



# Tesla Inspection & Claims Manual

A Guide for Carriers

## Introduction

This Claims and Inspection Manual has been prepared to assist all carriers in the handling of claims resolution with Tesla, Inc. All carriers must adhere to these requirements and become familiar with the processes documented herein prior to any vehicle handling on behalf of Tesla.

## Inspection Process and Requirements

Carriers are **required** to use the Tesla Logistics app to complete origin inspection.

In the event of an **app malfunction**, please contact Tesla Dispatch email or contact your dispatch representative by telephone. We will attempt to solve app issues or would be able to provide a paper BOL if not resolved.

Paper BOLs are considered an **exception** only. We will not accept a paper BOL for claim evidence unless damage is dated/time-stamped and signed off at origin. Please copy it immediately and email it. If there is an executed Tesla e-BOL, that e-BOL will supersede any paper copy. We do not accept other carrier BOLs for claims purposes.

See appendix for Tesla Logistic App damage reporting guide.

All mandatory interchange inspections must take place any time there is an exchange in vehicle custody

## Origin Inspection

Drivers are **required** to inspect vehicles prior to loading and departing the facility.

**Without a prior inspection recorded in the Tesla Logistics App, the carrier will be held liable for all damages found in the following destination inspection.**

At origin, if exceptions are noted, they must be noted **before** the vehicle is moved/loaded, using the Tesla Logistics App. Any damages found after the vehicle has moved/been loaded are the responsibility of the carrier. At Tesla Logistics & Delivery sites and 3PL sites manned by Tesla personnel, verification by Tesla on-site personnel is *preferred* for severity 3 or greater damages if it does not hinder transportation flow.

Carrier is expected to follow the 3PL damage notification rules for non-Tesla owned sites. This includes rail and port facilities. For rail sites – the driver is required to leave a paper copy of their inspection report at the gate when leaving the facility when damage is severity 2 or less. Severity 3 or greater requires an on-site inspection of the vehicle by the Rail 3PL inspection team. Please note, you will still need to log the damages in the Tesla Logistics App.



### Destination Inspection

Destination inspections are completed by the receiving personnel at destination.

### Subject to Inspection

Subject to Inspection (STI) is allowed for night drops (when allowed at destination) where Tesla or 3PL personnel are not available to sign the inspection report. STI should be limited to only Service Centers that allow it (please confirm prior to dropping). STI night drops require approval by the Logistics Manager. Service Center personnel are not valid approvers for STI night drops. STI is only allowed during daytime opening hours if the carrier selects “During hours – Subject to Inspection” on the logistics app. The delivering carrier will be notified within 48 business hours of any exceptions by Tesla Logistics via email.

### Vehicles Too Dirty to Inspect

When vehicles are delivered covered in snow, ice or extremely dirty, it makes the inspection difficult. Carriers are expected to document if the origin inspection is unable to be performed due to excessive dirt/snow/ice. Additionally - In cases like this – where a wash cannot be done immediately for destination inspection, the receiving location will mark on the delivery receipt and inspection report of the condition and take photos as such. The defrosting/cleaning of the vehicle will be done at the earliest (within 24 hours of delivery date) so that the visual inspection by the Tesla team member can be done according to the guidelines. If damage is found after cleaning and inspection, Tesla logistics will notify the carrier within 48 business hours (per the STI guidelines).

### Hidden Damage

For hidden damage (undercarriage/wheel wells), Tesla has 60 hours from the date of delivery to notify the delivering carrier of the damage.

Damages found with disturbed wrap that indicates transportation damage will be subject to claim.

### Major Damage

Major damage (example vehicle accident) **must** be reported by the carrier to the Tesla Logistics Claims Team within 24 hours of the incident by emailing. Details of the damage, including location of the incident, cause, current vehicle location (if moved from incident location), police report (if applicable), and photos/inspection completed should be provided in the notification.

**It is expressly forbidden to make repairs to vehicles that are damaged in transit.**



## Tesla Logistics App Delivery Type Selections

### After Hours Drop-Off (Subject to Inspection)

- Tesla representative is **not** present
- Vehicles are being delivered **outside** of business hours
- Pre-approved by Logistics Manager
- After the load is dropped the carrier is leaving
- Accept the liability of STI drop-off

**If an after hours drop-off is chosen by the carrier, they will be held liable for all damages found within the 24 business-hour timeframe of vehicle delivery.**

### During Hours – I Choose to Wait

- Tesla representative **is** present
- Delivery is **during** business hours
- Choose **to wait** to complete receipt process on a delivery personnel's device

**If a during hours – I choose to wait drop is chosen by the carrier, vehicles will be inspected and signed for before carrier departure.**

