

VOLKSWAGEN

GROUP OF AMERICA



Truck Loading Guide

MISSION STATEMENT

“The Vehicle Logistics team delivers cost-effective, timely and quality driven solutions designed to exceed our customers’ expectations. “

This document supersedes previous versions of TLG which includes updates from Vehicle Logistics Circulars

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1. Transport by Truck

This section contains instructions for the proper method of loading and securing Volkswagen Group of America brand vehicles on car carriers. Methods other than described and illustrated are not acceptable.

1.1 Loading and Unloading Procedures



Refer to Chapter 2 of the PP&P: Vehicle Handling Regulations for complete policy.

- All drivers are required to have knowledge of prevailing VWGoA vehicle loading instructions. All carriers (primary & sub) are required to have documented training paperwork that drivers are trained on loading procedures for Volkswagen Group of America vehicles. A training matrix is submitted to VWGoA prior to handling VWGoA product.
- To ensure receipt of the proper vehicle, all Volkswagen/Audi vehicle identification numbers (VIN) are located on the dashboard visible through the driver's side lower windshield and driver's side lower B-Pillar.
- 17 Digit VIN number – VW example 3WVRT71K17M838290
- Eating, Drinking and Smoking inside vehicles is strictly prohibited.
- Engines should not idle for extended periods prior to and during loading and unloading process, especially full body cover units, and are shut off while in transit.
- Personnel must wear clean clothing (corporate uniform preferred) free of objects that could cause damage to the interior and exterior of the vehicle. Any types of jewelry and belt buckles are covered by protective devices.
- Two sets of gloves are recommended. One set of outside working gloves and one set for driving the vehicle. Wearing of clean driving gloves inside vehicles no longer necessitates the need for wedding ring protection.
- Prior to loading, each vehicle is inspected to ensure that optional and loose shipped items such as radio, CD player, antenna, spare tires, wheel covers, navigation disc, remote keys, etc., are included. By-pack may require verification.
- Carriers must submit clean and exception damage data to VWGoA third party claims provider via ePOD interface. Damage codes and procedures must adhere to AIAG standards. **Refer to Finished Vehicle Logistics Transport Damage Report 2nd Edition for additional requirements.**
- Ramp angles and break over points must meet industry standard requirements to prevent any front spoiler or undercarriage damage. During loading and unloading operations, vehicles are not subjected to undercarriage interference from ramps, skids, or tie-down assemblies.
- During loading procedures, it is important to keep engine revolution limitations to fewer than 3,000 RPM.
- Tie-down straps and hooks straps secured to prevent any contact with the roof of vehicles when loading bottom position units. Chains are removed from deck runways to prevent any tire damage or undercarriage interference.

- Automatic transmission vehicles are set in park. Manual transmission vehicles in first gear after vehicles are positioned. Parking brakes (Lever or Electronic) are firmly set before exiting the vehicle.
- Once vehicles are in final loading position, keys are removed from ignition, and left on the **tether** or placed in the **left front door pocket**.
- Locking of all vehicles is required if the transport remains unattended (keys are kept in a secure location).
- Drivers must never enter or exit a vehicle through the windows or tailgates. In addition, ensure seat and floor protection is in place before entering vehicles.
- At all times, vehicles must have hoods, deck lids/tailgates, doors, and windows closed.
- Vehicles are never started by pushing or pulling.
- The driver is responsible for all damages between vehicle start up and dealer delivery.
- Loading ramps are placed at a sufficiently low angle to prevent damage during loading and unloading.



 **The Recommended Ramp Angle is 8 degrees**

1.2 Spacing Requirements


- Vehicles transported on car carriers must adhere to the following minimum spacing requirements:

End-to-end clearance	4 inches (10cm)	 Fist represents approximately 3-4 inches
Ground clearance	2 inches (5cm)	
Roof clearance	4 inches (10cm)	
Overlapping vehicle clearance	4 inches (10cm)	


1.3 Tie-down Procedures and Soft Tie-down Requirements


All tie-downs for Volkswagen, Audi and Bentley products are secured in accordance with instructions and illustrations contained herein. Deviations are not permitted without consulting the Volkswagen Vehicle Logistics department.

