

Codes for Damaged Area

Code	Description		
01	<u>Antenna/ Antenna Base</u>	53	<u>Sunroof/t-top</u>
02	<u>Battery/ Box</u>	54	<u>Undercarriage, other</u>
03	<u>Bumper/ Cover/ Ext-Front</u>	55	<u>Cargo area, other</u>
04	<u>Bumper/Cover/Ext-Rear</u>	56	<u>Vinyl/convertible top/tonneau cover</u>
05	<u>Bumper Guard/ Strip-Front</u>	57	<u>Wheel covers</u>
06	<u>Bumper Guard/ Strip-Rear</u>	58	<u>Radio speakers</u>
07	<u>Sliding door/ Cargo, right</u>	59	<u>Wipers, all</u>
08	<u>Sliding door/ Cargo, left</u>	60	
09	<u>Door Cargo</u>	61	<u>Box interior/pickup</u>
10	<u>Door-Left Front</u>	62	
11	<u>Door, Left Rear</u>	63	<u>Rails, truckbed/lightbar</u>
12	<u>Door, Right Front</u>	64	<u>Spoiler/deflector, rear</u>
13	<u>Door, Right Rear</u>	65	<u>Luggage cover</u>
14	<u>Fender, Left Front</u>	66	<u>Dash/instrument panel</u>
15	<u>Quarter Panel/ Pick-Up Box, left</u>	67	<u>Cigarette lighter/ashtray</u>
16	<u>Fender, Right Front</u>	68	<u>Floor mats, front</u>
17	<u>Quarter panel/ Pick-up box, right</u>	69	<u>A-post, right</u>
18	<u>Footwell, front</u>	70	<u>A-post, left</u>
19	<u>Footwell, rear</u>	71	
20	<u>Glass windshield</u>	72	<u>Tire, left front</u>
21	<u>Glass, rear</u>	73	<u>Rim, left front</u>
22	<u>Grille</u>	74	<u>Tire, left rear</u>
23	<u>Accessory bag/box</u>	75	<u>Rim, left rear</u>
24	<u>Headlight/ cover/ turn signal</u>	76	<u>Tire, right rear</u>
25	<u>Lamps (Fog, driving, spot light)</u>	77	<u>Rim, right rear</u>
26	<u>Headliner</u>	78	<u>Tire, right front</u>
27	<u>Hood</u>	79	<u>Rim, right front</u>
28	<u>Keys</u>	80	
29	<u>Remote (key)</u>	81	<u>Gas/cap cover</u>
30	<u>Mirror, outside left</u>	82	<u>Fender, left rear</u>
31	<u>Mirror, outside right</u>	83	<u>Fender, right rear</u>
32		84	<u>Tools/jacks/mount + lock, equip- ment</u>
33	<u>Audio/ video player</u>	85	<u>Communication/GPS unit</u>
34	<u>TV/ DVD screen</u>	86	
35	<u>Rocker panel/ outer sill, left</u>	87	<u>D-post left</u>
36	<u>Rocker panel/ outer sill, right</u>	88	<u>D-post right</u>
37	<u>Roof</u>	89	<u>Trailer, hitch, wiring harness, tow hooks</u>
38	<u>Running board/step, left</u>	90	<u>Frame</u>
39	<u>Running board/step, right</u>	91	<u>Exhaust system</u>
40	<u>Spare tire/ wheel</u>	92	<u>License-bracket</u>
41	<u>B-post left</u>	93	<u>Steering wheel/airbag</u>
42	<u>Splash panel/spoiler, front</u>	94	<u>Seat, front left</u>
43	<u>B-post right</u>	95	<u>Seat, front right</u>
44	<u>Gas tank</u>	96	<u>Seat, rear</u>
45	<u>Tail light/ hardware</u>	97	<u>Floor mats, rear</u>
46	<u>C-post left</u>	98	<u>Interior, other</u>
47	<u>C-post right</u>	99	<u>Engine compartment, other</u>
48	<u>Trim panel, front left</u>		
49	<u>CD changer separate unit</u>		
50	<u>Trim panel, front right</u>		
51			
52	<u>Deck lid/tailgate/hatchback</u>		

Codes for Damage Types

Code	Description
01	Bent
02	broken
03	cut
04	Dented, paint damaged
05	Chipped
06	Cracked
08	missing
09	Scuffed
10	Stained or soiled
11	Punctured
12	Scratched
13	Torn
14	Dented, paint not damaged
18	Moulding/emblem, weatherstrip damaged
19	Moulding/emblem, weatherstrip loose
20	Glass cracked
21	Glass broken
22	Glass chipped
23	Glass scratched
25	Decal/paint stripe damaged
30	Fluid spillage, exterior
34	Chipped panel edge
36	
39	Valve caps missing
40	Rim center caps missing
41	Parking sensor system missing
42	Valve caps damaged
43	Rim center caps damaged
44	Parking sensor system damaged

Codes for Damage Severity

Code	Description
1	Damage up to and including 3 cm in length/diameter
2	Damage from 3 cm up to 8 cm in length/diameter
3	Damage from 8 cm up to 15 cm in length/diameter
4	Damage from 15 cm up to 30 cm in length/diameter
5	Damage over 30 cm in length/diameter
6	Missing (only damage type 08!)

