



warranty ◇ f&i products ◇ pre-owned ◇ system ◇ new vehicle



ACCELERATED SERVICES  
AUTO TRANSPORTERS

# Assurance Products Resource Manual

APRM2019-JANUARY

## POLICY REVISIONS

For complete details of all policies and procedures, please read all sections carefully.

NOTE: The APRM is subject to change without notice, and may be amended from time to time. Amendments are effective immediately, unless otherwise specified. Always consult the electronic version of this Manual for the most current and updated information.

Section Name	Section #	Revision Date
WARRANTY	2	1/19
F&I	5 & 6	1/19
GENERAL	1, DEFINITIONS	1/19
NEW VEHICLE	ALL	1/19



# NEW VEHICLE SECTION 1

## CARRIER AND RETAILER DELIVERY PROCEDURES

### 1.1: Delivery Documents

Transport carriers use either an electronic version (preferred) or a hard copy of a Carrier Delivery Receipt (See Forms/Exhibits) or a Straight Bill of Lading (See Forms/Exhibits) as delivery documents for new vehicles. Infiniti retail personnel responsible for receiving and inspecting new vehicles should be familiar with both types of documents.

### 1.2: Carrier Delivery Receipt

The Carrier Delivery Receipt (CDR) is used by transportation carriers to document vehicle receipt and the results of the retailers receiving inspection of new vehicles. Each vehicle in a shipment has its own CDR that must be signed by both the receiving retailers and carrier's representative. The CDR is completed according to the specific guidance provided in this section.

Although the CDR contains information about the carrier and the vehicle identification, it also may contain information about the vehicle's history. Specifically, this information is:

- Any previous damage that has been repaired by the Vehicle Processing Center (VPC) or other facility will be indicated on the upper portion of the CDR as "DD" followed by the repair amount and damage codes specifying areas, type, and severity.

Note: Retailers may not receive PDI reimbursement for vehicles previously processed by a VPC.

### 1.3: Straight Bill of Lading

Some carriers may use a shipping bill of lading or Straight Bill of Lading as their delivery document instead of a Carrier Delivery Receipt.

There are two principal differences between the Straight Bill of Lading and the CDR:

- Unlike the CDR, which covers only one vehicle per form, the Straight Bill of Lading covers the entire shipment of vehicles. Each vehicle is listed as a separate line item on the form.
- On the Straight Bill of Lading, you must provide the complete damage code, including the damage area code (these are preprinted on CDRs).

See Forms/Exhibits for a sample Straight Bill of Lading.

### 1.4: Documentation Procedures

Once the vehicles have been inspected, all exceptions (damages and shortages) must be fully and accurately documented on the delivery receipt provided by the driver. When using delivery receipts which apply to more than one vehicle, the vehicle to which the exceptions apply must be identified.

Note: Regardless of which type of delivery receipt is used, the delivery document must be signed by both the retail representative and the carrier's driver. Delivery date and time must also be noted. Exceptions noted after delivery, (except as provided for by policy) may result in an adjusted or rejected claim.

### 1.5: Transportation Damage Notations

Transportation companies are required to pay only for the cost of repairs for damages that can be proven to be the result of their negligence or mishandling. Infiniti's ability to collect on the retailers behalf is dependent upon the thoroughness and accuracy of the retailer's documentation.

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On the delivery receipt, the retailer should document only damages that are suspected to be the result of transportation or vehicle handling. Manufacturing imperfections (e.g., wavy sheet metal, sheet metal weld dimples, dead batteries, paint defects) should not be recorded on the delivery document.

### 1.5.1: Appropriate Notations

The following conditions are appropriate damage annotations on the transport carrier's delivery document:

- Torn or cut tire damage, including spare
- Exterior glass damage (i.e., broken, chipped, or scratched)
- Damage caused by physical impact or abrasions
- Interior damage or soiling in driver's area
- Damage to undercarriage – inspect thoroughly
- Fluid drippings: notate if the leak is the result of transportation damage
- Missing/Incorrect parts: List specific missing/incorrect components
- Any damage due to vandalism or vehicle abuse
- Environmental contamination such as fallout, organic matter and acid rain (only for damage noted on the Carrier Delivery Receipt).

