

Transport Quality Manual
Chapter 8. Inspection Survey Standards



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8.1 Objective

- To provide a common and consistent interpretation of the inspection process based upon JLR WCPA (World Class Product Audit) Standards, at each handover point in the supply chain from plant to final Delivery destination handover point and into and out of storage compounds/locations.

NB: (TQM Relevant sections of Chapter 8 is aligned to JLRQOS 037 TQM Appendix 11)

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8.2 Scope

- This chapter covers SP (Service Providers) general inspections in relation to the transit damage reporting out/notification requirements, in relation to TQM (Transport Quality Manual) from manufacturing handover ABS (Accepted by Sales) location, up until final Delivery point/location as contracted on behalf of JLR (Jaguar Land Rover) FVD (Finished Vehicle Distribution) captured in TQM chapter 7.
- Scope in this document is for inspection process where no automated photographic booth is in location in support of details outlined in TQM Chapter 7
 - If significant damage is noted on arrival in locations with automated inspection booth please refer to chapter 7 on guidelines on reporting out and next steps.
 - If Automated photo booth is in place please refer to local instructions, concurred by JLR Transport Quality Team

8.3 General Inspection Survey

Purpose:

- To work to a standardised process in each designated vehicle inspection location as in 8.1
- Identification of transit related damages/defects/exceptions
- Establish severity of damage/defects found on the vehicles
- Identify shortages on / in vehicle if obvious/visible (EG. Missing key fob)
- Identify interior or exterior contamination concerns if visible/obvious
- Provide supporting evidence, in establishing liability of damage
- Aid damage prevention continuous improvement (C.I) focus activity
- Photograph (Where possible) and document/record/communicate out the damage exceptions noted at handover points as defined in TQM Appendices 1-4 Carrier/UK/Europe/ROW procedures

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8.4 Vehicle Receipt

Record inspected vehicles by documenting and checking:

- The Vehicle Identification Number (VIN).
- Shipping labels on all vehicles will have the VIN displayed with Barcode.
 - The short VIN can be found on the windscreen and is located on the bottom/right hand corner/side of the front windscreen, as viewed externally
- This Vehicle Identification Number (VIN) should be cross checked against the VIN Plate detail for verification.
 - The VIN plate is located on the bottom/right hand corner/side of the front windscreen, as viewed externally; this should be used to validate the shipping label accuracy.
- Report any mismatches if noted to JLR FVD Operations contact ASAP (As soon as possible)
- Conduct the vehicle inspection for damage exceptions as defined in this chapter and report out damage concerns/issues if found

8.5 Vehicle Inspections

- To provide a standardised and consistent inspection the following process and general guidelines need to be followed, at each handover point in the supply chain from plant to final Delivery destination handover point and into and out of storage compounds/locations.

8.6 Checking Area Conditions

- Vehicle Handover Inspection checks should be undertaken outside in normal daylight conditions. (Where operationally possible) with adequate room to walk around the vehicle.
- The vehicle to be checked must be in its finished build condition and be on ground level at FPR
- Inspections outside normal daylight conditions ideally to be carried out with a minimum 1,000 lux illumination. (EG. Normal outdoor daylight lighting conditions on overcast day is approx. 1,000 lux)
 - * For dusk or night time operations to aid inspection, the use of handheld inspection lamp is allowed
 - * Day light tubes recommended; the use of sodium lighting is not permitted. Use of handheld inspection lamps is allowed. (Not Sodium lamps)

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- * When carrying out the vehicle FPR (First point of Rest inspection): Vehicles **MUST NOT** be washed prior to the inspection.

