

3 CAR CARRIER TRUCK PROCEDURES

3.1 Car Carrier Truck Equipment

- 3.1.1 Carriers are responsible to ensure all truck-away equipment have the ability to transport various Hyundai and Kia vehicles in a safe and secure manner.
- 3.1.2 Sub-haulers and their equipment must meet all vehicle shipping standards and be approved by the contracted provider prior to use.
- 3.1.3 Equipment must be designed to allow entry and exit of the vehicles without contacting any metal surfaces of the car carrier truck.
- 3.1.4 Hydraulic systems must be functioning properly and not leaking.
- 3.1.5 Vehicles must not be loaded in any position that would require the driver to enter or exit by any means other than the front driver's side door.
- 3.1.6 Trucks must be equipped with soft tie-downs (straps). Hyundai and Kia vehicles require soft tie-downs only.
- 3.1.7 All Hyundai and Kia vehicles require 4 cargo straps per vehicle. All straps must be in good working condition (frays, tears, or missing hooks).
- 3.1.8 Vehicles in lower deck positions must be protected against damage from fluid leakage or hot exhaust from a vehicle loaded in an upper deck positions.
- 3.1.9 No part of the vehicle, excluding the tires, may contact the skids, rig structure, or ground at any point.
- 3.1.10 Flipper plates, filler plates, and all other pivoting components in the wheel track must be flat and supported from both ends.
- 3.1.11 The maximum permitted distance to "jump" a vehicle between deck sections is 4 inches. For distances greater than 4 inches flipper plates or skids must be used.
- 3.1.12 All trucks must be equipped with a spill kit. The driver is responsible for the cleanup and notifying the proper authorities at the facility in the event of a spill.
- 3.1.13 All transporters must be equipped with a height stick and tie-down bar. If equipped with a ladder, it must be secured.
- 3.1.14 GLOVIS reserves the right to inspect transporters before approving them as suitable for the transport of Hyundai and Kia vehicles.

3.2 Car Carrier Liability Inspection

- 3.2.1 A thorough inspection of the vehicle must be performed at each handling point. This inspection protects the driver from liability of existing damages or missing equipment. It is the service provider's responsibility to perform a thorough inspection of the vehicle regardless of environmental conditions. Following this procedure does not absolve the service provider of liability.
- 3.2.2 The inspection should be performed at the last point of rest. Do not move the vehicle. If the vehicle is moved, the driver accepts liability of the vehicle.

3.2.3 Inspection Process

- 3.2.3.1 From a standing position and approximately 3 feet away, the inspection consists of a complete walk-around assessment of the exterior, visible areas of the vehicle's undercarriage such as exhaust pipes and underside of fascias, as well as tires and wheels. For an effective inspection of the underside of fascias (front and rear), it is recommended to bend and touch these areas. If damage is detected, a closer more thorough inspection may be required.
- 3.2.3.2 Inspection time is typically 3-5 minutes for each vehicle.
- 3.2.3.3 Ensure all vehicle's VINs are checked in 3 locations; Carrier delivery documents, VIN plate on the dashboard, and the Monroney label.
- 3.2.3.4 Ensure all items listed on the Monroney label are in the vehicle. (ie keys, remotes, owner's manuals, and throw-in accessories)
- 3.2.3.5 Do not remove plastic wrap during inspection unless there is an indication of damage (plastic wrap is torn, dirty or scratched) or the wrap is loose and may cause damage from wind buffeting. The condition of the plastic wrap must be described on the delivery receipt.
- 3.2.3.6 Check all body panels, trim and paint finish for scratches, dents or fluid damage.
- 3.2.3.7 Check the bodyline of the vehicle, paying careful attention to the fit of the hood with the fenders and the front bumper.
- 3.2.3.8 Check all glass for cracks, scratches or chips.
- 3.2.3.9 Check all tires, including the spare, for cuts or punctures.
- 3.2.3.10 Check under the hood for any missing equipment or evidence of leaking fluids.
- 3.2.3.11 Inspect all trim panels, upholstery, carpets, dash, sun visors, headliner and door trim.
- 3.2.3.12 Check for keys and owner's manual packet and, if applicable, the Navigation DVD and SD Cards.
- 3.2.3.13 Upon completion of the inspection, driver accepts liability of the vehicle and therefore, must ensure control of the vehicle until delivery.
- 3.2.3.14 Do not apply markings of any kind to the vehicle (i.e. grease pencil). Temporary stickers to outline damages for pictures are allowed but must be removed after the pictures are taken.
- 3.2.3.15 Do not leave any inspection detail, notes, etc. in or on the vehicle prior to final delivery to dealers.
- 3.2.3.16 See SECTION 5 for damage reporting.

