

### Carrier Arrival Inspection

Receiving and Inspecting New Vehicles: The receipt of vehicles and regulations for submitting and settling loss and damage claims are governed by the Surface Transportation Board. These regulations protect both the shipper/owner of cargo and the carrier. Receiving inspections are an integral part of this process and are required by all parties taking control and care of a Ford/Lincoln new vehicle in transit from plant to final dealer destination.

Bill of Lading/Delivery Receipt: The bill of lading/delivery receipt is an inspection delivery document used for all final destination deliveries by all carriers. The document allows space for more than one vehicle to be delivered on the same document. Space is provided on the form to allow you to annotate transportation damages, missing items, as well as a remarks section.

Coding System for Bill of Lading/Delivery Receipt: **Standard Logistics Damage Codes** are published by the Automotive Industry Action Group (AIAG) and are a consensus of automotive manufacturers and others substantially interested with its scope and provisions. AIAG has laminated pocket cards available for purchase by Carrier. These cards should be provided to each of Carrier drivers and/or inspectors. Use of AIAG damage codes is mandatory when Carrier submits damage/loss inspection data to Ford or its agent. Materials are available by contacting AIAG at: Automotive Industry Action Group, 26200 Lahser Road, Suite 200, Southfield, Michigan 48034, (248) 358-3570.

The five digit damage code is comprised as follows:

- Damage Area Code – First and Second Digit
- Damage Type Code – Third and Fourth Digit
- Damage Severity Code – Fifth Digit
- 

Multiple unrelated damages with the same damage area and type noted on the same panel should be entered separately.

### Carrier Interchange Responsibilities

Delivering Carrier: Delivering carrier must follow drop-off instructions from receiving carrier. Vehicle must be unloaded and parked in designated area. Ford will assign damage and/or loss liability to any carrier who cannot demonstrate the completion of their contracted move. Ford does not accept destination inspections from delivering carriers.

Receiving Carrier: Arriving inspections must be made prior to the receiving carrier taking control and care of the vehicle (moving the vehicle from the parked drop-off location). **Receiving carrier must transmit noted damages to Ford's agent within twenty-four (24) hours of vehicle drop-off.** Failure to do so will constitute a waiver by Carrier of its right to submit such information. For purposes of determining liability for damage, the parties agree that the vehicle will be deemed to have undergone no physical change from the condition established by a prior inspection report. (See New Carrier Transporting Ford Vehicles Claim Policy Manual, on how to transmit inspection records to Ford.)

Inspection Verification: Ramp operators or carriers must not restrict another carriers loading/unloading process by unreasonable verification procedure or inspection wait times. Verification inspectors must be available during all hours of operation or agreements for handling off-hour damages must be in place. The type and severity of damages must be reasonable and agreed upon by the interchanging carriers. Missing verification is not a valid declination of liability unless the delivering carrier can provide a written agreement stating otherwise.

Delivering Carrier Notification of Damage: Damages are transmitted to the delivering carrier by the receiving carrier as the two carriers agree; however, delivery of carrier notification of damage is not required for Ford to assign carrier liability based on the arriving inspection data as long as the data transmission occurs within twenty-four (24) of delivery receipt. Should carriers have issue with delivery/arriving ramp procedures Ford will work to help bring the issue to resolution, but should resolution not occur, Ford will assign liability to the carrier based on the preponderance of evidence. It's in the best interest of all parties to work cooperatively during inspection and reporting of damage or loss.

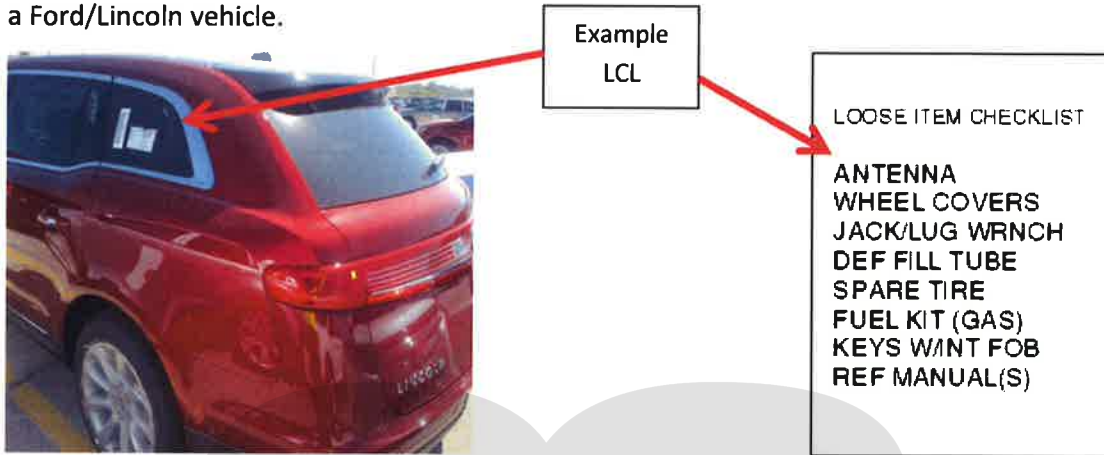
## Green Monroney Sticker and Ramp Label for Retail Units

