

Section 2 - Vehicle Inspection Standard / Calibro

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2.1. Inspection guidelines

At every handover, one vehicle inspection must be conducted on each unit to detect damages. Findings should be reported using the appropriate methods indicated in this document in Section 3.

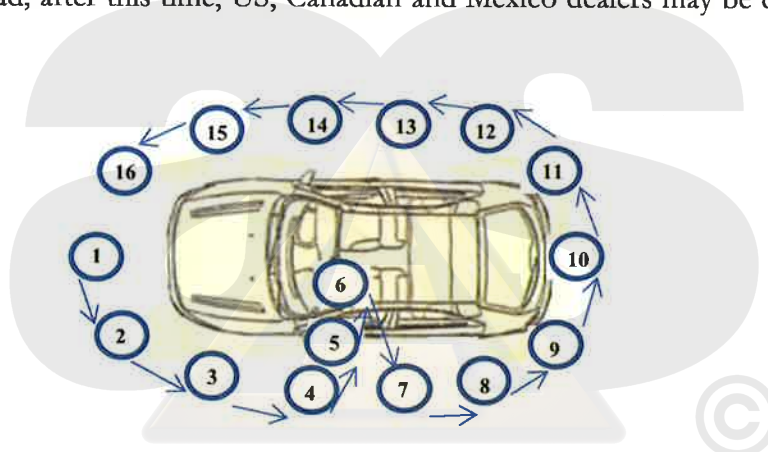
2.1.1 Three-point VIN Check prior to shipping (US, Canada and Mexico locations)

- a) The 3-point VIN Check process consists of checking the VSO, Cert Label, and Monroney label are present on each vehicle. The 3-point check is in place to prevent a Federal Mandated non-compliance to occur. The inspection must be performed by all parties involved to ensure the following:
 - I/ JB / JS / GE status vehicles are not shipped to the dealer.
 - VSO / Cert Label / Monroney must be present on the vehicles before shipment from the Origin location.
 - An exception: BUX vehicles do not require Monroneys.
- b) If the criteria mentioned above is not met please contact the following individuals, in the following order:
 1. Yard Manager
 2. Regional Manager
 3. FCA Representative
- c) In the event vehicles are shipped without performing the 3-point check inspection process and a violation or a noncompliance is filed against FCA, FCA will extend such claims, liabilities, losses, damages, penalties, fees or expenses to the responsible party.
- d) Miss-shipments:
 - Yard Managers are responsible to ensure vehicles are staged correctly.
 - Carriers (Haul-away, Drive-away, and Railroads) are responsible to double check the staged vehicles prior to shipping to ensure they are shipped to the correct facility.
 - Origin Ramps are responsible to ensure the KZ'd shippable vehicles are being loaded.
 - Destination Ramps / Carriers are responsible to ensure the KZ'd shippable vehicles are being delivered to the corresponding dealer.
- e) If the instructions above are not followed, FCA will exercise its right to charge the parties at fault for the cost to move the miss-shipped vehicles to the correct location.

2.1.2 Inspecting for damage

It is the service provider's responsibility to perform a thorough inspection of the vehicle regardless of environmental conditions. Following this procedure does not absolve the provider of liability.

- a) Inspection should be performed at:
 - The end of the ramp or staging area for vehicles on loading/unloading by truck.
 - Designated First Point of Rest or Last Point of Rest area respectively for vehicles just unloaded or ready to be loaded (by train or by vessel).
- b) The inspection consists of a complete walk-around assessment of the exterior, visible areas of the vehicle's undercarriage, such as exhaust pipes, the underside of the fascia's, as well as tires and wheels.
- c) For an effective inspection of the underside of fascia's (front and rear), it is allowed to bend over and touch these areas.
- d) Inspection time is limited to 3 minutes for each vehicle when inspecting in-transit (does not pertain to final dealer delivery).
- e) US, Canadian and Mexican and Latin American Dealers have up to 15 minutes per vehicle or 60 minutes per load; after this time, US, Canadian and Mexico dealers may be charged for waiting time.



- f) The vehicle is divided in to two control areas for inspection that correspond to two visibility levels of a potential damage:
 1. Area A: upper part of the vehicle, from wheel housing area to the roof, inclusive of front and rear bumpers.
The damage found in area A must be visible from a single inspection point to be considered transportation damage (3 feet or 1 meter away from the vehicle).
 2. Area B: lower part of the vehicle, from wheel housing area to the main frame member, comprehensive of wheels. For pickup vehicles, the box is considered to be area B as well.
The damage found in area B must be visible from at least three inspection points at a 90° and 45° angle to be considered transportation (3 feet or 1 meter away from the vehicle).