3.3 Car Carrier Loading and Unloading Procedures

3.3.1 Prior to loading

- 3.3.1.1 Refer to the individual vehicle technical bulletins (Appendix B) to verify authorized loading positions. Do not load vehicles in unauthorized deck positions.
- 3.3.1.2 Inspect the truck to insure that the vehicle pathway is clear of all straps, chocks, tools, and loose chains hanging from upper decks. Drivers should not drive over unused chains or hooks. All hydraulic lines are secured to avoid contact with the vehicle.
- 3.3.1.3 Jump skids or plates are properly positioned. Deck sections are positioned to avoid vehicle contact during loading.

- 3.3.1.4 All ramps must be fully extended and if necessary must have extra ramps to access platforms for low profile vehicles. The maximum ramp angle is 7 degrees.
- 3.3.1.5 All decks must be pinned during loading, unloading, and transport to protect the driver and the vehicle in the case of equipment failure.

3.3.2 Loading

- 3.3.2.1 All vehicles must be inspected prior to moving.
- 3.3.2.2 Verify that the shipping destination on the Monroney label matches the load sheet information.
- 3.3.2.3 Mirrors must be in the folded position. If mirrors fold automatically, activate interior electronic controls to fold mirrors -- folding electronic mirrors manually will cause damage.
- 3.3.2.4 Vehicles must be driven onto transporters at speeds that reduce the probability of damage.
- 3.3.2.5 Vehicles must be positioned in their designated location with front wheels straight.
- 3.3.2.6 Parking brake must be engaged, transmission set properly, keys stored per Appendix C.
- 3.3.2.7 Loaded vehicles must maintain the following minimum clearances:
 - Clearance between vehicle's underbody and deck = 2 inches
 - Clearance between vehicles (bumper to bumper) = 3 inches
 - Clearance between vehicle roof and truck upper deck = 4 inches
- 3.3.2.8 Vehicles must never be transported in a manner that allows the vehicle to exceed 15 degrees from horizontal. During loading, unloading, and all other handling situations, never position a vehicle to exceed 25 degrees from horizontal.
- 3.3.2.9 A minimum of 2 inches clearance must be maintained between all vehicle components and the car carrier trailer.
- 3.3.2.10 Special caution should be taken when entering and exiting vehicles to ensure that the door does not touch any part of the carrier.
- 3.3.2.11 As a minimum, the keys must be removed from the last vehicle loaded on the truck.

3.3.3 Tie-Down Procedures

- 3.3.3.1 All Hyundai and Kia vehicles must have 4 straps per vehicle. All straps must be in good condition.
- 3.3.3.2 Straps must adhere to the following guidelines:
 - Straps must run parallel with the tread.
 - Straps must have rubber cleats to ensure they stay in place during transit.
 - Straps can only tighten down at the front and rear of the tire.
 - Straps may not wrap in front or behind the tire and pull inward or outward. (Lasso style or side-pull tie down is not permitted)
 - No part of the strap or strap basket may touch any part of the wheel other than the tire itself.
 - Extreme caution must be used when using ratchet bars for tightening or releasing tie downs. Ratchet bar must never come in contact with the vehicle.

