

## ***Section 1 – General Rules***

<b>1.1. Clothing and Behaviour of Personnel</b>	<b>3</b>
<b>1.2. Vehicle Handling Rules</b>	<b>4</b>
<b>1.3. In-Transit Breakdown/Repair Procedure</b>	<b>5</b>

### **1.1. Clothing and Behaviour of Personnel**

- Providers are extensions of the FCA network and must appear professional when interacting with customers. Providers must wear clean working clothes at all times (no oil/grease stains).
- Anyone who enters the yard area where vehicles are stored (drivers, administrative personnel, external persons, etc.) must adhere to the following requirements, to prevent damage:
- Wear clothing without accessories such as buttons, rivets, zippers and buckles (both in metal and plastic), keys, sharp objects, bracelets, rings, exposed Velcro-type clothing closures.
  - Wear high visibility and non-metal zipper jackets.
  - Wear suitable protections for watches and belts with buckles.
  - Never wear waist-bags or document-bags in the belt.
- Independent of safety regulations applicable to the compound, the personnel working in the facility (except for administration personnel working in office) must always wear high visibility trousers and jacket, bright colored shirts or vests with reflective strips.
- Gloves are NOT to be worn while operating or handling all loading/unloading equipment.
- The usage of clean gloves is required in the Refueling Area. Dirty gloves must be disposed of immediately.
- No exposed metal is permissible and must be either covered or removed, this includes; jean rivets, watches, rings, loose hanging jewelry, zippers, belt buckles, buttons, cell phone holsters, etc.
- Clipboards must not have exposed metal edges. Any metal edge must be covered with duct/electrical tape.
- The compound manager must ensure a sufficient availability of high visibility and anti-scratch jackets, so that everybody entering the compound can be equipped with it (external companies, compound controllers, etc.). The compound managers must also ensure the effective use and enforce the use of this clothing.
- The compound managers are responsible and therefore penalized if unauthorized personnel is present with non-compliant clothing in any areas where vehicles are stored.

## 1.2. Vehicle Handling Rules

- a) Maximum speed allowed for handling vehicles is

**[Europe, Middle East, Africa, Asia Pacific and Latin America]**

30 kilometers per hour is the maximum speed.

**[US, Canada and Mexico]**

15 miles per hour or 25 km per hour is the maximum speed.

- b) It is strictly forbidden to:

- Smoke, eat, lean against, or lounge in the vehicle, or use of cell phones (including Bluetooth headsets), iPods, tablets or any electronics devices at all times.
- Speed, rev the engine, or spin the tires.
- Let a vehicle idle excessively.
- Operate or transport four-wheel drive units in 4-LOW.
- Push the vehicles for manual starting.
- Use vehicles in storage for towing, shuttling persons and/or material transport.
- Have any passengers in a vehicle (except for training purposes).
- Use 4 way hazards.
- Disable ship-mode.
- Use the interior dome lamp.

- c) For fully discharged battery,

- Booster can be used for both handling vehicles with fully discharged battery from ship/train/haul-away truck and for special emergencies in yards. Report to Damage Prevention (North America)/ Vehicle Distribution Quality (Europe/Latin America) team immediately.
- If the booster allows setting 12-Volt or 24-Volt outlet voltage by selector switch, it is necessary to ensure that 12-Volt voltage is applied (to prevent any irreparable damage to electronic control units) and absolutely avoid polarity reverse when connecting booster and vehicle battery (to prevent any irreparable damage to the alternator).

**[US, Canada]**

- Once vehicle is removed from ship/train/haul-away truck, the compound management must then report vehicle to OBT. A dead battery due to electrical accessories left on is the responsibility of the vehicle handler.

- d) It is strictly prohibited for anyone to start a vehicle by jump starting, pushing, or pulling.
- e) Vehicle exhaust systems reach high temperatures, for this reason, they must not be in contact with potentially flammable materials, such as dry leaves, paper or fuel oils.
- f) Vehicle handlers must ensure all accessories are turned off when exiting the vehicle.
- g) Once the engine has been turned off, the keys/fobs must be removed and placed in:

**[Europe, Middle East, Africa]**

The ashtray, cup holder/center console or inside the driver's side pocket (with the metal sealed inside the handle).

**[US, Canada and Mexico]**

The cup holder or center console if no cup holders are available. If fobs are not present see section 2.2C, bullet #4).

For RAM Heavy Duty in Mexico, the fobs will be strapped together to the interior handle of the driver's door.

