

Hello Drivers! There is a lot of information regarding new Car Freight for Ford and I really need you to take the time to read through all of this email, as it could have a negative effect on your settlement if you don't. So when your stopped please take the time to read through this email to the end. Then contact me if you have questions. There will be a separate email for GM units coming your way also!!



The number of claims and the cost of claims is increasing steadily across all the OEM's. We really have to make a huge effort to decrease the number of claims that are occurring. That means, slow down and do a really good preload inspection before loading any unit. Make sure you are following procedures for preloads at the different locations as well.

Most of the damage I am seeing is not transport damage. However, we have too many STI drops that I can't deny, and too many failed preload inspections that are driving these claims and cost up for us.

Example: we had a driver deliver 5 new Ford Bronco's **STI** to a dealer this week. All of these units have the molded plastic roof panels, as well as multiple molded plastic items all over the vehicle; Door handles, wheel opening moldings.

The dealer made a claim on 4 of the 5 units dropped. 2 of the claims were over \$11,000 dollars, one over \$6500, and the last was \$1500 dollars. The 2 largest claims they are replacing the molded plastic roof as shown

In the photo here. That one piece costs over \$8500! And to make matters worse because this damage was Not due to an accident the \$5000 insurance deductible applies to every claim.



So please, take the time to really inspect and document any preload damage you can see, whether it looks

like a scuff they may not claim- get it noted!! Look at all the molded plastic on these new cars and if there is any scuffing or white marks, note it at preload with photos! Any Scratches or imperfections in the plastic note it! Don't let them make a claim we can't deny that is going to come out of your pocket!

STI drops to Dealers We have several very high claim Ford dealers out there. And many have **No STI** noted in the instructions, but we still have drivers dropping units STI to them. This has to stop immediately to protect you, and to ensure we don't get a call from Ford because you STI dropped to a dealer that doesn't allow it. I have drivers telling me that they were told to drop after hours because they were sold units. These are still considered STI drops. So please advise the dealer we cannot drop after hours and deliver during the inspection hours listed.

Check your load before delivery Please make sure that there is no new damage from transit. Again look at all the molded plastic to make sure there are no marks you need to wipe down prior to delivery. A wet wipe will remove any light scuffs on the plastic.

Check for Accessories Although the attachment is from GM there is another notice out there from Ford just like this. And we have to make sure any accessories listed on the Maroney or Loose Content Label are there and accounted for. I'm hearing a lot about SD cards missing. If the Maroney or LCL notes SD Card Reader, then you need to check for the SD Card. If it is missing get it noted at preload.

High Claim Dealer List: Make sure your units are clean and ready to deliver to any of these high claim dealers below.

Apple Ford - #1 most claims

All World Ford
Autoport Ford/WWL Port Ford
Bell Ford
Fred Beans Ford
Gene Latta Ford
Golf Mill Motor
Koons Ford
Nelson Auto
Plaza Ford
Ramsey Ford

Ford inspection App Ford will launch their own vehicle inspection App soon. See the attachment and information below.

To: All Carhaul Carriers and Yard Operators Responsible for Transporting Ford Motor Company Vehicles

Please review the attached (PDF) document which contains an important QAS Bulletin. This updated information must be communicated to all affected employees in your organization. Additionally, please forward this message & its attachment to anyone else in your organization that may not have received this email.

The purpose of this bulletin is to make our **carriers** aware of the gradual launch of the DeGould Vehicle Check-In Inspection App that presently is for Ford & Lincoln dealers. The attached PDF provides an overview of topic.