The above list is not all-inclusive. Other damage conditions may exist on a vehicle that is not the result of vehicle handling, storage, or shipment. In general, damage for which a Transportation Claim is appropriate must be identified on the delivery receipt.

### 1.5.2: Inappropriate Notations

The following conditions are NOT considered transportation damage, and should NOT be noted by the retailer on the carrier's delivery document:

- Wavy sheet metal, grinder, or weld marks
- Exterior sheet metal dimples
- Outward sheet metal dents
- Paint defects (i.e. runs, sags, etc.)
- Paint chips around panel edges requiring only brush touch-up
- Surface scratches which are not "to the metal" (i.e., scratches that may be removed by polishing or wet sanding alone). These are scratches that cannot be felt with a very light touch or a fingernail.
- Dead battery
- Flat tire not due to abuse

The above list is not all-inclusive. Other damage conditions may exist on a vehicle. In general, damage for which a Transportation Claim is appropriate must be identified on the delivery receipt.

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### 1.5.3: Driver Notations

The carrier's driver also has the authority to make comments and annotations on the delivery document.

Should the retailer representative record damage that the carrier's driver believes to be a manufacturing imperfection or not resulting from negligence or vehicle handling, the driver may comment accordingly on the delivery document.

If a disagreement exists, both the retailer and the driver must write their positions on the delivery document. Pictures are recommended

### 1.6: Five Digit Damage Code System

Infiniti utilizes the Five-Digit Damage Code System developed by the Automotive Industry Action Group (AIAG) along with the European Car Transport Group (ECG) to eliminate incomplete and illegible handwritten damage notations. Handwritten damage descriptions are no longer necessary.

The Five-Digit System facilitates a detailed description of the area, type and extent of damages or shortages. This method results in efficient handling and payment of your claim if used properly. The system has become an industry standard and is endorsed by all carriers. It is extremely important that damage codes be accurately detailed on the delivery document.

Example: Note that the five digits are divided into three types of codes: damage area, damage type, and damage severity.

<u>AREA</u>	<u>TYPE</u>	<u>SEVERITY</u>
10	04	5

In this example, the damage code describes a large dent in the driver's door:

- Damage Area Code "10" identifies the left front door
- Damage Type Code "04" means "Dented"
- Damage Severity Code "5" indicates that the "dent" is over 12 inches in length.

Refer to the Damage Code Definitions (See Forms/Exhibits) for a detailed listing of the various damage codes and their meanings.

#### 1.6.1: Using Damage Codes on a Carrier Delivery Receipt

The Carrier Delivery Receipt (CDR) lists all areas on the vehicle along with the respective Damage Area Codes.

To describe damages or shortages properly on the CDR, write the appropriate damage type and severity codes in the blank cells adjacent to the appropriate Damage Area Codes.

Areas sustaining multiple damages (e.g., scratch and dent, multiple dents) must have each damage identified separately. Note additional damages in the Remarks section of the CDR using the complete five-digit damage code. Damage type and severity codes are listed on the lower part of the CDR.

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### 1.6.2: Using Damage Codes on a Straight Bill of Lading

Since the Straight Bill of Lading can accommodate multiple vehicles per shipment, extra care is needed to ensure proper recording of damage codes. Remember that each vehicle is listed as a separate line item on the document.

Damage codes are entered into the columns to the right of the VIN Serial Number column. Ensure that you enter the appropriate damage codes on the proper vehicle line item.

Note: You must enter all five digits of the damage code, including the Damage Area Code.

Each line item can accommodate up to four separate damage codes. If you need to record more than four damages to a single vehicle, enter the last six digits of the appropriate VIN in the Remarks section, followed by the additional damage codes.