- g) Inspections shall always be entirely impartial.
- h) Do not walk between vehicles if there is inadequate space to ensure that there is no contact with the adjacent vehicle(s).
- i) Do not use clipboards with metal clips and/or any sharp objects.
- j) Do not apply markings of any kind to the vehicle (i.e. grease pencil). Temporary stickers to outline damages for pictures are allowed but must be removed after the pictures are taken.
- k) Do not leave any inspection detail, notes, etc. in or on the vehicle prior to final delivery to dealers.
- l) At no time should inspections be shared or forwarded between service providers, unless for verification purposes.
- m) Inspectors are required to adhere to the general guidelines outlined in the Section 1.
- n) Ensure that the windows are closed to avoid soiling.
- o) It is absolutely forbidden to leave any goods and/or objects inside the vehicle.

2.2. Conducting inspection

Below is a detailed listing of all areas of the vehicle to inspect:

a) FRONT OF VEHICLE

- Inspect hood area, grille, header panel, headlamps, filler above bumper, turn signals, etc.
- Inspect bumper, bumper guards/strips, lower filler panel and feel/inspect the bottom of splash panel/splitter;
- Take a cursory view of entire front end, including the front windshield and roof.

b) SIDE OF VEHICLE

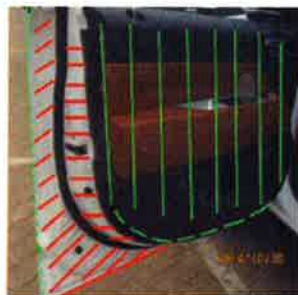
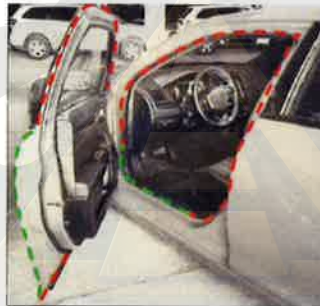
- From side of the front windshield, inspect the windshield and the hood.
- Inspect the fender and view down the front fender, door and quarter panel for any dents.
- Inspect tires and rims (uneven wear, abrasions and/or punctures): damages around the lug nuts and the immediate outer circle that expands to the edge of this area are not transportation damages (in red).



- Reaching the door areas, check the doors, panel edges, door glass and molding.
- From the quarter panel, look down the side of the vehicle for any damages.

c) INTERIOR OF VEHICLE (after opening driver's door)

- Open the driver's door checking for damages such as chips, scratches, dings. Inspect the door edge and rocker panel. The areas in red are not transportation related.



Green -
Transportation
Responsible

Red -
Non-transportation
Responsible



Green - Transportation
Responsible

Red -
Non-transportation
Responsible

If damage is in
direction of getting into
the vehicle (TD) If in
direction of seat
installation (Non-TD)

- Check for soiling and any signs of vandalism or abuse on the door panel and in the driver's area. Any other conditions found in this area need to be addressed on a case by case basis to determine if it is transportation related.
- From the driver's area and without sitting (if no need to), take a cursory view of glove or console compartments (do not open), all trim panels, headliner, carpets and upholstery;
- Verify presence of all keys/fobs.

[US, Canada, Mexico, Asia Pacific]

All keys must be connected and located in the cup holder (or center console if no cup holder is available). For RAM Heavy Duty the fobs will be strapped together to the interior handle of the driver's door.

[US, Canada]

If the fobs are not visible,

- Press the vehicle ignition button, if the vehicle starts continue to ship as normal. Do not report to OBT In-Transit Repair.
- Press the vehicle ignition button. If the instrument panels reads “key fob not detected”, report to OBT In-Transit Repair. To gain access to OBT, please see Section 9.
- Press the vehicle ignition button. If the instrument panels shows no sign of power, please report a “no start” to OBT In-Transit Repair. To gain access to OBT, please see Section 9.

Some Fleet customer vehicles may have extra sets of keys located in the glove box (these are ok to stay in the glove box).

[Europe, Middle East, Africa and Latin America]

The master key should be in the ignition block, the secondary key placed in an envelope hanging from the rearview mirror or in the cup-holder/central console or linked to the master key. For ocean shipment, ensure master key has been removed from the ignition and placed in the side door pocket or glove's compartment.

d) REAR OF VEHICLE

- Inspect the trunk lid/hatchback area, rear lamps, rear end panel, upper filler, rear glass window and roof (roof is not hidden damage and must be inspected).
- Inspect the bumper, bumper guards/strips, lower filler panel.
- Look at the back-end part of the exhaust pipe.
- Perform a cursory view of the entire rear end (include the roof and rear window).

e) DOORS/TRUNK INSPECTION

If “Do not open” labels are present on passenger doors and trunk, follow these instructions:

- Intact seal: leave the door/trunk closed, without breaking the seal.

[US, Canada and Mexico, Asia Pacific]

Do not open passenger doors even if seals are not present

[Europe, Middle East, Africa, and Latin America]

- Broken seal: inspect interior area of the vehicle to detect eventual transport damages or missing parts.
 - If passenger doors and trunk do not have “Do not open” labels, inspector should open the doors/trunk to control the areas behind to detect eventual transport damages or missing parts.



f) LOOSE ITEMS BAG

Report if bag is open/broken or missing, by using:

- [AIAG CODE]
 - Area Code 23 to identify the damage area and
 - Type Code 02/03 if the bag is broken/cut (open).
 - Type Code 08 if the bag is missing.
- [FIAT CODE]
 - Code 98 to identify the damage area and
 - R if the bag is open/broken.
 - M if the bag is missing.