Section 8.6 is not applicable to vehicles with automated inspections as per TQM chapter 7.3.1

8.6.1 Vehicle Inspection Process Rules

Ref aligned with TQM Appendix 11 – Finished Vehicle Paint Damage Inspection process and standards (JLRQOS 037 a1)

	This is a one person process <i>(May be a two person process to ease volume constraints, one person per side incorporating transportation restrictions i.e., lockdown – only open driver’s door)</i>
	Maximum five minute total evaluation <i>(To include documentation completion when required. Note: A Vehicle inspected by two people should take 2.5 minutes max)</i>
	Vehicle to be clean & dry <i>(where possible - may not be clean and dry during transportation)</i>
	All vehicle inspections to be undertaken in a manner that minimises contact with the vehicle <i>(Touch to confirm issue if required)</i>
	All metal items such as watches, rings, belt buckles etc. to be removed or appropriately covered over. (All PPE should be ‘Car’ user friendly <i>(Ref. Chapter 1 – Transport Quality Manual)</i>)
	View each panel separately <i>(Considering parking/space constriction)</i>
	View each panel from 1 Metre (arms-length – wherever possible) with validation (validation – not detection) of concerns allowed at no closer 50cm eye height (generally from standing position – bending allowed to view bottom half of panels, spoilers etc.)
	View each panel straight on and from 30/45 degree angle (This can be done at the four corners of the vehicle -“gun-sighting”- viewing along the length of vehicle allowed) paying particular attention to panel edges
	View each panel in the best available light with good illumination to roof and sides of the vehicle (a minimum of 1000 lux, day light tubes recommended, the use of sodium lighting is not permitted) Use of handheld inspection lamps is allowed. (Not Sodium lamps)
	Vehicle to be inspected in the prescribed manner <i>(see Inspection Process 8.6.2 & 8.6.3)</i>
	Use of agreed objective standard to determine need for rework (Refer to TQM Appendix 11: Page 9 (JLR QOS 121 D WCPA standards – C1 Matrix)

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8.6.2 Inspection Process (Without Full or Partial Body/Wheel Protection)

Approach the vehicle from the front, start inspection on the bonnet (hood) outer and continue around the vehicle in an anti-clockwise direction as prescribed below after VIN (Vehicle Identification number) check (Item 1)

1	Ensure Windscreen Vin Plate matches the Windscreen shipping label
2	Inspect Bonnet/Hood outer panel
3	Inspect Front Bumper/Grille (<i>A mirror can be used to inspect the lower bumper/gravel guard</i>)
4	Inspect Front Bumper for Lashing Eye and foam protection behind Lashing eye (<i>Where applicable</i>)
5	Inspect LH (<i>Left hand</i>) A Post
6	Inspect LH Wing / Side Vent / Wheel Arch / Claddings
7	Inspect LHF (<i>Left hand front</i>) Wheel
8	Inspect LHF Outer Door Panel / Claddings
9	Inspect LH Mirror Housing
10	Inspect LHF Inner Door Panel (<i>If LH Drive Vehicle</i>)
11	Inspect LHF Door Aperture and Inner Sill (<i>If LH Drive Vehicle</i>)
12	Inspect Drivers, Cockpit for any obvious visible damage (<i>If LH Drive Vehicle</i>)
13	Inspect LH Outer Sill
14	Inspect LHR Outer Door Panel/Claddings
15	Inspect LHR Quarter Panel / Body Side Panel / Wheel Arch
16	Inspect LHR Wheel
17	Inspect Boot Lid / Upper Lower Tailgate Outer Panel / Claddings/Spoilers (as applicable)
18	Inspect Rear Bumper
19	Inspect Roof / Roof Spoiler (<i>Use of a Handheld inspection Mirror or step is permitted / Standing on any part of vehicle to inspect roof is not permitted</i>)
20	Inspect RHR Quarter Panel / Body Side Panel / Wheel Arch
21	Inspect RHR Wheel
22	Inspect RHR Outer Door Panel / Claddings
23	Inspect RH Outer Sill
24	Inspect RHF Outer Door Panel / Claddings
25	Inspect RH Mirror Housing
26	Inspect RHF Inner Door Panel (<i>If RH Drive Vehicle</i>)
27	Inspect RHF Door Aperture & Sill (<i>If RH Drive Vehicle</i>)
28	Inspect Drivers, Cockpit for any obvious visible damage (<i>If RH Drive Vehicle</i>)
29	Inspect RH Wing / Side Vent / Wheel arch / Claddings
30	Inspect RHF Wheel
31	Inspect RH 'A' Post
32	Inspect for location of x 2 Key / Fobs (Must be stored as per TQM requirements – (<i>generically Driver's door pocket –</i>))
33	Confirm relevant vehicle protection is in place as per Protection Applicability matrix in TQM Appendix 9