Damage codes are listed on the reverse side of the Straight Bill of Lading.

### 1.6.3: Considerations for Using Damage Codes

Carriers may deny transportation claim payments or adjustments due to incomplete or vague damage descriptions on the delivery documents. To help make sure you get reimbursed for the cost of repairs, consider the following when recording damage on delivery documents:

- Always select damage codes that best describe the damage.
- Be sure the codes match the repairs. For example, labor charges or metal repair charges may be reimbursed for damage coded as:

“DENTED” (04)

“DENTED, PAINT NOT DAMAGED” (14)

“GOUGED” (07)

“BENT” (01)

- Use the following codes when only refinishing time is required:

“SCRATCHED” (12)

“CHIPPED” (05)

“SCUFFED” (09)

- If you record a dent or gouge as a scratch or chip, you will only be reimbursed for refinishing time. A scratch or chip that extends in the sheet metal should be coded as a gouge or dent to properly describe the damage as well as the repair needed.
- Do not write the comment “Factory Damage” on the delivery document, it will void a Transportation Claim from payment.

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### 1.7: Photographs

Photographs can be an excellent tool to support unusual damages. This can also be a valuable aid to graphically illustrate major damage claims. Photographs are required to support claims involving more than two (2) hours labor time to repair any one panel.

When submitting photographs to support damage claims, include the delivery date, time, carrier's name, and VIN.

Photographs cannot be used as evidence of additional non-concealed damage unless it is noted on both the retailer's and Carrier's Delivery Receipt. Nor can they be used to increase the severity of damages above what is written on the delivery receipts.

Note: Photographs are required on all damage found under PGF. Two photographs at a minimum are mandatory, one showing the damage severity and a second one of the location of the damage on the vehicle. Claims submitted for damage under PGF without the necessary photographs will be denied.

### 1.8: Retailer Vehicle Inspection Procedures

To ensure the efficient receipt of vehicles, Infiniti suggests that retailers establish a specified unloading and inspection area. Additionally, a designated individual should be assigned to supervise or perform inspections. A careful and complete inspection of each vehicle is essential for prompt processing and payment of transportation claims.

### 1.9: Vehicles Delivered During Normal Business Hours

When Vehicles are delivered during normal business hours the retailer must adhere to the following guidelines:

1. Immediately in the presence of the driver. Before signing the POD, the retailer must complete a thorough inspection and document all damages and/or shortages. (See Forms/Exhibit section for a sample delivery document)
2. Unless specified by the carrier, the retailer is allowed one (1) hour to complete the inspection of a full load of vehicles. The one-hour begins when the first vehicle is grounded.
3. The carrier is permitted to charge the retailer for excessive delays beyond the one-hour free time. Infiniti does not accept charges for such delays.
4. Because accumulated dirt can obscure some types of damage, extremely dirty vehicles should be washed immediately so they can be inspected in the driver's presence.
5. Undercarriage: The inspection begins while the vehicles are still aboard the trailer. Check the tie-down locations, frame, underbody sheet metal, gas tank, exhaust system, brake lines, power train, etc.
6. Exterior: Check the PGF for rips, tears, stretches, etc. Check all body panels and paint finish for dents, scratches, scuffs, damaged trim, etc. Check glass for breakage, cracks, scratches or chips.
7. If glass is damaged or broken, be sure to inspect the surrounding molding for damage and note such damage on the delivery receipt. Check tires, including spare, for punctures.

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**CARRIER AND RETAILER DELIVERY PROCEDURES**

8. If exterior damage is detected, be sure to check for related damage under the hood, deck lid, underbody, inside the vehicle, or under PGF covered panels.

**Note:** PGF covers all horizontal, painted surfaces but should not conceal dents, gouges or deep scratches. Damage to the vehicle and the film must be noted on the delivery document during the initial delivery inspection. If damage is noted, any subsequent panel covered with PGF must be uncovered at the time of inspection to assure that all damages are recorded at the time of delivery.

