



# *Ford Guideline for Vehicle Distribution*

Identification, Documentation and Reimbursement of  
vehicle transportation loss and damages

FORD Motor Company  
Vehicle Operations, Quality  
and Technical Planning European Vehicle Logistics

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## 1 Definitions

“Carrier” means the contractual carrier with whom Ford or one of its affiliates has concluded the contract of carriage of vehicle by road, rail, barge or vessel or on an intermodal basis or a substitute carrier.

“Substitute carrier” means a carrier who has not concluded the contract of carriage with Ford or its affiliates but to whom the carrier referred the performance of the carriage.

“Compound” means the place where vehicles are stored and maintained for Ford’s purposes. “Compound operator” means the contractual partner who manages the compound.

“Logistics Service Provider” (LSP) means any of contract parties as defined above.

“Claims Handling Agent” means the independent party appointed by Ford to manage any claims arising from Transportation Damage or Loss claimed from any approved repair location against the LSPs.



## 2 Introduction

Ford's quality philosophy is based on the principle of continuous improvement; it has evolved from one of defect detection to defect prevention. This approach will lead to improvements in quality that will mutually benefit both carriers and Ford Motor Company.

The LSPs are obliged to support in the process of optimising transportation, and they furthermore agree to support Ford in its intention to provide the National Sales Companies (NSC's) and the Dealership with an effective, efficient and complete logistic service.

To achieve this goal the LSPs must only use instructed and trained personnel to handle or transport our vehicles, no matter if transportation is completed by truck, railway, barge or deep-sea-vessel.

The LSPs furthermore are obliged to take the full responsibility for the personnel they employ or any subcontractor they use to perform the requested service and they agree to rectify all mistakes or faults noticed as soon as possible.

The validity of this procedure is for all handling and transportation operations of vehicles from all FORD production plants until delivery to the national dealership or any other final delivery point.

All annexes and addendums are valid in their latest version. All parties accept the VLDR Guideline and its annexes in its English version.

### 2.1 Scope of the VLDR Guideline

The VLDR Guideline is a constituent part of the transport order between the commissioning Ford company (e.g. Ford Werke GmbH), irrespective of the legal form in which it acts (client), and the LSP for all vehicle transports/ storage executed during the contractual term, irrespective of whether they are executed nationally or internationally, by road, rail, vessel or barge or within the scope of intermodal transport or storage.



During the contractual term, the VLDR Guideline applies in the order of precedence as agreed in the master service agreement.

All documents apply with their various annexes, each in the latest version, and shall be handed over to the contracting partner free of charge upon demand if the partner is not already in possession thereof.

To the extent that the VLDR Guideline provides for any third parties, like "Compound Operator", "Dealer" or "Claims Agent" to exercise/perform rights/duties, issue or accept declarations on behalf of Ford in their own or third-party name, they are authorized to do so by Ford within the scope of the tasks described in the VLDR Guideline. In all other cases, the LSP must contact Ford's office in charge to avoid process and handle any damage/loss. See attachment 4 for the appropriate contacts .

## **2.2 Damage prevention and process improvement**

The LSPs consequently use the Quality of Service techniques in order to achieve a continuous improvement of their services and a continuous reduction of faults and damages occurring.

Furthermore they demonstrate use of statistics and other measuring techniques in order to identify the root cause of damage, to establish corrective action and to monitor process improvement.

If repetitive damages (always on the same place of the vehicle) or repeated missing parts are noticed or if typical loading damages are observed, this has to be reported to the Vehicle Despatch Area of the respective FORD production plant and to the last sending compound in a written form (e.g. per Fax or e-mail) as soon as possible.

A copy has to be sent to the appropriate "FORD Vehicle Operations, Quality & Technical Planning" Department in Ford of Europe and the Claims Handling Agent.



The LSP must be able to provide detailed statistic data about his loss and damage performance on all FORD vehicles in total and per individual segment, routing or market.

LSPs are not allowed to repair vehicles or to organize vehicle repair by a dealer on their behalf. Only the receiving dealer or PDI centres or other approved repairers on request of the NSC or the Claims Handling Agent are allowed to repair vehicles. Exceptions must be approved by Ford Vehicle operations or the Claims handling Agent.