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8.6.3 Inspection Process Checklist - With Full or Partial Body Cover and/or Wheel * Protection

* Protection must be inspected for damage (Tears, rips and scuffs etc.)

Approach the vehicle from the front, start inspection on the bonnet (hood) outer and continue around the vehicle in an anti-clockwise direction as prescribed below after VIN (Vehicle Identification number) check (Item 1)

1	Ensure Windscreen Vin Plate matches the Windscreen shipping label
2	Inspect Bonnet/Hood outer Panel/Protection
3	Inspect Front Bumper/Grille or Protection (<i>A mirror can be used to inspect the lower bumper/gravel guard</i>)
4	Inspect Front Bumper for Lashing Eye and foam protection behind Lashing eye (<i>Where applicable</i>)
5	Inspect LH (<i>Left hand</i>) A Post / protection
6	Inspect LH Wing / Side Vent / Wheel Arch / Claddings /Protection
7	Inspect LHF (<i>Left hand front</i>) Wheel/Protection
8	Inspect LHF Outer Door Panel / Claddings/ Protection (<i>Only if door accessible</i>)
9	Inspect LHF Outer Door Panel Protection (<i>Where door is not accessible</i>)
10	Inspect LH Mirror Housing (<i>If LH Drive Vehicle</i>)
11	Inspect LH Mirror Housing protection (<i>If door not accessible</i>)
12	Inspect LHF Inner Door Panel (<i>If LH Drive Vehicle</i>)
13	Inspect LHF Door Aperture and Inner Sill (<i>If LH Drive Vehicle</i>)
14	Inspect Drivers, Cockpit for any obvious visible damage (<i>If LH Drive Vehicle</i>)
15	Inspect LH Outer Sill Protection
16	Inspect LHR Outer Door Panel/Claddings/Protection
17	Inspect LHR Quarter Panel / Body Side Panel / Wheel Arch/Protection
18	Inspect LHR Wheel/Protection
19	Inspect Boot Lid / Upper Lower Tailgate Outer Panel / Claddings/Spoilers (as applicable)
20	Inspect Rear Bumper/Protection
21	Inspect Roof / Roof Spoiler/Protection (<i>Use of a Handheld inspection Mirror or step is permitted/ Standing on any part of vehicle to inspect roof is not permitted</i>)
22	Inspect RHR Quarter Panel / Body Side Panel / Wheel Arch/Protection
23	Inspect RHR Wheel/Protection
24	Inspect RHR Outer Door Panel / Claddings /Protection
25	Inspect RH Outer Sill /Protection
26	Inspect RHF Outer Door Panel / Claddings/Protection (<i>If RH Drive Vehicle</i>)
27	Inspect RHF Outer Door Panel Protection (<i>If RH Drive Vehicle</i>)
28	Inspect RH Mirror Housing (<i>If RH Drive Vehicle</i>)
29	Inspect RH Mirror Housing Protection (<i>Where no door access</i>)
30	Inspect RHF Inner Door Panel (<i>If RH Drive Vehicle</i>)
31	Inspect RHF Door Aperture & Sill (<i>Only if RH Drive Vehicle</i>)

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32	Inspect Drivers, Cockpit for any obvious visible damage (<i>Only if RH Drive Vehicle</i>)
33	Inspect RH Wing / Side Vent / Wheel arch / Claddings Protection
34	Inspect RHF Wheel/Protection
35	Inspect RH 'A' Post Protection
36	Inspect for location of x 2 Key / Fobs (Must be stored as per TQM requirements – (<i>generically Driver's door pocket –</i>)
37	Confirm relevant vehicle protection is in place as per Protection Applicability matrix in TQM Appendix 9