9. Fluid Damage: The carrier cannot be held liable for the repair costs of fluid damage unless the retailer can provide evidence that the carrier was negligent.
- Identify the type of fluid. Brake fluid and battery acid will dissolve paint. Transmission oil and motor oil will not damage paint. Anti-freeze, the carrier's trailer hydraulic fluid, and windshield washer fluid under PGF may stain the paint.
  - Note the color and odor (if possible) of the fluid.
  - Identify the source of the fluid. Check the vehicle, if it is the source, note the model and serial number and the reason for the leak. Determine whether the carrier may have caused this leak through damage or improper loading and document on the delivery receipt.
  - If the fluid comes from the hydraulic system of the trailer, indicate this fact on the delivery receipt.
  - Immediately wash all panels affected by the fluid spillage. Inspect the panels again and write in the "Remarks Section" of the delivery receipt whether or not any damage to the paint was found. This must be completed in the presence of the driver prior to both parties signing the delivery receipt.
  - Incomplete documentation of fluid damage may delay or cause denial of a claim.
10. Weather conditions and the length of time that any fallout or fluid remains on the vehicle may be contributing factors in determining whether or not damage will occur to the affected areas. It is extremely important to promptly remove the foreign substances to avoid or minimize damage. It is the retailer's responsibility to accurately document the nature of the contaminant.
11. Interior: Check upholstery, trim panels, dash, carpets, and trunk interior for damage or missing items.
12. Loose content: refer to bulletin regarding loose content identification and procedures.

**1.10: Vehicles Delivered After Normal Business Hours**

When vehicles are delivered after regular business hours, the retailer must adhere to the following guidelines:

1. Inspect the vehicles immediately upon resumption of the next regular business day. The inspection process is the same as if delivered during normal business hours.
2. Sign, date and time record the delivery document.

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3. If any damages/shortages are found, the carrier must be notified in writing within 48 hours of the start of the first business day following the receipt of the vehicle. A copy of this notification may be requested by Infiniti during claim processing.

Note: It is recommended that this "Delayed Notification of Inspection" be sent via Certified Mail/Return Receipt Requested to ensure timely receipt by the carrier. Failure to send this notification may result in denial of the claim.

Carriers retain the right to inspect vehicles with damage noted after delivery. The carrier must contact the retailer within 7 days of the Delayed Letter of Inspection mailing to arrange for an inspection of the damages. Otherwise, the retailer may proceed with the repair of the vehicle.

### 1.11: Delayed Inspections

If the retailer is not able to adequately inspect new vehicles immediately upon delivery due to circumstances. (e.g. snow or ice covered) preventing a complete exterior inspection, the retailer must adhere to the following procedures:

1. Write "Received After Normal Business Hours, Subject to Inspection" in the Remarks section of the delivery document. If this statement is not noted on the delivery document, the claim may be denied.
2. In the presence of the carrier's driver, make an annotation (like the one below), in the remarks section of the delivery document:  
"Vehicles received in a snow/ice covered condition. Subject to inspection."  
If this statement is not noted on the delivery document, the claim may be denied.
3. Perform a preliminary inspection noting any obvious damage such as dents on side panels, broken glass, etc.
4. Sign, date and time record the delivery document. The carrier's driver must also sign and date the document.
5. Within 24 hours of delivery, wash and conduct a thorough inspection of the vehicles (weekends and holidays are excluded). The inspection process is the same as if delivered during normal business hours.
6. If any damages/shortages are found, the carrier must be notified in writing no later than 48 hours after receipt of the vehicle. A copy of this notification may be requested by Infiniti during claim processing.
7. The "Delayed Notification of Inspection" should be sent via Certified Mail/Return Receipt to ensure timely receipt by the carrier. Failure to send this notification may result in denial of the claim.