### 2.3 Ford's nominated Claims Handling Agent

Ford has appointed a Claims Handling Agent to handle all transportation loss and damage issues on behalf of the dealer network or Ford organisations (Please see attachment 4). There is a nominated representative that should be contacted for all transportation damage issues, which may include:

- Claims process queries
- Immoveable vehicles due to transport damage (examples: flat tyre, smashed windscreen, damaged suspension)
- Major storm events / Catastrophic events (Hail, Flood, Contamination etc.)
- Potential total losses within the transport chain
- Stolen vehicles within the transport chain
- Liability handover issues

All queries for technical issues (non-transport damage) with vehicles in the transport chain must be directed to [evlquali@ford.com](mailto:evlquali@ford.com). Technical issues could include, but not limited to:

- Flat batteries
- No fuel
- Gearbox issues

The role of the claims agent is to arbitrate claims between the dealer and the various LSPs utilised in the transport chain. The activities that the claims agent complete for claims submitted by the dealer network are:

- Validate the claim transportation damage -v- non-transportation damage
- Re-direct non-transportation damage to the relevant department
- Enforce the dealer transportation claims process rules
- Control the dealer's invoice to ensure they meet Ford's approved guidelines
- Payment of approved transportation claims to the dealers
- Management of the recovery of repair costs against the LSPs





## 3 Transport loss & damage detection and documentation

### 3.1 Forms

If as a result from a vehicle inspection a transportation loss or damage is found this must be reported in a special form, the Vehicle-Loss-and-Damage-Report (VLDR).

The VLDR report is no substitute for the required consignment note. The contract of carriage is defined in a consignment note. The mandatory particulars in the consignment note depend on national and international regulations and on the carriage type concerned (e.g. CMR Consignment Note for international road transports).

Irrespective of the provisions of statute regarding consignment notes, the following rules in the Vehicle-Loss-and-Damage report shall be observed without fail by the LSP and any other third parties named in this Guideline as regards the discovery, processing and determination of liability in respect of damage based on losses, partial losses, or damage to vehicles.

#### 3.1.1 VLDR

Whenever during the transportation / storage process a LSP identifies a transportation loss or damage a VLDR has to be completed. Forms EU6547 (for passenger car models) and EU6546 (for commercial vehicles, e.g. Ford Transit) have to be used. National claims agents may advise to use national versions .

The following parties are allowed to raise VLDRs: Production Plants and the Compound Operators including PDI Centres (if acting as sender or as interim receiver).

If damage is found the carrier must request the Production Plants (or their Takeover Agents) or the Compound Operators to complete a VLDR and countersign for the damage found before moving the vehicle.



Transportation Carriers are only allowed to raise a VLDR if the compound operator will not supply a pre-existing or new VLDR.

There may be local variants of the European standard Form used in certain markets due to language requirements.

### **3.1.1.1 Completing the VLDR**

VLDR forms have to be completed in block letters. Original and all copies have to be clearly legible. If the VLDR is not legible, the VLDR will be deemed incomplete and the LSP has not successfully protected their liability.

For purpose of their own liability relief all LSPs excluding PDI-centres where the PDI centre is either acting as final recipient on behalf of a dealer or inspector on behalf of a dealer ) involved along the transportation chain are entitled to take one page of the VLDR copy (front page and not the yellow page) from the vehicle. If occasionally no more copies exist photo static copies have to be made.

The original VLDR as well as all remaining copies must be placed in the driver's door pocket

All VLDRs must remain in the vehicle up to the final LSP who delivers it to the dealer or PDI if the PDI is acting on behalf of the dealer . The last LSP delivering the vehicle must take out the VLDR before handover to the dealer or PDI centre. The LSP must keep the VLDR form to protect against any future claims from Ford's Claims Handling Agent.

### **3.1.1.2 Provision of the VLDR**

The LSP must provide the VLDR to the Claims Handling Agent within 4 weeks of completing the service (delivery of vehicle) for an individual unit on a weekly basis.



### **3.1.1.3 Ordering VLDRs**

Blank VLDR forms have to be requested from the FORD contacts as described in attachment 2 of this guideline.

### **3.1.2 Sending Locations**

The Production Plant or a Compound Acting as sender of the vehicle must complete a new VLDR or complete an existing VLDR on request of the receiving LSP with the LSP's findings. In this case the Compound Operator has to sign the VLDR himself unless he can relief himself of liability by handing over an existing VLDR countersigned by a previous LSP in the transportation chain for the same findings.

### **3.1.3 Receiving Locations**

If the compound is acting as receiver of the vehicle, the delivering LSP has to countersign the Compound Operators' findings on the VLDR unless the delivering carrier can relief himself of liability by handing over an already existing VLDR (pre-damage signed by previous LSP) for the same findings.

For additional findings a new column should be added to the existing VLDR and this has to be countersigned by the delivering carrier.

### **3.1.4 Product Findings**

A product finding is a damage to the vehicle that is not classed as a transportation damage as per Attachment 1.

Product findings only have to be documented on a VLDR form if they could be interpreted as transportation damage to help protect the carriers against unjustified claims. (See attachment No. 1 "INSPECTION GUIDELINE LOSS AND DAMAGE").

In case of a product finding the carrier who takes over the vehicle from the plant or compound can request that this is stated on the shipping documents. The



Production Plant Takeover Agent or the Compound Operators then are obliged to countersign such a remark on the shipping document.