2.5.2 Acceptance Inspection before Loading

The service provider is required to carry out a visual check for vehicle damage and to make a completeness check for accessory parts during hand-over. If damage or a missing part is discovered, the service provider must report to the supervisory personnel (MBUSA Personnel Only). The supervisory personnel is required to use best judgment to distinguish between storage and handling damage, production deficiencies or signs of wear (used vehicles only).

If the collecting driver wishes to ensure that he/she is not held responsible for production deficiencies or signs of wear, these must be documented. The operator of the point of hand-over is required to countersign the complaint.

Once the driver has moved a vehicle in his/her delivery, the responsibility for the entire delivery (**specific to passenger vehicles/vans**) or of the vehicle that he/she is to transport passes to him/her. Damage sustained during loading is treated as transport damage.

Following loading, the driver in the case of a less than full load must ensure that those vehicles that remain standing in rows are moved up to the first position in the row in question.

Special requirements for passenger cars:

If the transport mode is deactivated, this is to be documented in the shipping documents and to be reported to MBUSA representatives. Furthermore, if damaged or open loose part bags are found, MBUSA is to be informed immediately (unless there are other instructions to cover this).

Full Body Cover

In case of abnormalities at vehicle handover, e.g. external damage, torn cover, incomplete cover or an incorrectly fitted cover, this must be recorded on the shipping documents and reported to the responsible loading personnel immediately.

2.5.3 Acceptance Inspection upon Delivery

The recipient is obliged to inspect the vehicles immediately upon delivery for damage and missing parts, provided that the external condition of the vehicles permits such inspection.

Night-time deliveries (STI) are noted as such on the freight document. The vehicle must be inspected and any damage reporting drawn up on the next working day. Undercarriage inspections are allowed up to 48 hours. Any problems are to be notated on the freight document.

The recipient may only submit retrospective damage reports where the damage concerned was hidden. If the external condition of the vehicle (heavy soiling, icy, etc.) or unloading conditions (extreme weather conditions) are such that the inspection cannot be carried out immediately, the recipient must note this on the freight document and both parties (Transport Company and Dealer) must sign and date in agreement. However, an inspection for major damage and missing parts must be carried out in any event.

Allow representative at delivery site sufficient time to inspect vehicles. Normal allowance is 15 minutes per vehicle. Ensure that damages and deficiencies are clearly noted on all copies of the delivery receipt and that both representative's sign AND date documents before departing.

Special requirements for passenger cars

If the transport mode is deactivated, this is to be documented in the shipping documents and to be reported to MBUSA representatives. Furthermore, if damaged or open loose part bags are found, MBUSA is to be informed immediately (unless there are other instructions to cover this).

Full Body Cover

In case of abnormalities at vehicle handover, e.g. external damage, torn cover, incomplete cover or an incorrectly fitted cover, this must be recorded on the shipping documents and reported to the responsible loading personnel immediately.

2.5.4 Visual Inspection

The full vehicle identification number (VIN) or order number on the distribution control docket must correspond with that on the shipping document. The stub must not be taken off before the vehicles are loaded.



The visual check is to be carried out at a distance of approx. 1 m and at an angle of 45 degrees to the vehicle. During the visual check, the vehicle is to be checked for body or paint surface damage. This includes:

- Checking the tires and rims for mechanical damage and deformation
- Checking whether wheel arches are damaged
- Checking the vehicle surface (particularly bumpers, driver's door, exterior mirrors) for scratches and dents as well as for dirt (e.g. hydraulic fluid, greasy residue, environmental influences such as bird excrement)
- Checking all windows, headlamps and/or rear lights for damage by stones or other mechanical damage
- Checking the front and rear areas (front spoilers, rear apron, side skirts, exhaust trim) for signs that the vehicle has bottomed out. This can be done using a mirror.
- Checking for dirt or damage in the vehicle interior, especially in the area of the driver's door and on the driver's side

If missing parts, deficiencies or damage are discovered, this is to be reported immediately before the vehicle is moved by the accepting party. Subsequent reports will not be considered.

2.5.5 Physical Inventory Inspection

Physical inventory check is only carried out when the vehicle is not in transport mode upon delivery or damaged/missing seals on non-transport mode vehicles. Checks are made on the following components:

- Vehicle jack
- Vehicle tool kit
- Spare wheel or Tire-fit with compressor
- Wheel trims in the case of steel rims
- Special equipment as per waybill (e.g. navigation CD)

For overseas vehicles, the following also applies:

- Enclosed packages
- Towing eye cover (this applies to the entire MB passenger vehicle product range)
- License plate molding

Note: Completeness check is omitted if the transport mode is activated. This means that transport mode must not be disabled.

2.5.6 Transport Protection Measures (TPM)

The TPMs are paint and interior protection measures that vehicles are equipped with on various distribution paths. Passenger vehicles equipped with a TPM of this kind are marked with an "L" or an "F" on the transport control document by the plant. The following must be noted when checking the TPM:

- If TPM is damaged and/or polluted, please remove the TPM from the vehicle and dispose it according to the existing waste management policies.

TPM description

To provide an overview of the scope of TPMs, the areas currently protected are presented below.

Interior protection (specific to passenger vehicles, vans)

Interior protection applies only to the driver's and front-passenger side.

- Cover of the driver's and front-passenger seats
- Protective cover on door paneling (driver's side)
- Adhesive film on door sill (driver's side)
- Long door pad (Driver's side front door)
- Cardboard in foot well
- Steering wheel protection