Note: Vehicles with accumulated dirt only do not warrant delayed inspections. These vehicles should be rinsed immediately upon receipt and inspected in the presence of the carrier's driver.

### 1.12: Paint Guard Film

To protect the condition of vehicle surfaces during shipment, Infiniti may apply Paint Guard Film (PGF). This product is designed to protect against acid rain, bird and insect droppings, fluid spills and some environmental fallout. PGF is intended to remain on vehicles up to, but not exceeding time frames set by applicable service bulletins. When inspecting a PGF-covered vehicle, the retailer is responsible for noting all damage to the vehicle as well as the PGF. If the PGF is

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disturbed, note details such as film tears, rips, scuffs and stretches in the comments section of the "Proof of Delivery" (POD).

PGF should remain on the vehicle until PDI if the vehicle is destined for secondary lot storage and no visible damage has been noted. Notify the Transportation Claims Representative at 1-888-868-1870 of any environmental surface damage to a PGF-covered vehicle. Do not repair the vehicle until a Transportation Claims Representative has been contacted.

Transportation damage found after the carrier has departed is not considered reimbursable unless it qualifies as concealed damage. Damage due to improper removal of PGF is not reimbursable.

Removing PGF during the delivery inspection is required only if an accurate damage assessment cannot be performed. The retailer is responsible for determining whether or not to remove the PGF.

Photographs are required on all damage claims associated with PGF. Two legible photographs at a minimum are mandatory, one showing the damage and a second one of the location of the damage in relation to the entire vehicle. Damage claims submitted for damage related to PGF without the necessary photographs will be denied.

### 1.13: Concealed Damage

Damage not discovered during a normal new vehicle inspection is considered concealed damage and is generally restricted to the following areas:

- Frame
- Underbody
- Suspension System
- Engine and Drive Train Components
- Exhaust System
- Brake Lines
- Inner Sidewall and Tread Areas of Tires
- Horizontal panels covered with PGF (Requires Infiniti approval.)

If damage is found under PGF, immediately stop removing the PGF and contact the Transportation Claims Representative at 1-888-868-1870. The representative will review the retailer's concern and advise how to proceed with the claim.

Note: Photographs are required on all damage found under PGF. Two photographs at a minimum are mandatory, one showing the damage severity and a second of the location of the damage on the vehicle. Claims submitted for damage under PGF without the necessary photographs will be declined.

Note: Damage to glass or body panels, missing spare tires or accessories are not considered concealed. Damages of this nature must be noted on the delivery document during the initial inspection.

A complete inspection of the undercarriage must be performed as soon as practical. Within 48 hours of delivery (excluding weekends and holidays), the retailer must notify the delivering carrier in writing of any concealed damage. Certified Mail/Return Receipt Requested is recommended. If the carrier is not notified of concealed damages within 48 hours of delivery the claim may be denied.

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### 1.14: Paint Related Conditions

Retailers should ensure that individuals who are responsible for claims preparation are familiar with the unique circumstances and requirements for correctly identifying each type of paint damage situation.

- When receiving vehicles, document all paint damage on the delivery receipt. The carrier and retailer must sign the delivery receipt.
- Retailers need to confirm VINs on carrier delivery documents match actual delivered vehicles.
- If a retailer signs a delivery document they are acknowledging they received all VINs and may be liable for any investigations if that vehicle is not found in their possession.

There are three distinctly different types of paint-related incidents, the nature of which determines how and from whom retailers are reimbursed.

- **Transportation Damage** – A condition which is caused by a carrier or a port. The damage or missing component must have occurred during the movement or storage of the vehicle prior to retailer receipt.
- **Factory Paint Defects** – A condition whose cause is under or within the paint/clear coat surface.
- **Environmental Damage** – A condition originating on top of the painted surface which is caused by some environmental event or occurrence. Since environmental damage is excluded from Infiniti's New Vehicle Limited Warranty, repairs for such damage do not qualify for reimbursement as warranty expense. Upon vehicle delivery, note environmental damage on the Carrier Delivery Receipt and file as a Transportation Claim.