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8.6.4 Inspection Process Output/ Reporting Issues/Concerns

	If the exception/issue is identified within the ABS/manufacturing location, the concern should be raised with the appropriate local distribution/manufacturing representative for rectification or reject back to plant
	If the exception is identified in distribution the concern should be raised as per TQM applicable appendices 1- 4 for transit indicative not within JLR QOS037 or WCPA Standards. Use of VLDR is explained later commencing in section 8.8
	If the exception is identified as Factory damage and not within JLR WCPA Standards indicative procedures outlined in JLR TOPIx should be followed.

8.7 Definitions

Exception: An identified irregularity, damage or defect on the product
Damage: i.e. chip / scratch / broken/ cracked
Defect: i.e. dirt in paint

ACCELERATED SERVICES
 AUTO TRANSPORTERS

8.8 Vehicle Loss and Damage Report (VLDR)

- Document used to document and record exceptions found on a vehicle during transit from Accepted by Sales (ABS) to before the designated end point as specified by JLR.
 - (*Not applicable to locations with automated inspection booths*)

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8.9 Supporting detail/reference to aid VLDR completion

Vehicles must be checked for the following indicative damages (damage classification) and if found reported via the use of a VLDR and supporting photographs.

- Photographic requirements are detailed in applicable procedures in appendices 1-4
- European Dealer final delivery dealer/retailer reporting documentation defined in TQM Appendices 1-4 DCR Dealer Condition Report (Used instead of VLDR)

VLDR (Vehicle Loss and Damage Report)

Mark an X to show position/location of damage on the vehicle (numerical digit code) VLDR vehicle silhouette or ancillary matrix

The following details are also required when completing a VLDR (Blank copy of VLDR can be found in TQM Appendix section) detailed in sections 1-10 of the VLDR as follows:

1. Vehicle Destination (Final Market Destination)
2. Model (Type) & VIN (Vehicle Identification Number)
3. Miscellaneous (Add x on as applicable to position code if not found on silhouette e.g... Key Fob loss/issues)
4. Inspection Location (Eg. Solihull Plant, Southampton, Zeebrugge, Compound X etc....)
5. Damage Code and Severity
6. Remarks & Observations
7. Mode of Transport
8. Delivery Transport S/P (Service Provider)/Carrier/contractor/name & signature if available (*Section 8 on VLDR*)
9. Receiving Transport S/P (Service Provider)/Carrier/contractor/name & signature if available (*Section 9 on VLDR*)
10. Wheel Damage location and grid reference (12 o'clock is the wheel valve reference point)

Damage Codes (VLDR section 5)

B – Broken: EG. Impact causing fracture of component.

C – Chip:

- Splitting off in paintwork is caused through mechanical forces or pressure and are of differing depths, sizes, found commonly on doors, boot/bonnet lids and sill/rocker surfaces.
- Can be caused during panel fit in assembly.

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- Stone-chips are point form damages in the paintwork, sometimes through to the bare metal as the consequence of a stone impact, further damages can occur in glass, plastic and chromium plated parts.

D- Dent:

- Dents are impressions /indentations or warping in the outer surface of metal or plastic parts into the parts interior OR Inner surface of metal or plastic parts into the parts exterior.

G – Glass:

- Impact damages post ABS only to be classed as transit damage. This is clearly identified by cobweb effect to glass fragments.
- Stress fractures and linear fractures emanating from the stress point on the edge of seal to metal point inwards across the glass usually indicative of factory damage.
- Exterior Scratches that are visible/obvious
- Glass damage which cannot be categorised as either impact related or a stress fracture must be recorded for further investigation by the FVD/manufacturing plant

I – Interior: Dirty interior, driver's zone usually is classed as transit concern. Other zones have restricted entry for transport due to transit mode lockdown on all doors (Except Drivers) and would be classed as manufacturing indicative.