- Straps must never be wrapped around or through any other part of the vehicle (i.e. strapping through the wheels, around axles, etc.).
 - If the vehicle's front and rear wheels are on the same surface, all four tie-down securements are to be tightened before the surface is tilted.
 - Straps must never be twisted in the securement process.
 - Straps must be properly maintained. Worn straps are to be replaced when frayed or worn. Trucks are required to carry extra straps.
- 3.3.3.3 Hooks on the straps must be placed as close to the wheel as possible. The strap must never make contact with any point on the vehicle other than the tire.
- 3.3.3.4 The straps should lie flat on the tire with no twists at any point.
- 3.3.3.5 Place strap over tire, ensuring that the rubber cleats are centered across the width of the tire.
- 3.3.3.6 Tighten the strap using the ratchet. Do not over tighten wheel straps. Over tightening may lead to premature wear of the strap and assembly, damage to the vehicle, or unexpected failure of the straps. Over tightening means applying more force than is necessary to adequately and properly secure the vehicle to the equipment.
- 3.3.3.7 Secure all unused straps and hooks so they can't fall and damage vehicles during transport.
- 3.3.3.8 Stow and secure skids so they will not touch vehicles.
- 3.3.3.9 Prior to departure, the driver should check the load height to ensure that the loaded vehicles will not be exposed to damage from overhead obstruction while in transit.
- 3.3.3.10 Vehicle tires are never to be deflated to reduce trailer heights.

3.3.4 Outgate Procedures

- 3.3.4.1 As each vehicle is loaded, the driver must record the vehicle's VIN on the delivery documents. If adhesive backed barcodes are not used at a particular port the carrier will simply collect the port processor generated release document from each vehicle.
- 3.3.4.2 Outgate documents are scanned by the port processor or terminal security. The driver must present the delivery documents / out-gate document(s) with barcodes (or hand-written VINs) or port processor generated release documents for each vehicle to the Security officer. The Security Officer will confirm that the number of barcodes match the number of vehicles loaded. Drivers will not be permitted to exit without the completed documents.

3.3.5 Transport

- 3.3.5.1 During transport, all tie-downs are to be inspected periodically, making any necessary adjustments.
- 3.3.5.2 On-time delivery is a priority. Drivers need to promptly report transportation delays to the dispatcher. Such reports should include the location, cause and expected length of the delay. Dispatchers will notify Hyundai GLOVIS Vehicle Logistics if the delay exceeds 24 hrs.

3.3.6 Unloading and Delivery

- 3.3.6.1 Driver should check the delivery documents for notes (Special Instructions) regarding delivery restrictions. It is the carrier's responsibility to contact each of their dealers and review the delivery process. The following information should be made available to all delivering drivers

so they are familiar with the specific dealer needs before they arrive to the dealership. At a minimum, the requested information should include the following:

- Hours of operation
- Proper entrance and exit of dealership premises
- Name of the contact person for vehicle inspections
- Unloading area, Vehicle staging area
- If "Subject To Inspection" (STI) is allowed

- 3.3.6.2 The transporter must be parked on level and firm ground. The tractor and trailer must be lined up in a straight line.
- 3.3.6.3 The loading decks must be free of all straps, chocks, tools or other objects.
- 3.3.6.4 Loading ramps must be placed at a sufficiently low angle to enable easy access and prevent damage to the underbody of the transported vehicles. The recommended maximum ramp angle is 7 degrees.
- 3.3.6.5 All ramps must be pinned to guard against hydraulic failure.
- 3.3.6.6 Cars must be driven off and away from the transporters at speeds that reduce the probability of causing damage. Speed must be particularly reduced before driving off the ramps.
- 3.3.6.7 Cars must be unloaded only under motor power. Pushing a vehicle off the transporter requires Hyundai GLOVIS Vehicle Logistics authorization.
- 3.3.6.8 Vehicles must be delivered in designated areas in drivers view or control.

