

TRANSPORT PROTECTION

FULL BODY COVER (FBC) and BODYGUARD FOIL

Many Volkswagen and Audi products have full body covers (FBC) or a foil bodyguard; these vehicles are handled as follows:

- Ensure FBC is fitted **properly**; covering entire vehicle, clasps in place, and no visible disturbances.
- Do not transport vehicles with open door flaps. Left front door flaps are closed and secured after each vehicle movement.
- Ensure windshield tape is down and in place.
- **⚠ FBC DAMAGE HANDLING:** If FBC is damaged in transit, FBC must be removed as soon as is **safely** possible to prevent further damage to vehicle.
- **AVOID DRAGGING, CUTTING, and/ or TAPING FBC to or ACROSS VEHICLE!**
- Any loose bodyguard foil or bumper protection must be removed. Driver's need to be cognizant of the condition of the vehicles within their care.
- Driver's safety is paramount. Prior to FBC removal, driver must position trailer in a safe, well lit work area.
- Driver must notate damaged FBC on Bill of Lading when damage FBC viewed in transit.



OK



NOT OK

DEALER DELIVERY GUIDELINES

- **Time allowed to inspect a vehicle is 15 minutes each, or a maximum of 1 hour for a full truckload.**
- Inspection time is not eligible for reimbursement. All damage and pilferage must be noted on the carrier delivery receipt and co-signed by the transport driver. A signed delivery receipt transfers liability to the dealer for non-concealed damage found after the carrier leaves. Failure to properly note all vehicle damage may result in a transportation claim payment being delayed or denied.
- Dealer personnel may not remove the BodyGuard/Full Body Cover before inspection personnel have completed and signed the delivery receipt. It is unacceptable for dealer inspection personnel or the transport driver to write a notation on the delivery receipt for damage found under **UNDISTURBED** BodyGuard or Full Body Cover.

CONCEALED DAMAGE

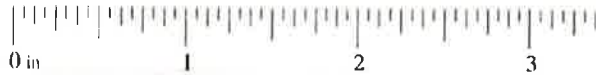
- A vehicle must be inspected for concealed damage **no later than 24 hours** (next working day) after receipt. If concealed damage is found, notification must be made to the last carrier **no later than 48 hours** (second working day) after vehicle receipt.
- Concealed damage only includes damage to the: Undercarriage, Tire treads, insides of wheel wells.

VEHICLE RECEIPT "SUBJECT TO INSPECTION" (STI)

- Vehicles delivered (STI) must be inspected **no later than 24 hours** (next working day) after receipt. Carrier delivery receipt must be marked "**subject to inspection**" and have listed specific delivery instructions provided by the dealer. The following conditions are also considered STI:
 - A vehicle received after normal business hours
 - Snow or ice covered condition (Car wash may be needed)
 - Excessive amounts of dirt/grime (Car wash may be needed)

THEFT-NOTIFICATION PROCEDURES

- Any theft of vehicle components or vehicles must be reported immediately to VWGoA Transportation Claims Department (877) 365-0343 or email vwlogistics@vwgoa.com. Local law enforcement notification guidelines must still be adhered to in addition to this notification.



DISCLAIMER

This guide has been prepared as a supplement to the latest version of the VWGoA Port Policies and Procedures. It is the responsibility of each service provider to have on file the latest PP&P versions and to notify haulers and sub-haulers of any changes to the VWGoA Port Policies and Procedures which contain but is not limited to vehicle handling regulations and brand specific loading procedures.

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By signing below, Carrier, Terminal Management and Driver acknowledges VWGoA carrier loading guidelines.

DRIVER NAME:

CARRIER:

DATE:

TERMINAL MGR.

Carrier Loading Guide

VOLKSWAGEN Group of America, Inc.

2200 Ferdinand Porsche Drive
Herndon, Virginia 20171

www.volkswagen-group-america.com

VWGoA Transportation Claims Department
6699 Chicago Road, Warren, MI 48092

Have any questions regarding this guide?

Volkswagen Logistics

VEHICLE HANDLING / DAMAGE PREVENTION

This guide contains instructions for the proper method of handling, loading and securing Volkswagen Group of America brand vehicles on car carriers. Methods other than described and illustrated are not acceptable.

Volkswagen Logistics

How can we achieve Damage free deliveries?