Note: Damage occurring to vehicles while in a retailer's possession does not qualify for reimbursement from Infiniti.

#### 1.14.1: Paint Damage Identification

1. Prepare the vehicle for inspection. Dirty vehicles should be washed in the presence of the carrier driver in order to correctly identify the damage.
2. Determine if the damage is Transportation, Factory Paint Defect or Environmental.
3. Refer to the Infiniti Warranty Flat Rate Manual under FRS RESOURCES > Paint Information for paint damage examples of acid rain, ferrous, organic or other fallout.

Note: Claims for environmental damage are excluded from Infiniti's New Vehicle Limited Warranty.

For physical damage that occurs during shipment, and any damage not addressed in this section, regular transportation and/or warranty claim procedures and requirements remain in effect. Improper identification or miscoding may cause claim payment delays or denials.

If any irregularities, regardless of severity, to the finish of a vehicle are observed, determine the type of damage present and apply the proper repair and reimbursement procedure as applicable.

## NEW VEHICLE SECTION 2 CLAIMS

### 2.1: Repair Guidelines

From the time a retailer receives a new vehicle to the time when any and all transportation damage issues are settled, there are specific guidelines that the retailer must follow to ensure prompt and complete reimbursement for any repair action taken.

### 2.2: Reimbursement Procedures

Claims will qualify for reimbursement only if the retailer has complied with the procedures and guidelines detailed in this section. Failure to comply may result in claim denial or chargeback.

- Transportation Damage

If, after a thorough examination, it is determined that the vehicle damage or missing component is not due to an environmental problem or factory defect and that it occurred prior to retailer receipt, a Transportation Claim should be filed for reimbursement following the repair. Dealer Claims Authorization Limits (DCAL) does not apply to Transportation Claims.

- Paint Defects
- Environmental Contamination

### 2.3: Major Damage Notification

If a retailer receives a severely damaged vehicle and believes that the vehicle may be repurchased by Infiniti, the retailer must conduct a thorough inspection of the vehicle immediately. The policies and procedures outlined in this manual apply to ALL vehicles received by a retailer.

When a retailer receives a new vehicle having major damage and it is questionable whether the vehicle can be repaired to meet safety or quality standards, the retailer shall accept delivery of the vehicle, list all damages on the CDR, and contact the Transportation Claims Representative at 1-888-868-1870.

In cases involving major transportation damage, the Transportation Claims Representative will arrange for a third-party inspection company to perform a damage appraisal and verify that the retailer has followed proper inspection procedures at the time of delivery. Failure of the retailer to follow these procedures will result in a partial or complete denial of the claim by the carrier. This could result in Infiniti's refusal to repurchase the vehicle from the retailer or to deny retailer reimbursement for the repairs.

Two important delivery inspection procedures to remember are:

- Document all visible damages found on the vehicle during the initial inspection. This is to be completed prior to the carrier and retailer signing and dating the Carrier's Delivery Receipt.
- Notify the carrier of any hidden damage or damage to vehicles left "Subject to Inspection," in writing within 48 hours from delivery, not including Saturdays, Sundays and Holidays. Certified Mail/Return Receipt Requested is recommended.

## NEW VEHICLE SECTION 2 CLAIMS

### 2.3.1: Major Damage Criteria

To assure proper credit, the following types of damage must be reported to the Transportation Claims Representative at 1-888-868-1870 before repairs are undertaken:

- Any claim with total repair costs exceeding \$1,000 in value. Calculation of this amount should not include the cost of readily detachable or “bolt-on” components, which are replaceable with duplicate components that do not require painting or welding, such as glass, tires, moldings, etc.
- Damage which requires mechanical repair to “functional” components (e.g., engine, drivetrain, brake system, suspension).
- Damage to the frame or any welded structural member.
- Fire Damage.
- Paint repairs requiring a complete repainting of the vehicle. If the vehicle cannot be repaired to meet these standards, the retailer immediately contacts the Transportation Claims Representative who may then arrange to repurchase the vehicle from the retailer.