Only the Dealer or Vehicle Processing Centers (Port of Exit or Port of Entry in agreement with market requirements) is allowed to inspect the content of the bag against the order and claim any missing items.

g) TRANSIT FILM or FULL BODY COVER (if present) on body

- The protection should not be removed from the vehicle unless the parties suspect there is damage under the film/body cover.
- If transit film or body cover is cut or torn while in transit, it is the responsibility of each provider to note the area of the damage that corresponds with where the film is torn, using damage codes indicated in Section 5. In case the parties suspect damages under the film, they are authorized to remove the film in order to examine the body of the vehicle.
- Any light damages (severity 1 and 2) found under undisturbed protective film and not visible will not be considered as transportation damages.

h) SOILING

- In case extreme soiling/ice/snow prevents the parties from inspecting portions of the vehicle, areas unable to be inspected must be reported as any other damage using the proper Damage Type (stained or soiled). The parties must provide pictures to FCA's Claim Management group within 48 hours to certify the conditions of the vehicle.
- Transport damages (reasonably not detectable due to vehicle condition at delivery) found afterwards on those soiled areas will be charged to the party delivering the vehicle soiled or

covered with ice/snow. Soiling does not apply to vehicles being delivered to final dealer/destination; dealer/final destination must wash and thoroughly inspect the vehicle.

- Dealer/final destination may STI vehicles due to heavy build-up of ice/snow.



2.3. Damages not attributable to transport (Schedule 1).

- a) Industrial fallout, acid or fluid dripping damage to vehicle exterior (unless clear evidence supports carrier responsibility).
- b) Wavy sheet metal or file, grinder or weld marks.
- c) Sheet metal protrusions, unless evidence supports carrier liability or abuse. Usually any outward dents smaller than 0.4 inches or 10 millimeters are not transportation related.
- d) Misalignment of panels, moldings, decals, weather stripping, emblems, etc., indicative of plant or installation problems.
- e) Sheet metal dents with no damage to paint restricted to

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Severity 1 - less than 10 millimeters.

[US, Canada and Mexico, Asia Pacific]

Severity 1 - less than 1 inch or less than 3 cm.



- f) Chips on panel edges

[Europe, Middle East, Africa, and Latin America]

- Of opening elements sealed with labels “Do not open” and of fixed element junctions.

[US, Canada and Mexico, Asia Pacific]

- Other than driver’s door rearward edge.

- g) Bent parts caused by misalignment.
- h) Paint or plastic damage caused by misalignment of panels or moldings.
- i) Peeling, runs, sags, blisters of foreign material in paint or chrome.
- j) Minor surfaces scratches or scuffs that do not catch the nail on painted parts that can be buffed out or polished out as part of “New Vehicle Prep” process. The guiding rule is that without contrast of color, meaning that base coat/primer or bare metal is not visible, the damage is not attributable to transportation.
- k) Scratches or scuffs on chrome, plastic, or glass parts do not catch the nail.
- l) Body damages found under protection film, unless there is damage on the film.
- m) Wheel damages around the lug nuts and the immediate outer circle that expands to the edge of this area, or tire installation damage.
- n) Stress cracks in glass originating from under molding without signs of impact.
- o) Missing moldings, nameplate emblems or decals when there is clear evidence of no installation (holes not drilled for installation, traces of adhesive).
- p) Missing contents of sealed plant Loose Items Bag.
- q) Incorrect parts or options – miss built vehicles.
- r) Damages noted at factory gate (End of the line) inspection.
- s) Plant-authorized known quality problems or repetitive damage.
- t) Vehicle interior damages other than driver area, as defined by the manufacturer, unless there is clear evidence of theft/vandalism or carrier negligence.
- u) Battery charge and test/replace as a result of failure not due to carrier negligence.

[US, Canada and Mexico]

- Conditions in items “q”, “r”, “s” and “t” noted by dealers to be assigned by (FCA) OEM’s Claims Center (Extract from AIAG Non-Transportation Damage Guidelines).

2.4. End of line Inspection / Audit Process

- a) The service provider responsible for the inspection at the End-of-the-line must follow the same inspection process described in section 2.2
- b) Vehicle is inspected prior to release from the manufacturing facility.
- c) Inspection provider sends inspection data on all exceptions to OBT.
- d) A vehicle is turned back to the plant if:
 - Keys or loose ship items are missing.
 - Damaged
 - VSO, Monroney (where applicable), VIN plate, and certification label do not match.
- e) Inspection provider is responsible for conducting audits to their process. A minimum of 150 vehicles must be audited per month and during a two-week period.
- f) Repetitive conditions must be documented with date of first event, VINs, pictures (Repetitive reports).
- g) Repetitive Reports are to be shared with Damage Prevention and Plant Quality Managers as issues arise to enable a two-way communication and a prompt resolution.