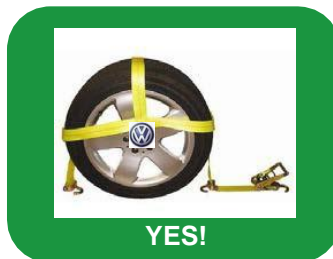
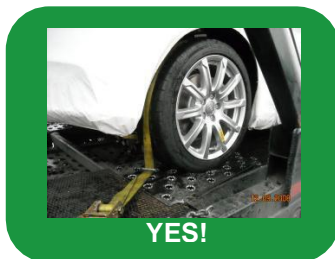
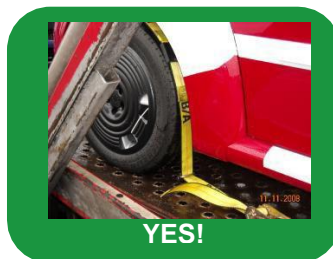
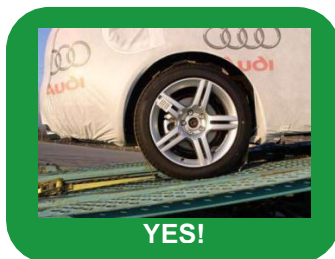
- Vehicles are required to be tied down with **four over-the-wheel strap** devices, regardless of truck/trailer design or hauling distance to the dealer. Straps used require an in-line pull or is in parallel with the tire tread.
- Strapping methods that have an outward pull to the tire is not allowed. I.e. lasso method.
- Prior to loading, carrier must confirm they have the appropriate number of appropriate straps.
- Prior to applying straps to vehicles, the straps should be free of any twists. Chains used in conjunction with strap tie-downs should be free of kinked links.
- Tie-down devices should be centered on tires and tightened to provide equal tension on both sides of the vehicle.
- Drivers must ensure sufficient distance between vehicles and decks, ramps, etc., to allow for movement of vehicles riding on their own suspension during transport.
- The arm rest should be folded up in the event of high center consoles.

 **The hand brake is engaged as far as possible.**

 **Soft tie-down straps are required to transport Volkswagen, Audi, and Bentley models.**

 **FOUR over-the-wheel straps required**, regardless of vehicle position on the load or mileage distance to the dealer. Only acceptable methods shown below

 **Lasso strapping method is not an acceptable Tie-down procedure.**



1.4 Carrier and Dealer Delivery Guidelines

1.4.1 Transportation Inspection

At dealer delivery, all new vehicles must be carefully inspected before a dealer representative signs the carrier delivery receipt. This includes vehicles accepted for storage only, vehicles accepted for another entity and vehicles with major damage including flood or fire damage. Volkswagen recommends trained personnel are available to inspect vehicles and document damage during normal business hours, including Saturday. New vehicles must remain in the sight of the transport driver during the new vehicle receipt process.



15 minutes per vehicle or a maximum of 1 hour per full truckload is the maximum allowed time for check-in inspection.

Inspection time is not eligible for reimbursement. All damage and pilferage is noted on the carrier delivery receipt, and co-signed by the transport driver. A signed delivery receipt transfers liability to the dealer for non-concealed damage found after the carrier leaves. Failure to properly note all vehicle damage may result in a transportation claim payment being delayed or denied.

Carriers must submit clean and exception damage data to VWGoA third party claims provider via ePOD interface. Damage codes and procedures must adhere to AIAG standards. **Refer to Finished Vehicle Logistics Transport Damage Report 2nd Edition additional requirements.**



Dealer personnel may not remove the Body Guard/FBC before inspection personnel have completed and signed the delivery receipt. It is unacceptable for dealer inspection personnel or the transport driver to write a notation on the delivery receipt for damage found under UNDISTURBED Body Guard/FBC

1.4.2 Inspection process at time of receipt

Verify the Vehicle Identification Number (VIN) on each document and vehicle, and carefully inspect:

- All visible exterior areas
- The cargo/trunk area on vehicles without a Full Body Cover (FBC).
- The complete interior area
- Panels/bumpers covered by the BodyGuard or FBC require close examination. Should a disturbance be detected on a surface covered by the BodyGuard or FBC, dealer inspection personnel and the transport driver must **jointly** remove the BodyGuard or FBC to determine the extent of body damage. The cargo area of the vehicle should be inspected if the Full Body Cover is not properly secured over the rear portion of the vehicle (evidence of entry during transport).
- Damage and missing items relating to transportation carrier responsibility are noted on the carrier delivery receipt using the 5-digit Automotive Industry Action Group (AIAG) code, **Refer to the AIAG M-22 Finished Vehicle Transportation Damage Reporting**

It is the responsibility of both dealer inspection personnel and the transport driver to ensure damage notations and AIAG codes accurately describe damage or missing items. "Scratches" do not require straightening time to repair. If straightening time will be involved, use "dents" or "gouges" as the exception description.

The transport driver may list notations in the "Carrier Remarks" section of the delivery receipt referring to a noted exception as non-transportation damage. It is recommended that dealer inspection personnel include a notation in the "Dealer Remarks" section agreeing with, or denying the driver's non-transportation damage allegation. Unless there is a counter signature from dealer inspection personnel, non-transportation damage notations are considered as transport related.

- Obtain the transport driver's signature. It indicates the transport driver is aware and informed of the delivery inspection results.
- Sign for vehicle receipt only after all of the above are completed.

A transportation claim is filed through SAGA for carrier responsibility damage/pilferage found and noted on the delivery receipt.

1.4.3 Vehicle By-pack Inspection

The term "by-pack" describes the bag of factory provided parts for installation by the dealer prior to the vehicle delivery to the customer. **Wiper blades, center wheel caps** and a spare set of keys are common parts included in the by-pack. The by-pack is inspected and the contents verified within **24 hours** (next working day) after receipt.

1.4.4 Vehicle Inspection "Concealed" Damage

A vehicle is inspected for concealed damage no later than 24 hours (next working day) after receipt. If concealed damage is found, notification is made to the last carrier no later than **48 hours** (second working day) after vehicle receipt.

Concealed damage only includes damage to the:

- Undercarriage
- Tire treads
- Insides of wheel wells

1.4.5 Vehicle Receipt "Subject to Inspection" (STI)

Vehicles delivered (STI) are inspected no later than 24 hours (next working day) after receipt. Carrier delivery receipt is marked "subject to inspection" and signed by a dealer representative for the following conditions:

- A vehicle received after normal business hours.
- Snow or ice-covered condition (car wash potentially needed).
- Considerable amount of dirt/grime which dealer is unable to make proper delivery assessment (car wash potentially needed)

1.4.6 Notifying Transport Carrier of "Concealed" Damage or "STI" Damage

A Transportation Damage Notification Letter notifying the last transport carrier of "concealed" damage or "subject to inspection" damage is available on WISE under Resource Center/Transportation Guidelines. It is sent on the dealer's letterhead. All damage and pilferage is reported to the last carrier/handler no later than **48 hours** (second working day) after vehicle receipt. Damage information on the letter is described in detail. The completed letter is sent to the last transport carrier by certified mail, verifiable fax or email. If proper exceptions are noted on the carrier delivery receipt, a trucker notification letter is not needed.

Volkswagen Transportation Damage Claims

Department Contact Information

Phone: 877-365-0343

Address: 6699 Chicago Road, Warren, MI 48092

Email: VW-damage@vehiclaims.com, Audi-damage@vehiclaims.com

1.4.7 Theft Notification Procedures

Any theft of vehicle components or vehicles is reported immediately **Volkswagen Transportation Claims Department** at **(877)365-0343** or **Email:** claims@fenkell.com;

VW-damage@vehiclaims.com, or Audi-damage@vehiclaims.com. Local law enforcement notification guidelines are still adhered to in addition to this notification.

1.4.8 Transportation Claim Damage

The following items are noted as transportation carrier responsibility on the carrier delivery receipt and submitted for reimbursement on a transportation claim.