M – Missing: Item not in vehicle following check of vehicles. Limited to main cabin items or known fitments. EG: Interior drivers mirror/key fobs

S – Scratch: Linear formed mechanical damages of the paintwork surface of differing depths.

F - Ferrous Oxide Contamination: Shifting/flying rust is a corrosion caused by the diffusing of iron or steel particles in the paint surface which circulate in the atmosphere dirt and mud ingress from transport and/or Manufacturing or Distribution storage areas.

Severity Codes: (VLDR section 5)

1. Small scratch/ dealer touch up/component replacement – *EG. non critical-repair on delivery*
2. Scratches and dents - *Panel paint-repair intervention required before final delivery*
3. Panel replacements not sub-standard EG. Bonnet/Hood or door (*Bolt on*)
4. Sub-standard – (*Fixed/Panel, e.g. Roof or Rear Quarter Panel*)
5. Write off – *Controlled disposal required as per TQM Appendix 5 (Global CAT 4) Procedure*

Once VLDR is raised please report out as per TQM applicable Appendices 1-4

A copy of the VLDR should be made available if requested by the preceding delivering carrier.

- Example of a completed VLDR is shown on the next page.

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8.9.1 Typical Transport Damage

- Damages underneath torn/damaged protection covers/foils /if protection is damaged not missing
- Damage as a result of impact creating distortion
- Lost/missing key Fobs post ABS (Accepted by Sales at the manufacturing handover point)
- Broken windscreens/glass with evidence of impact damage
- Please refer to matrix D1 (on next page) for additional items

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8.9.2 Not Typical Transport Damage

- Damage in body gaps (In areas not accessible in transit)
- Blemishes on metal or plastic surfaces which are protruding away from the vehicle (Eg..outward dent)
- Areas on the surface or vehicle that is difficult to access during the transport process
- Damages underneath undamaged protection covers/foils not visible at handover.
- High frequency, repetitive damages in the same zone with similar appearance which have been acknowledged by JLR as a manufacturing / product issue
- Blemishes underneath undamaged paint surfaces, (e.g. May appear as light or shallow dents) where the panel condition is recognized by manufacturing
- Damages (from tools etc.) that can occur during product assembly
- Stress fractures and linear fractures emanating from the stress point on the edge of seal to metal point inwards across the glass.
- Dents and scratches around the lug nut/valve area of the alloy wheel which can be caused during fitment
- Acidic contamination
- Painted body in-white condition. (Paint or lacquer overspray)
- Paint mismatch
- Technical paint issues e.g. paint drips and dirt in paint
- Loose items in sealed areas are excluded from Transit claims unless there is evidence of seal damage / tampering.
- Please refer to matrix D1 (on next page) for additional items/descriptions

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8.9.3 Typical Damage Matrix - D1