LOADING and UNLOADING PROCEDURES

GENERAL REQUIREMENTS/ WORKING CLOTHES

- All drivers must have knowledge of prevailing VWGoA vehicle loading instructions. Carriers must have documented training paperwork that drivers have been instructed on loading procedures for Volkswagen Group of America vehicles.
- **△ CLOTHING:** Handlers must wear clean clothing (*corporate uniform preferred*) and sufficient protection for belt buckles, rings, watches, etc. No open toe shoes or sleeveless shirts are allowed. (i.e. protective tape over rings)
- The carrying of exposed hard objects such as keys, tools on the belt, cell phones, etc. is prohibited.
- Any jewelry on the wrist or hand, such as watches or rings, is to be removed or worn covered up. Clean working gloves can also be used to cover watches and rings.
- Working gloves and soiled head coverings are to be taken off before getting into the vehicle.
△ WORKING GLOVES: Handlers must use separate clean working gloves during vehicle interior operations. One set of outside working gloves and one set for driving the vehicle. Wearing of clean driving gloves inside vehicles no longer necessitates the need for wedding ring protection.

To ensure receipt of the proper vehicle, all Volkswagen/Audi vehicle identification numbers (VIN) are located on the dashboard visible through the driver's side lower windshield and lower B-Pillar. 17 Digit VIN number – VW example 3VWRT71K17M838290
Eating, Drinking and Smoking inside vehicles is strictly prohibited.
Engines should not idle for extended periods prior to and during loading and unloading process, especially full body cover units, and must be shut off while in transit.
Prior to loading, each vehicle should be inspected to ensure that optional and loose shipped items such as radio, CD player, antenna, spare tires, wheel covers, navigation disc, remote keys, etc., are included. By-pack is located in the trunk and may require verification.
All electrical items (i.e. radio, navigation, air conditioning) must be switched off at all times.
△ ENGINE REVOLUTION to no greater than 3,000 RPM.
Automatic transmission vehicles must be set in park. Manual transmission vehicles in first gear after vehicles are positioned. Parking brakes (Lever or Electronic) must be firmly set before exiting the vehicle.
△ KEY POSITION: Once vehicles are in final loading position, keys must be removed from ignition, and left on the **lather** or placed in the **left front door pocket**.
Locking of all vehicles is required if the transport remains unattended (keys must be kept in a secure location).
Drivers must never enter or exit a vehicle through the windows or tailgates. In addition, ensure seat and floor protection is in place before entering vehicles.
At all times, vehicles must have hoods, deck lids/tailgates, doors, and windows closed.
Vehicles must never be started by pushing or pulling.
Carriers must submit exception damage data to VWGoA third party claims provider via EDI or EPD interface. Damage codes and procedures must adhere to AIAG.
If an eGolf unit is disabled, flatbed service is required. The eGolf **cannot** be towed.

SPACING REQUIREMENTS

- Vehicles transported on car carriers must adhere to the following minimum spacing requirements:



End-to-end, roof, overlapping clearance – 4 inches (100mm)
Ground clearance – 2 inches (50mm)
General Rule: Fist represents approximately 3-4 inches

RAMP ANGLE

- Loading ramps must be placed at a sufficiently low angle to prevent damage during loading and unloading.
- **△** 8 degree ramp angle is recommended.
- Ramp angles and break over points must meet industry standard requirements to prevent any front spoiler or undercarriage damage. During loading and unloading operations, vehicles must not be subjected to undercarriage interference from ramps, skids, or tie-down assemblies.

TIE-DOWN PROCEDURES

All tie-downs for Volkswagen, Audi and Bentley products must be secured in accordance with instructions and illustrations contained herein. Deviations will not be permitted without consulting the Volkswagen Vehicle Logistics department.

- **△ SECUREMENT: Over-the-wheel strap**
Each wheel is to be secured by the required soft tie-down devices, regardless of truck/trailer design or hauling distance to the dealer.
- **△ SECUREMENT:** Strapping method used must have an in-line pull. Lasso strapping method (outward pull) is not allowed.
- Prior to loading, carrier must confirm they have the appropriate number of appropriate straps.
- Straps used must be in acceptable condition per DOT/company requirements. Straps should be free of any twists. Chains used in conjunction with strap tie-downs should be free of kinked links.
- Tie-down devices should be centered on tires and tightened to provide equal tension on both sides of the vehicle.
- Drivers must ensure sufficient distance between vehicles and decks, ramps, etc., to allow for movement of vehicles riding on their own suspension during transport.
- The hand brake must be engaged as far as possible.



EQUIPMENT –TRACTOR & TRAILER

- Tractor and Trailer must have latest DOT safety inspections. Valid sticker and documentation must be available.

VEHICLE DIMENSIONS



- Available in the latest Port Policies and Procedures, Chapter 6 or visit the web at: www.audiusa.com, www.vw.com