

# SOP: Albemarle Limousine Fleet Repair and Maintenance Service

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Last Modified November 28, 2023

## Chauffeurs:

Always report in your Samsara DVIR any found Defects on your pre or post trip vehicle inspections. Reference the [DVIR Responsibility Agreement](#).

## URGENT:

If you encounter an **urgent** fleet related issue, *in addition to making your DVIR report*, also **immediately** inform **Dispatch**:

During Regular Dispatch Hours (Monday - Friday 8 AM - 6 PM and Saturdays 8 AM - 12 AM)

- TEXT - 434-531-5802
- CALL - 434-282-3229
- If you cannot reach anyone, leave a message with the reception desk identifying yourself as an Albemarle Limousine employee.

NON-Dispatch Hours

- TEXT - 434-531-5802
- TEXT - 434-989-6973
- If you cannot reach anyone, leave a message with the reception desk identifying yourself as an Albemarle Limousine employee.

## TOWING REQUIRED:

**If a tow truck is required, and** if unable to reach office staff, call **Charlottesville Wrecker 24/7** at **434-295-1107**. No Credit Card needed (Albemarle Limousine has an account).

Mechanical Issues: All vehicles should be towed to **ACE Auto Center Express: 434-227-5973** (*unless otherwise advised*)

## NON-URGENT

If you encounter a **non-urgent** vehicle defect that you *forgot* to note on your DVIR, or would like to send additional information about the defect, please include photos if relevant and please email: [fleet@albemarlelimousine.com](mailto:fleet@albemarlelimousine.com)

Do **NOT** contact ACE directly for issues during regular Dispatch hours, unless you have made an attempt to contact Dispatch and have not received a response within 5 minutes. If your report is regarding a **non-urgent matter**, notify Dispatch and do NOT contact ACE. **To reach Dispatch, please call 434-531-5802 and press Option 9.**

## Things NOT to do:

- Do **NOT** tell mechanics directly about new issues, unless Dispatch requests you do so. This is not the correct way to make a trackable report.
- Do **NOT** tell Detailers about vehicle issues. This is not the correct way to make a trackable report.

**ACE Team Members:**

If someone reports a vehicle defect / issue to you, **PLEASE** remind them to follow the correct channels about making that report. If the issue is urgent and you are able to assist them we greatly appreciate it, but also, please notify us via the below methods to make sure Dispatch is aware of what is occurring.

- TEXT - 434-531-5802
- CALL - 434-282-3229
- If you cannot reach anyone, leave a message with the reception desk identifying yourself as an Albemarle Limousine employee.
- [Fleet@albemarlelimousine.com](mailto:Fleet@albemarlelimousine.com)

**POINTS OF CONTACT:**

Albemarle Limousine Point of Contact:

**Natalie Rankins**

[fleet@albemarlelimousine.com](mailto:fleet@albemarlelimousine.com)

ACE Point of Contact (if you are unable to alert AL Dispatch in an emergency)

**Buck Dean**