



**PRICE ENTERPRISES**  
INC

**SOP 39-24CW**  
**December 26, 2023**

## **Side View Mirrors Procedures & Policy**

**Purpose:** Side view mirrors should be folded in on all high-risk vehicles (see below list) prior to entering the car wash tunnel to prevent possible damage to the vehicle/mirror by the wrap brushes. The Car Wash Instructions signs posted at the greeter station state: "Recommend fold-in side mirrors," and "Not Responsible for Damage Caused by Extended Side Mirrors." It is everyone's responsibility to educate and inform customers of this policy.

### **Greeter:**

1. Identify vehicle needed to fold-in side view mirrors.
2. Advise customer to fold-in side view mirror:
  - a. "It's recommended the side view mirrors on your vehicle be folded in to prevent possible damage. May I assist you?"
3. Customer can fold in mirrors or ask for assistance:
  - a. If customer asks for assistance be attentive for damage, ask your manager for assistance.

### **Flight Deck Operator:**

- The Flight Deck Operator can visibly monitor all vehicles going through the wash tunnel. If it is observed a high-risk vehicle does not have the side view mirrors folded-in, the operator will use the headset to communicate to the Loader the mirrors should be folded-in.

### **Loader:**

- The Loader can visibly monitor all vehicles prior to entering the carwash tunnel. If a high-risk vehicle does not have the side view mirrors folded in, the Loader will not load the vehicle until the customer has been notified or using the headset to communicate with all employees, the Loader may ask if the customer has been made aware and if the customer has declined to fold-in the mirrors.

**COMMUNICATION IS KEY!!!**

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Vehicles identified as high risk are:

- Toyota Tacoma
- Toyota 4Runner
- Chevy Express Van
- Jeep Wrangler/Gladiator
- Truck with extended side view mirrors
- Any lifted/modified vehicles

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