If the Claims Handling Agent does not agree with the classification of a Transportation damage by the LSP as a product finding, the Claims Handling Agent reserves the right to pursue the claim even in the presence of the LSP's notation on the VLDR.

### **3.1.5 Refusal to Countersign the VLDR**

A LSP, who refuses to raise or countersign a VLDR document will be liable for any transportation damage that is presented, should they not be able to relieve themselves of liability by any other means of proof or evidence that they did not cause the damage.

If any LSP within the transport chain refuses to raise or countersign a VLDR the following steps must occur:

1. Raise / complete a VLDR as per the normal process, however noting that the previous LSP refused to sign the VLDR
2. Take photographs of the condition of the vehicle (as per attachment 4) evidencing the condition of the vehicle before moving the vehicle
3. Submit both the VLDR and photos to the Claims Handling Agent immediately on return to the office within 2 working days

This section is not for deliveries outside business hours, please refer to section 3.3.4.2.



### **3.1.6 Vehicle inspection and documentation**

The LSP is only allowed to hand out the VLDR forms to the Claims Handling Agent or the following LSP and not to the dealer or any PDI centre. For any failure the LSP will be made liable for all the damages noted on the VLDR.

The representative of the LSP who takes over the vehicle must request any pre-existing VLDR before they move the vehicle. Otherwise this LSP takes the responsibility of any pre-existing losses and/or damage and will be made fully liable for all pre-existing damages and/or missing parts that have not been documented, unless the LSP can prove that the loss or damage has not occurred during the period in his charge.

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 out of hours deliveries must be in place.

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.

### **3.2 What has to be inspected?**

All items listed as transportation damage(s) as defined in VLDR attachment 1.

All loose items included in the vehicle are listed on the label or loose parts check list (see Ford addendum to the ECG for identification of plants that provide list or bag).

If the plant provides a loose item check list and this list is not present in the vehicle a VLDR has to be raised and the vehicle must be inspected either against the DCDM label or against the standard loose items as defined in attachment 1. or LSP



will be held liable for any items found missing on receipt that were not noted previously, unless he can prove that the loss or damage has not occurred during the period in his charge.

For vehicles where a plastic bag is used to store all loose items, as long as this bag is not opened or damaged the LSP does not need to perform further checks. It is not permitted for a carrier or compound to open the bag.

Manuals are not always put into the vehicles at the production plant but are sometimes also placed into the vehicle at a compound later on in the transportation chain depending on the market the vehicle is destined for. Where Ford provides an overview in attachment 1 ) that describe for each NSC and model, where in the transport chain the manual is placed in the vehicle the carrier or compound operator has to check against that information .doc (attachment 1). If the information is not available they must inspect for the manual and raise a VLDR if it is not there.

### **3.3 Transportation carriers**

It is mandatory as defined per transport mode in this document that the representatives or the subcontractors of the contracted LSPs (usually the truck drivers, the stevedores or the ship's crew) or their nominated inspectors are responsible to inspect every vehicle they receive for transportation loss and damage immediately (before moving the vehicle) when they take over at a Production Plant or a Compound. (Only exception is late inspection as described in 3.3.4.2 & 3.3.5.4). Otherwise the contracted carrier will be held liable for all losses, damages and missing parts that have not been documented on delivery, unless the carrier can prove that the loss or damage has not occurred during the period in his charge.

If before collection of the vehicle the transportation carrier detects any transportation damage or missing parts the carrier must contact the supervising personnel of the plant or compound who must fill in a new VLDR form or complete an already existing VLDR by filling in a new column (see 3.1.2).



### **3.3.1 Truck transportation**

It is mandatory that the driver of the contracted trucking company or of its subcontractor inspects the vehicle for transportation damages and missing parts immediately upon vehicle receipt (see 3.3.) before moving the vehicle.

The only exception is late inspection as described in 3.3.4.2 & 3.3.5.4. Otherwise the contracted carrier will be held liable for all losses or/and damages and missing parts that have not been documented prior to receipt, unless the carrier can prove that the loss or damage has not occurred during the period in his charge.

Should the transportation carrier detect any loss or transportation damage or missing parts before moving the vehicle the LSP must contact the supervising personnel of the plant or compound who must fill in a new VLDR form or complete an already existing VLDR by filling in a new column (see 3.1.2).

### **3.3.2 Barge or vessel transportation**

Who must inspect vehicles before transportation via barge or vessel depends on the contractual agreement between FORD Motor Company and the barge and/or shipping company and the compound company . The deciding factor is who is contracted by Ford to complete the loading and the unloading operation: the barge or shipping company, another LSP or FORD personnel.