**[Asia Pacific and Latin America]**

Keys can be taken out of the vehicles and secured in a locker designated by the responsible carrier/yard.

- h) Vehicle handlers must keep carpets, seats, dash and side panels free from grease, dirt, mud and other foreign matter.
- i) No device, stickers, labels or any marking shall be placed on windows, panels or any part of the vehicle body to identify any issue or status.
- j) At no time should a provider attempt to buff, touch up, or repair damage on a vehicle, unless:

**[US, Canada, Mexico and Asia Pacific]**

It is a Port of Exit/Entry and it is requested to do so by FCA.

- k) Furthermore, at no time shall tire pressure be increased or decreased for any reason while vehicle is within logistics flow.

**[US, Canada, Mexico and Asia Pacific]**

Only port processors are allowed to adjust tire pressure for in-transit vehicles.

- l) For all vehicle breakdown ("depannage") refer to "In-Transit Breakdown/Repair Procedure" (Section 1.3).
- m) For haul-away shipments, the facility manager is responsible for providing computer generated load sheets (vehicle shipment listing).
- n) At no time shall a vehicle be entered or exited through any means other than the driver's door.

**[US, Canada and Mexico]**

- o) It is imperative that the complete VIN on the vehicle shipping order (VSO), the VIN plate located on the left front instrument panel, the Monroney Label (US & Canada), and the Certification Label all match to prevent miss-shipping vehicles. The Certification Label can be found on the rear of the driver's door.
- p) Ensure the vehicle is in the "P" (park) position prior to turning off the ignition.
- q) Ensure the vehicle headlight switch is in the "Off" or "Auto" position at all times.

**1.3. In-Transit Breakdown/Repair Procedure**

**[Europe, Middle East, Africa and Asia Pacific, Mexico and Latin America]**

In case of:

- a) Battery discharged

The Provider Compound Manager is allowed to use a booster or a battery charger, ensuring that the nominal voltage applied is 12 Volt, to avoid irreparable damage to the electronic control unit, and that any polarity reversals is avoided.

b) Failure to start the engine

Provider Compound Manager shall perform, in the same order here below, the following preliminary steps:

- Add 5 liters of proper fuel (gasoline or diesel fuel, as required).
- Perform 3 new attempts to start the engine (maximum) with:
  - Gear lever in neutral and clutch pedal floored (manual transmission), or gear lever in PARK (automatic transmission).
  - Hand brake on.

c) Other malfunctions, defects and mechanical anomalies, other than battery discharged (engine, gearbox, transmission and steering components, tires) that will not allow to move the vehicle, vehicles with broken glasses and/or not operating correctly and/or moving parts (hoods, doors, sunroof, soft tops, hard tops, tailgate) with closure/sealing anomalies, or abnormal noises while moving the vehicle.

Provider Compound Manager must keep in touch with the In-Transit Repair team to obtain further instructions on how to proceed.

The authorized workshop shall refrain to perform any repair without authorization by In-Transit Repair team.

If authorized, the repair process will be initiated by the In-Transit Repair team within 8 working hours from the approval received by In-Transit Repair team.

**[US, Canada]**

This policy covers FCA vehicles that experience in-transit damage, such as glass damage, tire damage, no start condition, missing keys/fobs or a dead battery. This also includes any damage requiring replacement or repainting.

- d) When a vehicle with damage is found, regardless of who it is found by, it must be reported to the facility operator. The damage will then be reported by the facility operator to OBT. To gain access to OBT, please see Section 9. When reporting the unit, a picture of the VIN plate must be included and a picture of the odometer if possible.
- e) The facility operator must then notify by traceable means the next provider in the supply chain of the vehicle status.
- f) The reporting of incidents identified above is ultimately the responsibility of the facility operator. If another service provider reports an incident they must also report it to the facility operator.
- g) An inspection must be transmitted into OBT to document the current condition of the vehicle. A supplemented inspection must be entered to verify repair completion.
- h) When reporting in-transit damage include the full 17-digit VIN, the location of the vehicle including the bay location, railcar, etc., and the exception type. Other relevant information may include the type of glass, tire type and size, etc.

