

No-Start Vehicle Procedures

| Disabled Condition | Disabled Location: On Rail Car | Disabled Location: On Ground |
|--|--|--|
| Missing Keys/Remotes | Report to Fenkell | Report to Fenkell |
| Locked Doors | Use of trained personnel with approved device is authorized or report to Fenkell | Use of trained personnel with approved device is authorized or report to Fenkell |
| Broken Glass | Report to Fenkell | Report to Fenkell |
| Missing Battery | Use "Handling of a Disabled Vehicle on a Railcar" instructions or report to Fenkell | Report to Fenkell |
| Missing Battery <u>WITH</u> Cut Battery Cable(s) | Use "Handling of a Disabled Vehicle on a Railcar" instructions or report to Fenkell | Report to DVO |
| Missing or Flat Tire | Use "Handling of a Disabled Vehicle on a Railcar" instructions or report to Fenkell | Report to Fenkell |
| Dead Vehicle Battery | Charge Vehicle Battery. If charge does not hold, report to Fenkell for battery replacement | Charge Vehicle Battery. If charge does not hold, report to Fenkell for battery replacement |
| Out of Fuel | Add Fuel "must use capless fuel funnel located in vehicle" | Add Fuel "must use capless fuel funnel located in vehicle" |
| Disabled Unit i.e. No Start, etc... | Use "Handling of a Disabled Vehicle on a Railcar" instructions or report to Fenkell | Report to DVO |

- No vehicle should be delivered to a dealer with a dead battery.
- Never try to push or use ether to start a vehicle.
- Never load no-start vehicles on haulaway equipment. No start vehicles equipped with power brakes, power steering, or electronic transmissions will be difficult to maneuver.
- Never cut the Rap-Gard seam at the hood opening to charge/replace a battery; instead, remove the entire sheet of Rap-Gard. Do not attempt to re-apply the Rap-Gard. Dispose of the Rap-Gard because unseen dirt or grit could scratch the vehicle.
- If a vehicle arrives on a railcar with a dead battery, it is to be jump started with an auxiliary power source and driven off the railcar directly to the facility's battery charging station. For non-battery related no-start conditions, the vehicle must be pushed off the railcar by hand or towed with a low clearance towing vehicle/tool – in either case, a driver must be inside the no-start vehicle.
- The proper steps for charging a 12 Volt Battery are:
 - 1) Check the Battery Charging Log to see if the vehicle had been previously placed on the facility's charging system;
 - 2) Charge the battery and record the VIN in the Battery Charging Log; and
 - 3) If the charge holds, the vehicle can then be bayed and released to the carrier; or
 - 4) If the charge does not hold, contact Fenkel, Ford's authorized battery contractor.
- When using a booster battery to "jump start", be careful that positive cables are attached to the proper battery terminal, and the negative cable is attached to the booster battery and the engine ground on the "no start" vehicle. In the no-start vehicle, turn on the heater blower motor and turn off all other accessories. Never use a booster battery from another in-transit vehicle.
- Never attach jumper cables or attempt to ground through the wiper assembly
- Follow all federal, state, local, company rules, and warnings on the battery relative to safe battery handling and disposal.

Refer to the BEV Specific Instructions section (below) for instructions on how to recharge the high voltage battery in a BEV.

Instructions if Missing a 12 Volt Battery

Notice:

- Loading personnel can choose to follow this guideline to remove a disabled vehicle from a railcar or can report the condition to Fenkell for remediation

Warning:

- If one or both battery cable are cut or damaged, use the instructions labeled "Handling of a Disabled Vehicle on a Railcar"
- This procedure is not intended for use on Electric vehicles. Please follow the specific instructions labeled "BEV Specific Instructions"

Tools:

- Certified standard jump box

Process:

1. Fully lift hood and secure hood prop, as needed
2. Place jump box on battery tray and attached jump box cables directly to vehicle battery cable ends
3. Connect jump box in the order below
 - a. Positive (+) jumper cable to positive battery cable end
 - b. Negative (-) jumper cable to negative battery cable end
4. Start vehicle. If engine is running, close hood until 1st latch hooks. Do not close hood completely. If engine does not start, notify Fenkell or use instructions "Handling of a Disabled Vehicle on a Railcar."
5. Drive unit SLOWLY off railcar and park immediately
6. Remove jump box cables from engine compartment in order:
 - a. Remove negative (-) jumper cable
 - b. Remove positive (+) jumper cable
7. Notify Fenkell to get battery replaced.

