



# Driver downtime: our rallying call

# Attention, drivers!

**Unite as champions of the road:  
empower your company's fleet  
and fuel its success!**



You are the driving force behind your company's success. You hold the keys to keeping vehicles on the road and ensuring exceptional customer service. With challenges and delays at dealerships, a driver's role is critical.

**You have the power to make a difference by taking proactive measures, showcasing the true power of your vehicle and contributing to your fleet's overall success.**



# Challenges and delays: our call to action



**Dealerships, the vital hubs for maintenance and repairs, often encounter obstacles and experience delays.**

With parts shortages impacting their performance worldwide, the situation has become even more challenging.

Limited availability and overwhelming demand mean that vehicles arriving without prior arrangements face extended wait times. But this is where you can step up.

# Be the hero of downtime: your proactive role

**To minimise downtime and ensure your operations stay uninterrupted, it is crucial for drivers to take charge and be proactive in maintaining your vehicles.**

That means you keeping your fleet running smoothly ensures customers remain delighted. Hear this rallying call and listen to our valuable insights and actionable steps to evolve into the driving force behind your success.

## Rev up your maintenance habits:

### 1. Perform a daily walkaround

**Before hitting the road each day, conduct a comprehensive vehicle check-up.**

Refer to the guidelines on <https://www.gov.uk/government/publications/van-drivers-daily-walkaround-check/van-drivers-daily-walkaround-check> to ensure you cover all the essentials: secure wheel fixings, lights, brakes, fluid leaks, tyre pressure, and more. By catching any issues early on, you can direct our maintenance teams to address them swiftly and keep downtime to a minimum.





## 2. Plan for success

**Schedule regular maintenance, servicing, and MOT inspections well in advance and even at the same time as other work.**



By planning proactive maintenance, we can encourage dealers to order spare parts ahead of time, reducing waiting periods and breakdowns. Remember, when you stay on top of servicing, you let us optimise authentication speed and reduce unexpected dealership delays. We would advise booking servicing appointments one month in advance and you can book MOTs up to three months in advance.

This way, if it takes a bit of time to get an appointment, your vehicle will still be roadworthy. If possible, try to align your servicing and MOT time, so that both can be booked together and reduce the amount of time your vehicle is off the road.

## 3. Tackle tyre troubles with confidence

If you have maintenance as part of your contract

**Our partnership with Kwik Fit brings you a bookable, mobile, fitting service that slashes downtime.**

- When booking with Kwik Fit, ensure you have your vehicle's tyre details ready, including size and tread depth, to ensure a perfect match. You can check your tyre size here: <https://www.kwik-fit.com/tyres>
- Don't wait for a service to sort your tyres – dealerships do not handle tyre replacement.
- And for punctures, contact The AA for assistance.



## 4. Fuel the fleet with AdBlue

**AdBlue, a vital diesel engine additive, is non-negotiable for reducing emissions and maintaining vehicle operation.**

- Just like fuel and oil, it is your responsibility to keep AdBlue levels topped up.
- Neglecting this can lead to vehicle shutdown and unwanted downtime.



**Your vigilance ensures the wheels keep turning!**

# Your driving habits make a difference



**Drive safe, drive smart:** by following traffic rules, observing speed limits, and practicing defensive driving, you minimise the accident and vehicle damage risk. Eliminating avoidable downtime leads to a more efficient fleet and reduced strain on dealerships.

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**Treat your vehicle with care:** master proper vehicle handling techniques, including gentle acceleration, braking, and smooth gear changes. By reducing wear and tear, you keep your fleet in top shape.

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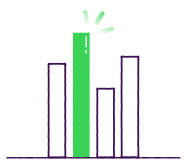
**Embrace regular maintenance checks:** cultivate a habit of checking tyre pressures, fluid levels, lights, and other critical components. Identifying potential issues before they escalate prevents breakdowns and keeps us rolling forward.

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**Monitor vehicle health:** never ignore dashboard lights or messages. Respond proactively to engine diagnostics and sensor readings. By addressing potential issues early on, we avoid breakdowns and major failures.

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**Embrace telematics and GPS tracking:** keep an eye on your driver reports and feedback to improve your driving behaviour and vehicle performance. Your commitment to safer driving can prevent incidents caused by improper handling.

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**Report reoccurring issues:** take note of recurring issues or trends you observe. We analyse data trends to identify common problems and find effective solutions. Your insights are instrumental in ensuring we can provide the solutions needed to all our customers.



## Conclusion

By embracing the strategies outlined in this rallying call, you become champions of the road, vital contributors to reducing downtime, and ambassadors of outstanding fleet performance.

Through proactive maintenance, safe driving, and data-driven optimisation, we will delight customers, elevate your organisation, and celebrate the collective victories of our united fleet.

**Together, we'll conquer the challenges and pave the way for success!**



# Keeping your vehicles on the road ensures your business is working optimally

Our Business Intelligence and Consultancy team can work with you to ensure you're supported when reducing your downtime management and make sure your fleet stays on the road for as long as possible.

## About the contributor



**Russ Boulton**  
LCV Consultant

### Specialisms:

- Light commercial vehicles
- Total Cost of Ownership
- Vehicle conversions and type approval

Specialising in zero emissions transition, Light Commercial Vehicles, and Total Cost of Ownership, Russ is dedicated to driving sustainable solutions for fleet operations. As the creator of LVS' global multi-award-winning TCO+ proposition, Russ empowers fleets with valuable insights into their operational requirements and TCO demands.

With a reputation as a thought leader in the LCV market, Russ has presented at numerous conferences, served on industry committees, and provided expert guidance to OEMs and third-party suppliers. Furthermore, his extensive experience in the van conversion market has honed his knowledge and technical expertise in this field.

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