The Transportation Claims Representative will advise the retailer of the vehicle’s disposition as quickly as possible. Any questions should be directed to this individual.

### 2.4: Parts Usage

Whenever possible during repairs, retailers must use Genuine Infiniti Parts on Infiniti vehicles. These parts are subject to normal retailer parts markup.

Retailers are permitted to use non-Infiniti parts in emergency repair situations and then only with prior approval from the Transportation Claims Representative. When used, non-Infiniti parts are NOT subject to retailer markup. In such cases, Infiniti reimburses retailers for cost only.

Repairs that require panel replacement must be made using new Infiniti replacement panels. Any repair operations performed on replacement panels will be disallowed from the claim.

Parts received in damaged condition should be returned to Infiniti for credit.

### 2.5: Labor Guidelines

Whenever possible, retailers must use flat rate repair times published in the Infiniti Warranty Flat Rate Manual.

Time claimed to repair damaged panels must be reasonable in relation to the damage descriptions.

Retailers must calculate damage value estimates using their approved warranty labor rate.

Photographs of the damaged area are recommended if labor time exceeds 2.0 hours to repair any panel. The total cost of these types of repairs should never exceed the cost to replace the panels.

### 2.6: Sublet Work Order

If an outside repair shop is used, you must retain a copy of the sublet Work Order with the claim. Sublet Work Orders must be for a reasonable amount and contain the following information:

- Sublet name and location
- Complete VIN
- Date repaired
- Description of panels or parts damaged, including size

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- Repair and refinishing time for each panel from the aftermarket repair manual in use in your area
- Allowances for paint and material from the Infiniti Warranty Flat Rate Manual

### 2.7: Salvage Parts Availability

Transport carriers have salvage rights to damaged parts. The transportation claim itself serves as the salvage notification to the carrier.

The retailer must retain and make available for inspection or collection the part(s) replaced due to transportation related damage. The parts must be held for 30 days from the date that Infiniti credits the retailer for the claim.

Each part should be tagged with the Work Order number and the date of the repair.

### 2.8: Completing the Transportation Claim

Retailers must file a transportation claim online at [www.infinititransportation.com](http://www.infinititransportation.com) or call the Transportation Claims Representative at 1-888-868-1870 to ensure expeditious and accurate processing by Infiniti.

Do not file claims for less than \$10.00.

The creation of transportation claims differs very slightly if the repair action involves a sublet repair facility. Retailers should adhere to all guidelines to avoid having Infiniti delay or deny a claim.

### 2.9: Claim Specifics (No Sublet)

- Completing a Transportation Claim is, for the most part, self-explanatory. There are, however, some specifics to keep in mind when completing a claim not involving a sublet repair. These specifics include:
- List the five-digit damage codes from the Carrier Delivery Receipt along with a brief narrative description.
- Itemize all parts replaced during the repair. List replaced parts at retailer net plus the applicable parts markup for Genuine Infiniti Parts for use on Infiniti vehicles only.
- Detail repair hours and rates separately for each repair action using Infiniti flat rate codes whenever possible (refinishing and part replacement).
- Identify repairs to damaged panels using current flat rate times for replacement of damaged parts, labor operations, and paint codes from the Infiniti Warranty Flat Rate Manual.
- List repair times in the Flat Rate Time column (see sample claim).
- Code repairs to sheet metal in the Operation Code column using the letter "Z" followed by the two-digit location code, and ending with "999" listed (e.g., ZP1999).
- Materials used for preparation or painting are not eligible for the applicable parts markup. (Refer to the Infiniti Warranty Flat Rate Manual for instructions).
- Retailers must reference the current Infiniti Warranty Flat Rate Manual for flat rate time allowances and the applicable material allowance for paint materials.