Caution:

- Always connect positive (+) to positive and negative (-) to negative. Damage could occur to battery or person.
- Ensure positive (+) connection does not touch ground. Wrap connection with a rag as needed to protect from accidental contact
- Make sure jumper cables do not touch moving parts in engine compartment

Handling of a Disabled Vehicle on a Railcar

Notice:

- Loading personnel can choose to follow this guideline to remove a disabled vehicle from a railcar or can report the condition to Fenkell for remediation.

Warning:

- This procedure is not intended for use on Electric vehicles. Please follow the specific instructions labeled "BEV Specific Instructions"
- If pushing the vehicle off by hand, someone must always be present inside the vehicle for steering purposes
- Please use caution and be mindful of clearance on railcar if a towing service is used to tow the vehicle off the railcar

Tools:

- Certified jump box
- Certified tool designed to unlock the vehicle without a key
- Certified key designed for vehicle

Process (dead battery):

1. Fully lift hood and secure hood prop, as needed
2. Place jump box on battery tray and attached jump box cables directly to vehicle battery cable ends
3. Connect jump box in the order below
 - Positive (+) jumper cable to positive battery cable end
 - Negative (-) jumper cable to negative battery cable end

4. Start vehicle. If engine is running, close hood until 1st latch hooks. Do not close hood completely. If engine does not start, notify Fenkell.
5. Drive unit SLOWLY off railcar to the battery charging station
6. Remove jump box cables from engine compartment in order:
 - a) Remove negative (-) jumper cable
 - b) Remove positive (+) jumper cable
7. Charge battery using the battery charging station per facility guidelines
8. Notify Fenkell to get battery replaced if charge does not hold

Process (No start on Rail different battery requiring unit extraction)

1. Place a ticket in DVO asking for Vehicle railcar extraction.

Process (keys missing or locked door):

1. If door is locked, a certified employee may use an industry approved tool to unlock the vehicle
2. If a certified employee is not on-site or available,, Fenkell must be called to unlock the vehicle
3. If the keys are missing from the vehicle, Fenkell should be notified immediately for key replacement
4. If the event that only one key is missing, carrier to notify ramp and note exception in load sheet, allowing the unit to flow to destination dealer.

Process (flat or missing tire):

1. If the vehicle has a flat tire, the on-site team may temporarily inflate the vehicle tire for movement off the railcar. If leak is too significant (tire deflates prior to trying to move) then Fenkell should be notified
2. If the tire is missing from the vehicle, Fenkell should be notified immediately for tire replacement

Caution:

- Always connect positive (+) to positive and negative (-) to negative. Damage could occur to battery or person.
- Ensure positive (+) connection does not touch ground. Wrap connection with a rag as needed to protect from accidental contact

- Make sure jumper cables do not touch moving parts in engine compartment

Electric BEV Specific Towing and Charging Instructions

Notice:

- Loading personnel can choose to follow this guideline to remove a disabled vehicle from a railcar or can report the condition to Fenkell for remediation

Process (Charging):

- 12V power is required to properly move internal transmission components into N (Neutral). Refer to 12V Low Voltage Battery section (page 27) for jump-starting/charging process if cluster is blank (12V battery is dead) before shifting transmission.

Process (Towing):

1. See Vehicle Owner's Manual how to prepare vehicle for towing
2. If the vehicle becomes inoperable it can be flat-towed (all wheels on the ground, regardless of the powertrain and transmission configuration) under the following conditions:
 - a) Tow only in the forward direction.
 - b) Place into Accessory Mode by pressing power button with foot off brake pedal



3. Place the transmission in Neutral (Position N). If you cannot move the transmission into N, enter the vehicle into DVO. Please contact your yard manager and Ford contact immediately. Only special equipment can dis-engage the lock if battery will start.



- a) Release parking brake while vehicle under tow.
 - b) Maximum speed is 5 mph
4. Tow vehicle to charging area. Vehicle will have manual steering & braking. Once vehicle is at desired location, place transmission in P (Park), Turn vehicle off, and disconnect towing hardware. Charge electric battery using the battery charging station per facility guidelines.



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