All retail units produced in North America, Ford and Lincoln, regardless of Origin and Market, will have a New Green Monroney Sticker and Ramp Label as shown below. All these units will have priority in the event of any transportation disruption or in transit repair (ITR) in the Vehicle Logistics Network.



### Loose Content Label

The loose content label (LCL) is placed on any vehicle that contains items that are not permanently secured down to the vehicle. Below is an example of an LCL list you will see on a Ford/Lincoln vehicle.



### **Check list for LCL Inspection**

- All 3<sup>rd</sup> party logistic companies are responsible for verifying that the items listed on the LCL are inside the vehicle before accepting responsibility for any vehicle. LCL items could come in a sealed bag or could be found in various spots around the vehicle depending on model.
- If LCL items are not in a sealed bag, verify that all items are present in the vehicle. If any item is missing please note the item on the inspection sheet.

### **LCL Items in Bags**

- If the LCL items are placed in a sealed bag, please keep the bag sealed. On the inspection sheet note the "bag has not been tampered with."
- If the LCL items are placed in a sealed bag and you notice that the bag has been tampered with note on the inspection sheet "bag has been tampered with."

### **Keys**

- Please look for the keys in the – cup holder/center console/glove box – in that order based on what's available for a particular vehicle.
- For missing keys please refer back to page 60.



### **Carrier Responsibilities When Delivering New Vehicles**

**Driver Duties:** The carrier driver must verify transportation loss or damage notation on the bill of lading/delivery receipt is complete and accurate, write the date and time of delivery, then sign the document. The driver can make comments in the driver section but should refrain from using words intended to identify source of damage ("factory damage", "not carrier damage"). Should a carrier want further driver information on description of damage and/or potential cause of damage, they should use an internal document. Driver's should not have access to independent inspection data or share with destination dealers damages found during the arriving inspection.

**No Starts:** Should a vehicle be disabled, dealers are instructed to provide assistance under the carrier's responsibility and driver's supervision. Dealership personnel are instructed not to drive vehicles until the bill of lading is signed, except to wash them for inspection.

Ford Motor Company reserves the right to regularly and randomly perform vehicle handling/yard audits without any advance notification. Ford Motor Company Auditors will be permitted to enter the property in a timely fashion. At no time shall the auditor be detained from entering a facility/yard.



ACCELERATED SERVICES  
AUTO TRANSPORTERS

**Vehicle Receipt and Inspection Procedures**  
(Reference Warranty & Policy Manual Section 2)

Transportation damage charged to carriers must be evidenced by physical impact, abrasion, forced entry, or excessive soiling.

Below are some conditions considered to be transportation loss or damage which must be noted on the bill of lading / delivery receipt, signed and dated. Be specific on size, area, and extent of damage.

- Interior damage.
- Tire and wheel rim damage and loss, including spare with damage to the Protective Wheel Cover. Wheel damage to be claimed as Transportation only if protective wheel cover shows evidence of impact or abrasion)
  - NOTE: The only acceptable repair technique for damaged tires is replacement.
- Undercarriage damage.
- Missing items shipped loose as defined by the Loose Item Checklist. Options not on the invoice (vehicle window sticker) cannot be claimed
- Exterior glass scratched, chipped, or broken excluding stress cracks or blown out glass
- Damage or soiling of the driver's area of the interior and obvious vandalism or abuse to any of the interior.
- Damage caused by physical impact, abrasion, or forced entry. Be specific on size, area, and extent of damage.

