle theft, visit the National Insurance Crime Bureau at www.nicb.org

Heavy Equipment Theft Prevention Tips

Render equipment immobile or difficult to move after hours or on weekends by not leaving equipment or trailers unattended, clustering equipment in a "wagon wheel" where more easily transported equipment is in the middle, surrounded by larger pieces of equipment.

Use hydro locks to fix articulated equipment in a curved position, preventing them from traveling in a straight line.

Maintain a log listing all equipment and serial or product ID numbers in a central location.

Use sleeve locks to fix backhoe pads in an extended position, keeping wheels off the ground.

Install a system that disables the equipment's electrical or ignition system if universal keys are used.

Install a tracking transmitter system in each unit designed for construction and heavy-duty construction.



Volvo Trucks Announce Innovation



Volvo Trucks has announced its latest innovation in alternative fuelled engines for the North American market.

The truck division of the Swedish-based automaker revealed details of its 13-litre, liquefied natural gas (LNG) heavy-duty truck engine, designed specifically for North America. This completes Volvo's natural-gas engine portfolio and sits alongside its compressed natural gas (CNG) unit.

The company plans to offer the engine as part of its range from 2014 and has made the commitment despite short-term concerns over access to LNG fuel. The unit uses high pressure diesel ignition to spark the gas and is claimed to deliver 30% improvements in fuel efficiency along with a 20% reduction in emissions.

The 13-litre unit has been selected, as Volvo is the largest selling supplier of this size of unit across the US and Canada. Under the title of 'Blue Power', the units will be added to the 12-litre VNL compressed gas engine as part of the new generation of Volvo powertrains.

The company is also testing dimethyl ether (DME) as another alternative fuel source and long-term field tests have shown encouraging results according to Volvo.

From: <http://www.oats.co.uk/>