### During Hours – Subject to Inspection

- Tesla representative **is** present
- Delivery **is** during business hours
- Choose **not to wait** to complete receipt process on a delivery personnel's device
- Accept the liability of leaving without a signature

**If a during hours – subject to inspection drop-off is chosen by the carrier, they will be held liable for all damages found within the 24 business-hour timeframe of vehicle delivery.**

### Port/Rail Yard Drop-Off

- Delivering vehicles at a Port or at a Rail Yard
- Port/Rail Yard Drop-Off is treated like STI

## Documents

Origin inspection: Any present damage **must** be noted on the origin inspection and notification of severity 3 or greater must be provided (when applicable) to onsite Tesla or 3PL personnel prior to loading. **Inspection must be completed in the Tesla Logistics App.** Paper BOLs are considered as



evidence as an exception only and must follow rules laid out in this policy. Additionally, photos must be taken and noted within the logistics app.

Vehicles that are covered in snow/excessively dirty, which prevent an adequate origin inspection must be documented by the driver with photographic evidence at the time of pick up and emailed to.

Destination inspection: Tesla personnel will complete the destination inspection at time of vehicle delivery or within 24 hours for after-hours/during business hours STI drops.

- Please make sure not to “arrive” any vehicles in the app that are not being dropped off. Verify the VINs you are dropping prior to any selection of drop off choice within the app.
- During business hours if “drop off/waiting” (If During Hours-I Choose to Wait) is selected - Driver and Tesla representative must review the damages noted before signing delivery inspection receipt. Tesla can ask driver to wait up to 15 minutes per vehicle for the inspection. Please see appendix #XX on how to review damages prior to signing off.
- E-BOL will be available for driver to email for one week from delivery in the Logistics App.
- E-BOL will be available for 60 days after delivery (if logistics app used from start to finish) within the Carrier Portal for the Carrier to download.

## Claims Process

### Notification & Settlement

Tesla has nine (9) months from delivery date of the vehicle to file a claim. Tesla Logistics will notify carrier contact of claim via email. Carrier must respond back to acknowledge receipt of claim within two (2) business days.

Tesla will provide the following documentation to justify the claim:

- E-BOL
- Photos of damages
- Estimate for repairs
- When applicable, time stamps of damage inspection / vehicle arrival

It is our expectation that a claim **must** be settled & paid within 60 days from Tesla claim notification. Should an extension on the claim be required, this will need to be **noted and approved by Tesla in writing**. Failure to resolve a damage claim within 60 days of notification, Tesla will, at its sole discretion, elect to deduct the disputed amount from any payment owed to Carrier for any shipment.

**Under no circumstances will damaged parts be released to the carrier/driver.**

**Please refrain from reaching out to the service center for documentation / damage related information. All communications should be with the claims department for claims related questions.**



### Declining a claim

It is the **responsibility of the carrier** declining a claim to secure and provide all the necessary documents in order to resolve the outstanding claim. Failure to provide documentation as proof will result in a collection for payment. All claim declines must include a declination letter on company letterhead, dated, along with VIN number, Tesla Claim number, and claim dollar amount and declination reason. Tesla reserves the right to accept this declination. If we do not accept, we will provide reason in writing and carrier has 15 days to make payment. If payment not made in 15 days, Tesla will deduct the disputed amount from any payment owed to Carrier for any shipment.

### Insurance

We expect that any communications between carrier and their respective insurance company be handled **primarily** between the carrier and the insurance company. Tesla Claims Team will respond information/documentation needs as requested, however we will **not** be the primary interface with your insurance claim company.

### Payment

All claim payments must be made payable via check to “Tesla, Inc.”

Please send payment made out to:  
“Tesla, Inc.”  
Attn: Kelli King VIN:(XXXXXXXXXXXXXXXXXX)  
Logistics Outbound Claims  
45500 Fremont Blvd.  
Fremont, CA 94538

Under no circumstances is it permissible for the claimed amount for any line item to be adjusted by the carrier. Any dispute with the claim dollar amount must be communicated in the process of declining the claim.

Please provide tracking # and check # to Tesla Claims when check is mailed.

Under limited circumstances we are able to accept wire transfers. Please contact the Tesla Claims Department to verify if allowed under your claim.

Upon receipt of payment, claim will be considered closed.



## Timeline summary



## Carrier Execution

I have received the following Tesla Inspection & Claims Manual. By signing the below, Carrier acknowledges Tesla policies and claims guidelines.

Carrier	
<b>Name:</b>	_____
<b>Signature:</b>	_____
<b>Title:</b>	_____
<b>Date:</b>	_____
<b>Company:</b>	_____
<b>Address:</b>	_____

Please upload this signed and executed page to the Carrier Portal documents.