PLANT ITEMS (Submitted to Jaguar Cars Ltd or Land Rover)	TRANSPORTATION DAMAGE (Jaguar or Land Rover Transit)
Manufacturing production press marks. Panel flex undulations. Plastics moulding deviations. Excess under body wax/sealant wax.	All major damage and minor dents and scratched from impact, collision or contact related, which reasonably could occur during handling activities.
Hidden paint damage that cannot be seen with all the doors, tailgate/boot and bonnet closed, with the exception of paint damage within the driver's door aperture. Also damage that can be seen in areas inaccessible during transit.	Paint damage visible with all the doors, tailgate/boot and bonnet closed. Paint damage within the drivers' door aperture. Sill damage unless pre-recorded. Except damage in areas inaccessible during transit.
Paint chips on the edge of panels that are a direct result of an adjacent panel touch condition or fitment of panels, trim or component installation, wheel fitment or any physical paint chips which are not accessible during transit (excluding drivers' door rear side edge and leading edge of passenger door behind the driver's door). Technical paint issues e.g. paint drips and dirt in paint	Chipped paint with evidence of impact, not pre-recorded.
Visual blemishes on unpainted bumpers, unpainted exterior trim or unpainted exterior plastics that cannot be detected by touch (typically plastics). Paint Colour mismatches.	All abrasions/scuff marks/texture finish damage on bumpers or exterior trim that can be detected by touch. Implosions with impact evidence.
Interior scratches on window glass, lights, indicators, and windscreen stress cracks originating from hidden edge. Stress implosions.	Exterior scratches / broken / cracked window glass (none stress related), cracked lights and indicators. Evidence of impact.
Plant Shortages	Any items missing after accepted by sales with evidence of unauthorized entry
Broken interior components inside the vehicle that would not have been fitted.	Obvious items including indicator stalks, gearbox shifts, door handles, switches damaged due to negligent handling, in drivers cockpit area.
All items and damage under film / vehicle wrap guard / or full or partial body cover protection & wheel protection) (where the protection is intact / unmarked)	Damage under film/ vehicle wrap guard or full or partial body cover or under wheel protection, where there is evidence of damage to the protection eg. Tears, rips, scuffs, scratches are visible and documented/reported out at vehicle handover point.
Soiled interior components that are not within reach of the driving position, such as passenger seats, passenger door trims, carpets in the passenger foot wells etc., except on unauthorized entry into the vehicle.	Soiled interior components that are within reach of the driving position, such as driver's seat, driver's door trim, carpet in the driver's foot well etc. Post formal protection review.
Tyre punctures caused by know JLR (Factory) Fixings	Tyre sidewall damage and/ or wheel rim damage not evidenced at manufacturing hand over location. Tyre punctures caused by non-factory fixings or foreign objects.
Dents and scratches around the lug nut, or valve area of the alloy wheel which is likely to have been caused during fitment. (Refer to 8.3.3. - Not typical transport damages). Any damage to the wheel or tyre that has been evidenced at plant hand-over location	Dents and scratches on the 'Primary' and 'Secondary' surfaces of the alloy wheels not evidenced at plant hand-over location or which are unlikely to occur during fitment during the production manufacturing cycle.
	Transit under body damage (outside of standard) that is reported within 3 business working days of delivery.
Lost/missing activity key.	Lost/missing keys and/or key fobs (not activity key).

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8.9.4 Typical Transit or Plant (Factory) Wheel Damage Photo

Defect description – N/A
Damage description - Single, Medium Scratch >5mm, Zone "A"
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Reasons "Damages (from tools etc) which is likely to have been caused during fitment in production assembly"

Defect description – Multiple, paint inclusion, Zone "A"
Damage description – N/A
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Reasons "Blemishes underneath undamaged paint surfaces, (e.g. May appear as light or shallow dents)" + "Technical paint issues e.g. paint drips and dirt in paint"

Defect description – Rim Impact Damage
Damage description - Alloy wheel rim damage Zone "A"

Defect description – Chip
Damage description - Single, Chip down to primer, Zone "A"

Defect description – Scratch
Damage description - Alloy scratch Zone "A"

Defect description – Chip
Damage description - Single, Chip down to metal, Zone "A"

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Reasons "wheel rim damage" + "Dents and scratches on alloy wheels which are unlikely to have been caused during fitment in the manufacturing production assembly" + "Damage as a result of impact creating distortion" + "Damages where the wax is also damaged"

Defect description – chunk
Damage description - a cut in the rubber / or a chunk of rubber missing – tyre sidewall

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Reasons "Tyre sidewall damage"

Defect description – scuff
Damage description - heavy or medium abrasion of the rubber caused by contact with a stationary surface - tyre sidewall

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Reasons "Tyre sidewall damage"

8.10 Supply of Information/data on Repetitive Issues

Where repetitive damages are occurring, service providers may be requested to support investigations with evidence to establish and eliminate the root cause.

- VIN numbers and photographs are critical to drive root cause resolution.

8.11 TQM Chapter 8 Audit Responsibility

It is the duty of the service provider to maintain the standards of inspection undertaken on their behalf. Regular and recorded audits in support of TQM compliance are to be undertaken by the service provider.

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Any applicable endorsement/updates to this procedure will appear here.