**IMPORTANT:** Paint and sheet metal damage found under the RapGard used to protect painted surfaces from environmental fallout is not transportation damage unless the RapGard is physically damaged at the time of delivery, and it is so noted on the delivery receipt.

ACCELERATED SERVICES  
AUTO TRANSPORTERS

**Warranty**

Conditions which are not considered transportation damage; parts which **should not be noted** on the bill of lading/delivery receipt and which should be claimed as warranty include the following:

- Industrial fallout, acid or fluid dripping damage to exterior finish unless clear evidence supports Carrier responsibility.
  - **NOTE:** Although not a factory defect, airborne material/environmental fallout (e.g., acid rain, or fluid dripping) damage to exterior finish or trim should not be noted on the bill of lading. Environmental fallout is reimbursable within 12 months/12,000 miles, whichever occurs first
- Wavy sheet metal, file, grinder or weld marks.
- Outward sheet metal dents.
- Inward dents with no paint damage, without evidence of physical impact,

abrasion, or forced entry (damage type code 14, with a severity code 1) **except** for Left Front Door.

- Paint runs, over spray, sags, blistered / peeling paint or foreign material in paint.
- Under-chrome defects, thin or peeling chrome.
- Stress Cracks in glass that originates beneath a molding or from an edge, with no evidence of impact on the glass or to the surrounding moldings or body panels.
- Bumper under-chrome defects; thin or peeling chrome.
- Minor chips, scratches, dents or dings found under Protective Wheel Cover or RapGard unless there is evidence of impact or abrasion to the Protective Wheel Cover or RapGard.
- Customers have up to one week from the new vehicle delivery date to report any preexisting dents, dings, chips, or scratches to the selling dealer. Dealers have up to one month in service to begin warranty repairs for these conditions that are not the carrier's or the dealer's responsibility.
- Paint chips on panel edges other than driver's side door.
  - **NOTE:** Correction (brush or spray can touch-up or spot polish/buff) of minor paint blemishes such as surface scratches (not in metal or base material), scuffs, or chips on edges of panels (not in metal or base material), is part of normal dealer vehicle preparation. These conditions cannot be claimed on either Warranty or Transportation claims and should not be noted on the carriers' delivery document.

**NOTE:** When a vehicle has to be towed to or from an in-transit repair dealer or destination dealer for warranty repairs, the tow charge should be claimed on the warranty claim using miscellaneous expense code "TOW." Enter "Intransit Repair" in the comments section. These vehicles are not eligible to Roadside Assistance

**If there are any discrepancies between this document and the Warranty & Policy Manual, the Warranty & Policy Manual governs.**

#### **Time Bound Policies**

- Deliveries during dealer's normal business hours - transportation damage (except concealed damage) must be noted on bill of lading at time of delivery.
- Deliveries after normal business hours - dealers have up to 48 hours from the next business day to report damage in writing (certified mail recommended). Carrier must write on delivery document date and time of delivery with note "Subject to later inspection."
- Carriers must be notified in writing within 48 hours (two workdays) of Concealed Damages (detected by raising vehicle on hoist or road test).
- Carrier wait time, starting with arrival, is one hour for full loads and proportionately less time for less than full loads.
- Dealers must hold salvage parts for 20 days starting with claim payment date. Carrier must notify dealer within 20 days to hold, ship, or scrap parts. If asked to hold parts, dealer must keep parts for 60 days after carrier notification before scrapping.

### Other Descriptions

- Stress cracks are cracks in fixed glass that originate beneath a molding or from an edge, with no evidence of impact on the glass or to the surrounding moldings or body panels—do not note on carrier's delivery document.
- Damage vs. Defect - Damages is caused by physical impact, abrasion, forced entry, or excessive soiling which are charged to carriers. Defects are created in the assembly process which are charged to warranty and not noted on carriers' delivery document.
- Be specific noting damage using the five digit industry coding system. You can add comments (dealer on right side— carrier on left side) which describe the exception.
  - Do not use words intended to identify source of damage.
  - Note only transportation damage issues.

### KEY/FOBS Transportation Claims Process

This is the transportation claims process for vehicle's keys and key fobs during the delivery process to the dealers. There are two types of claims. The first is a Carrier Loss and Damage claim, and the second is a Warranty claim.

For process integrity, exceptions must be transmitted within 24 hours of being written or final delivery.

The In Transit Repair locations established by DVO should be contacted to replace missing keys.



ACCELERATED SERVICES  
AUTO TRANSPORTERS