

List of Common Vehicle Issues and Expected Responses

Issue	Response
Brake light has more than half of the LEDs burnt out.	If more than 50% of the LEDs in a single brake light are burnt out the bus should be 10-6ed the next time it is at QSS or the inbound location (Walmart/Westridge Mall). If less than half of the LEDs are burnt out the operator should continue to check the issue throughout their shift and notify maintenance if the 50% threshold is reached.
Headlight is burnt out.	Maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall) unless conditions warrant a more immediate response.
DEF light comes on/low DEF fluid.	Maintenance will meet bus the next time it is at QSS and refill the DEF tank.
Operator's seat belt is jammed/won't extend.	If at 201 either maintenance will fix the belt or the operator will be 10-6ed. If on route the operator should pull over to a safe location and wait for assistance (operator should not drive if unable to secure the seatbelt).
Turn signal is burnt out.	Maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall) unless conditions warrant a more immediate response.
Defroster or auxiliary fans do not work.	The response will be weather dependent. If these systems are needed to maintain a clear windshield, then the bus should be 10-6ed as soon as possible (even if it means meeting the bus on route). If on route and it is unsafe to proceed, the operator should pull over to a safe location and wait for assistance.
Front tire is flat.	The operator should pull the bus over immediately to a safe location. The bus should not travel with a front flat tire. Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route). If at QSS the operator should remain there until 10-6ed. If on route, the operator should pull over to a safe location and wait for assistance.
Rear/dual tire is flat.	The operator should be able to safely drive a limited distance if only one dual tire is flat. Maintenance will 10-6 the bus the next time it is at QSS.
Engine fire suppression control box has a red light and/or is emitting an alarm.	Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route). If on route, the operator should pull over to a safe location and wait for assistance.
Fluid leak from the engine area.	Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route). If on route, the operator should pull over to a safe location and wait for assistance.
Fuel or DEF leak.	Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route). If on route, the operator should pull over to a safe location and wait for assistance.
Horn does not work.	Maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall) unless conditions warrant a more immediate response.
Internal overhead lights do not work (with or without a lit CommFault indicator light).	Maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall) unless conditions (such as time of day or number of passengers) warrant a more immediate response.

Kneeler does not work.	Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route).
Ramp or lift does not work.	Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route). In the meantime, the operator should attempt to operate the ramp/lift manually as needed.
“Regen Needed” indicator light remains on.	Maintenance will 10-6 the bus as soon as possible.
Heater (either passenger or operator area) is not working or not working sufficiently.	The response time will be temperature dependent, but in general during colder months maintenance will 10-6 the bus the next time it is at QSS.
Air conditioner is not working or not working sufficiently.	The response time will be temperature dependent, but in general during summer maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall). Operators should keep in mind that during extreme heat well-functioning A/C units can only cool the air up to 20 degrees cooler than the outside temperature.
Windshield wipers are not working.	Maintenance will 10-6 the bus the next time it is at QSS unless conditions warrant a more immediate response.
Operator seat adjustments are not working properly, or the seat will not lock into place.	Maintenance will 10-6 the bus the next time it is at QSS unless conditions warrant a more immediate response.
Front door not working properly.	Due to ADA concerns, the bus will be 10-6ed as quickly as possible (even if it means meeting the bus on route).
Rear door not working properly.	Maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall).
The pull cord/stop requested feature is not working properly.	Due to ADA concerns, maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall).
MIL light/no audible alarm.	The bus will not be 10-6ed unless there is a change in mechanical operation or an audible alarm sounds again.
MIL light/intermittent audible alarm.	If the audible alarm sounds more than once maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall).
“High Exhaust Temp” light is on.	This is part of the normal operation of the vehicle and on its own does not require a change in vehicle.
Radio issues – excessive static.	The operator should check cable connections at the back of the mounted radio unit. If the problem persists maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall).
Radio doesn't work.	Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route). Due to communication challenges this may be when it is at QSS.
Farebox isn't working properly.	Maintenance will troubleshoot the situation over the radio with the operator. If the issue persists and prevents the operator from accepting cash payments maintenance will 10-6 the bus at QSS or the inbound location (Walmart/Westridge Mall).
Mirror is not able to be adjusted through the inside controls.	If possible, the operator should try to manually adjust the mirror(s) as needed. If that is not possible and the mirror position does not provide the operator with the desired view maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall).
Mirror is missing or damaged beyond use due to a collision.	By law, the vehicle must have two exterior mirrors. Maintenance will 10-6 the bus as soon as possible.

Fire extinguisher is not charged (“in the green”).	Both federal and state laws require Topeka Metro buses to have fully charged fire extinguishers. A bus without a fully charged extinguisher should not be put into service. If the issue is discovered on route maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall).
Bike rack not working properly.	Typically, if the issue is one of the three securement arms maintenance will meet the bus at QSS and replace the spring. If there are concerns about the rack itself, or if more than one bike securement area is affected maintenance will 10-6 the bus the next time it is at QSS unless conditions warrant a more immediate response.
Stop request pad in either ADA securement area not working properly.	Due to ADA concerns, maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route).
Trim around the fixed route ramp is loose due to popped rivets.	Due to a potential tripping hazard maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall).
“Low Coolant,” “Low Oil,” or “Low Hydraulic” light is on.	The operator should check to see if there is any visible fluid underneath the engine area of the bus and immediately notify maintenance. Maintenance will 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall) unless a leak is found, which will require a more immediate response.
“Stop Engine” light is on (most likely with a constant audible alarm).	The operator should immediately pull the bus over to a safe location and turn the bus off completely. After the engine is off, the operator should turn the “day run” dial one click to the accessories position and use the radio to contact maintenance. Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route).
On the electric vans a yellow “25% battery life” light is on.	The operator should call for maintenance to coordinate an on-route 10-6 to a new vehicle. To maximize mileage while waiting for the new vehicle, operators should consider turning off all AC/heater fans, if feasible.
On an ARBOC, the parking brake will not disengage, even if lever is down.	To properly release brake, push the button in and pull UP on the brake lever before lowering it to the floor.
On an ARBOC, the vehicle won’t go into gear.	Double check that the back emergency exit door is fully closed and unlocked.
A belt (securement, lap or shoulder) in the mobility device securement area is damaged, locked, or not working properly.	Maintenance will 10-6 the bus as soon as possible (even if it means meeting the bus on route).
Strip lights on the interior back steps are burnt out.	Each of the two steps has a six-light strip of lights. Maintenance should 10-6 the bus the next time it is at QSS or the inbound location (Walmart/Westridge Mall) if any of the following conditions apply: <ul style="list-style-type: none"> • One or both of the strips are completely burnt out. • One or both of the strips are more than 50% burnt out.
Bloodborne pathogen kit zip tie is broken or missing.	The operator should inventory the contents of the kit. If nothing is missing then a new zip tie should be requested from dispatch and installed. If items are missing from the kit, then the operator should write it up on their daily inspection report. Maintenance will then replace the kit.