- i) It is the responsibility of the facility operator, or if locally agreed, the provider in possession of the vehicle to enter the appropriate hold code in OBT. Please see Section 6 for a listing of FCA hold codes.
- j) Repair agent will repair the vehicle at the provider's location except when the FCA In-Transit group dispatches to an off-site for repair. In the case a vehicle is taken off-site the on-site provider must perform and submit a "97" (outbound yard) inspection type to document the condition of the vehicle prior to leaving the facility. Facility operator must also send a 3R "Outgate" message or other appropriate dispatch message to OBT.
- k) Upon completion of repairs the repair agent will notify the facility operator and receive a sign-off indicating the work has been completed.
- l) The facility operator is required to complete an inspection and submit a "96" (inbound yard) inspection type location code upon return to the facility or completion of on-site repairs. This is to document the condition of the vehicle once it is repaired in the yard or upon return to the facility. Facility operator must also send a 2V "In-gate" message or other appropriate facility "In-gate" message to OBT.
- m) The facility operator is then required to remove the hold code in OBT and enter the vehicle into shippable inventory. When a provider causes major damage to a vehicle on the way to a dealer, the vehicle should not be delivered to the dealer. Contact the OBT In-transit Repair Team immediately for disposition. ([intransit-repairs-nafta@fcagroup.com](mailto:intransit-repairs-nafta@fcagroup.com)).

**[US, Canada, Mexico and Asia Pacific]**

- n) If the battery is dead due to vehicle shipping negligence, the provider is liable for the claim. **[+Latin America]**
- o) Reporting an incident does not determine liability for an issue. Proper inspection entry and notification is required. **[+Latin America]**
- p) It is strictly forbidden for any provider to repair or authorize repairs of any FCA vehicle. There are no exceptions to this policy. **[+Latin America]**
- q) Tire Specific Information
  - Providers will not attempt to repair or change flat tires. **[+Latin America]**
  - Under no circumstances should a vehicle be driven on a flat tire. **[+Latin America]**
  - If a vehicle is on a railcar or vessel waiting to be unloaded and has a flat tire, the unloading agent is to use an air compressor to fill it with air in order to unload it. If the tire is slashed or punctured so that it cannot be filled with air the facility operator is to use the facility's universal spare tire and jack. This is the only instance when a provider is authorized to change a tire. Report the damage as an exception when the inspection is submitted into FCA.
  - Any vehicle that has been resting on its undercarriage must be reported before moving on to the final destination.
  - Tires are not a salvageable item and cannot be requested from dealers or repair agent due to liability laws and legal implications. The repair agent or dealer is to render the tires unusable by cutting the bead and removing the DOT coupon from the tire keeping it available for FCA audit for a period of one year.



**[Latin America]**

- If a vehicle is on a vessel waiting to be unloaded, or it is at a port, and has a flat tire, the unloading agent is to use an air compressor to fill it with air in order to unload it.
  - If a vehicle is on a yard and the tire is flat, or vessel and the tire is slashed or punctured so that it cannot be filled with air, the facility operator is to use the facility's universal spare tire and jack. Report the damage as an exception when the inspection is submitted into FCA.
- r) Glass Specific Information - A cover or plastic shield must be immediately applied to the broken window area and affixed by the provider to protect the interior. [+ Latin America] (In US and Canada using 3M No. 225 type tape -blue painters tape-).
- s) Key Specific Information: **[+Latin America]**
- Under no circumstances should a vehicle be moved by any means or should the provider attempt to deliver the vehicle to a final destination without keys.
  - At no time should a slim jim or any type of tool be used to access a locked vehicle.
  - Should a vehicle be found without keys after loading on board the vessel, provider should contact FCA Damage Prevention Specialist for instructions.
- t) Providers must not communicate hold or repair information to final destination facilities. **[+Latin America]**
- u) According to the Dealer Policy Manual, all dealers and repair facilities must retain salvageable material for 45 days from claim payment date. If the carrier has not picked up the material within the 45-day time limit, the dealer/repair center may scrap the items. Parts that are considered salvage parts are:
- |                                  |                                  |
|----------------------------------|----------------------------------|
| -Battery                         | -Bumper/fascia                   |
| -Carpet                          | -Fender                          |
| -Hood                            | -Door                            |
| -Seat cover                      | -Grille                          |
| -Radiator                        | -Tailgate /Lift gate or Deck lid |
| -Vinyl /Conv. Top                | -Wheels                          |
| -Radio / Navigation & DVD System | -Outside mirrors                 |
- Vendors must request salvage parts in writing from the dealer by traceable means.
  - Carriers must pay core charges to dealers when picking up salvage bumper/fascia.