3.3.7 Delivery Inspections

- 3.3.7.1 The dealer has the right to inspect the vehicle and call the exceptions while walking around the vehicle together with the delivering driver. Exceptions are to be noted on the carrier's "Delivery receipt".
- 3.3.7.2 The dealer has the right to wash the vehicle in the driver's presence. A Hyundai or Kia approved carwash must be used in order to avoid any potential damages to the vehicle by the dealer.
- 3.3.7.3 If the parties cannot agree on a noted exception the driver and dealer must add their comments, sign and date the "Delivery receipt" on paper or electronic format.
- 3.3.7.4 After sign off by both the dealer and driver, the delivery receipt must not be altered in any way by either party.
- 3.3.7.5 All writing must be legible. Illegible documents cause delays in claims processing and can potentially result in denial of claim.
- 3.3.7.6 Hyundai GLOVIS will determine carrier's responsibility for issues noted on the Delivery Receipt based upon the transportation damage guidelines, evidence presented, and circumstances of the incident.
- 3.3.7.7 It is Hyundai and Kia policy that a dealer should not refuse a vehicle delivery regardless of its condition. If a dealer attempts to refuse a delivery, the carrier should contact the Hyundai GLOVIS Vehicle Logistics Department for further instructions.

3.3.7.8 Normal Delivery Hours

- 3.3.7.8.1 Driver must maintain control of vehicles and keys until inspection is complete and signed by the consignee or dealer.

- 3.3.7.8.2 If damage or theft is detected, the damage form must be documented using current AIAG exception codes (APPENDIX E) and signed by both the receiving and the transferring party.
- 3.3.7.8.3 If the vehicle is delivered during normal business hours the inspections must be completed immediately by the dealer, typically within one hour.

3.3.7.9 After Hours Delivery Inspections

- 3.3.7.9.1 Driver should check the delivery documents for notes (Special Instructions) regarding delivery restrictions. It is the driver's responsibility to confirm after hours delivery is available.
- 3.3.7.9.2 Vehicles must be delivered to the dealer's designated after-hours parking area.
- 3.3.7.9.3 Vehicle keys must be placed in the designated drop box or location assigned by the dealer.
- 3.3.7.9.4 The driver must sign and date the delivery receipt to identify each VIN as delivered. They must also note that it is a subject-to-inspection (STI) delivery and indicate the time of delivery.
- 3.3.7.9.5 The dealer has the right to inspect the vehicle and note all damages on the carrier's delivery receipt. The dealer has the right to wash the vehicle before the inspection.
- 3.3.7.9.6 The dealer has two business days to notify the carrier of any damages found via traceable means. Writing must be legible on the delivery receipt.
- 3.3.7.9.7 Carrier is responsible for damages or missing items noted on "Delivery Receipt" meeting the transportation damage guidelines unless evidence can be provided to prove otherwise.

3.3.7.10 Delivering to Ocean Ports or VPCs

- 3.3.7.10.1 Hyundai GLOVIS has a "drop and go" policy for after-hours delivery to Ocean Ports and Vehicle Processing Centers (VPCs). The "drop and go" policy is an automatic subject-to-inspection (STI).
- 3.3.7.10.2 Carriers are authorized to deliver vehicles to designated drop-off locations and leave a delivery receipt with security or designated port representatives.
- 3.3.7.10.3 Port or VPC security is NOT responsible for documenting STI on delivery receipts; this responsibility is solely the carrier's responsibility. Port or VPC security is not permitted to inspect, note defects, or confirm vehicle discrepancies.
- 3.3.7.10.4 The "drop and go" policy requires the port and carrier to follow the "after hours delivery inspections" process outlined in paragraph 3.3.7.9.

3.3.7.11 Hidden Damage on Dealer Deliveries

- 3.3.7.11.1 Concealed or hidden damage is defined as damage that cannot be identified by visual inspection, such as a damaged component that would require the use of a hoist to inspect and detect.
- 3.3.7.11.2 Damage such as a scratched or cracked windshield, a damaged bumper or a scratch that is undetected because the vehicle is dirty, is not considered hidden damage.
- 3.3.7.11.3 Any damage deemed to be hidden must be reported to carrier within two business days of delivery. Writing must be legible on the delivery receipt.

3.3.7.11.4 The carrier has two business days from the date of dealer's notification to meet with the dealer and view the damages.