- Damage resulting from physical impact, abuse, abrasion, vandalism, weather conditions, or other carrier negligence. Include damage found through or under **Disturbed** BodyGuard/FBC.
- If vandalism is evident, missing standard equipment or by-pack items such as antennas, license plate brackets, keys, wipers, wheel covers, center caps, spare tire/wheel/tools, or floor mats are listed separately.
- Most By-packs (accessory bag) are sealed and located in the trunk of the vehicle. If trunk seal is broken or by-pack is in location other than the trunk, dealer must check by-pack contents for any missing items and notated at time of dealer delivery.
- Any paint deterioration or chips on left front driver's door
- Stained or soiled interior, including upholstery
- Broken glass that is not caused by stress
- Concealed damage, which is defined as damage to undercarriage, tire treads, or inside of wheel wells only.



Trunk seal intact



Trunk seal damaged



By-pack bag on passenger seat

1.5 Key and By-pack Locations

Brand	Model	Keys location	By-pack location
Audi	A3/S3	2 remote on tether	Interior-passenger floor
Audi	A4/S4/allroad	1 remote on tether & 1 remote in by-pack	Trunk
Audi	A5/S5	1 remote on tether & 1 remote in by-pack	Trunk
Audi	A6/S6	1 remote on tether & 1 remote in by-pack	Trunk
Audi	A7/S7/RS7	1 remote on tether & 1 remote in by-pack	Trunk
Audi	A8/S8	1 remote on tether & 1 remote in console or 2 remotes in driver's door	Trunk
Audi	Q3	1 remote on tether & 1 remote in glove box	Trunk
Audi	Q5	1 remote on tether & 1 remote in by-pack	Trunk
Audi	Q7	1 remote on tether & 1 remote in by-pack	Interior-passenger floor
Audi	R8	1 remote on tether/ 1 remote in by-pack	Interior-passenger floor
Audi	TT/TTS	2 remotes in driver's door	Trunk
Volkswagen	Atlas	2 remotes on tether or in driver's door	Interior rear hatch-third row seating area
Volkswagen	Beetle	1 remote on tether & 1 remote in by-pack or 2 remotes in by-pack	Interior-passenger floor
Volkswagen	CC	2 remotes on tether	Trunk
Volkswagen	Golf/Golf R/ GTI/e-Golf	1 remote on tether & 1 remote in by-pack or 2 remotes in by-pack	Interior-passenger floor or Trunk
Volkswagen	Golf SportWagen/ Golf Alltrack	1 remote on tether & 1 remote in by-pack or 2 remotes in by-pack	Interior-passenger floor or Trunk
Volkswagen	Jetta	1 remote on tether & 1 remote in by-pack or 2 remotes in by-pack	Interior-passenger floor
Volkswagen	Passat	2 remotes on tether or in driver's door	Trunk
Volkswagen	Tiguan	1 remote on tether & 1 remote/1 valet in glove box	Trunk
Volkswagen	Touareg	1 remote on tether/ 1 remote in by-pack	Interior-passenger floor


1.6 Transport of Volkswagen and Audi Convertible Models

- All Volkswagen and Audi convertible models require forward facing transport position when loaded on the top deck of open equipment.
- Loose pieces of BodyGuard are removed by the driver when found prior to truck load or during transport to the dealer.



1.7 Transport of Full Body Cover Models

- Drivers must ensure car covers are fitted properly; covering entire vehicle, clasps in place, and no visible disturbances. Ensure windshield tape is down and in place.
- Prior to loading, if it is discovered that a full body cover is damaged, please do not attempt to repair. Please notify port personnel to take necessary actions.

 FBC removal process requires two people and notification to port personnel prior to removal. Failure to use two persons may result in damage to the vehicle.

- **Railheads ONLY:** See **section 5.5.3 of the PP&P** for removal instructions.
- Drivers must ensure the left front door flap is completely zipped shut during transport.
- During transport, if carrier identifies a loose FBC, carrier must stop and remove immediately. See **section 5.5.3 of the PP&P** for removal instructions. A loose car cover flapping in the wind could cause damage to the paint.