#### **3.3.2.1 LOADING**

##### **3.3.2.1.1 Vessel or Barge responsibility (FAS Terms)**

If the loading and lashing of vehicles on board of the barge/vessel is part of the LSPs contract (“from free alongside ship port of exit”), regardless if it is done by the ships’ crew, a representative or subcontracted to another LSP, the contracted LSP must inspect each vehicle before loading it onto their barge or vessel and request a VLDR from the plant or compound personnel if necessary.

Whenever the barge or shipping company move the vehicle they can be made liable for all pre-existing damages or losses or missing parts that have not been



documented on a VLDR, unless it can prove that the loss or damage has not occurred during the period in his charge.

#### **3.3.2.1.2 Non Vessel or Barge responsibility (FOB Terms)**

If the loading of the vehicles onto the barge or vessel is not included in the contract with the barge /shipping company ("from free on board port of exit") this loading operation is performed by another LSP (e.g. the compound operator in the port who holds a separate contract with FORD) or by FORD personnel (e.g. barge loading at Cologne Plant). If the individual contract does not state anything different the shipping company must inspect the vehicles during the loading operation or on-board of their vessel immediately after loading has been completed.

### **3.3.2.2 UNLOADING**

#### **3.3.2.2.1 Vessel or Barge responsibility (FAS Terms)**

If the unloading of vehicles from the barge/vessel is part of the barge/ shipping companies' contract ("to free alongside ship port of entry"), regardless if it is done by the ships' crew, a representative or subcontract the receiving compound must check each vehicle after it has been unloaded and driven to the First Point of Rest (FPR) indicated by the compound personnel.

If necessary the compound personnel has to fill in a VLDR or complete a new column of an existing VLDR that has to be countersigned by a representative of the barge/shipping company. After all vehicles are unloaded and inspected by the receiving compound any further findings are out of the shipping company's responsibility.

Whenever the receiving compound moves the vehicle they can be made liable for all pre-damages or losses that have not been documented before, unless they can prove that the loss or damage has not occurred during the period in their charge.





### 3.3.2.2 Non Vessel or Barge responsibility (FOB Terms)

If the unloading of vehicles from the barge/vessel is not included in the barge/shipping companies' contract ("to free on board port of entry"), the LSP who performs the unloading must inspect each vehicle on board of the vessel. If this LSP is the compound operator of the receiving compound/port they have to fill in damage findings on a VLDR or complete a new column of an existing VLDR. The barge/shipping company or its representative has to countersign this VLDR.

Whenever the receiving compound moves the vehicle he can be made liable for all pre-damages or losses that have not been documented before, unless it can prove that the loss or damage has not occurred during the period in its charge.

### 3.3.3 Rail transportation

For vehicles that are shipped by train from a plant or a compound to a receiving compound the inspection process depends on to the contractual agreement between FORD and the LSPs

The below inspection matrix shows the required inspection points, depending on the contractual responsibilities.

Contracted Responsibility	1	2	3	4
Pre-load Inspection	Carrier	Carrier	N/A	N/A
Loading	Carrier	Carrier	Compound	Compound
On Wagon Post load Inspection	N/A	N/A	Depends on contract	Depends on contract
Movement	Carrier	Carrier	Carrier	Carrier
On Wagon Pre Unload Inspection	N/A	Compound	N/A	Compound
Unloading	Carrier	Compound	Carrier	Compound
Post Unload Inspection	Compound	N/A	Compound	N/A



If additional inspections are required to support the contracted parties internal operations these are permitted if requested to Ford EVL Quality. Ford may request additional inspections to occur in addition to the below matrix, however this will be agreed in writing detailing the additional requirements,

### **3.3.3.1 Loading**

#### **3.3.3.1.1 Rail Operator responsibility (FAS Terms)**

If the loading operation at the plant or the sending compound is included in the carriers contract (e.g. "from free alongside rail plant/ sending compound") no matter if it is performed by their staff, representative or subcontractor the carrier must inspect each vehicle before loading it onto the wagon and when necessary request the plant or compound personnel to fill in and sign a VLDR.

Whenever the carrier moves the vehicle he can be made liable for all pre-existing losses, damages or partial losses that have not been documented before, unless he can prove that the loss or damage has not occurred during the period in his charge.

#### **3.3.3.1.2 Non Rail Operator responsibility (FAS Terms)**

If the loading of the rail wagons is not included in the carriers contract and is performed by either FORD personnel or by a third party LSP operating at the compound (e.g. "from free on rail plant/ sending compound") the carrier must inspect each vehicle after loading.

The carrier can be made liable for all pre-existing losses, damages or partial losses that have not been documented before, unless he can prove that the loss or damage has not occurred during the period in his charge, If liability for damages is included in the contract. If no liability is agreed there is no separate pre-loading inspection of the vehicle by the rail wagon provider.

The sending compound must make sure that all damages found before and during moving and loading the vehicle onto the train are reported on a VLDR. Transportation loss or damages caused by the loading operation performed by



the third party LSP or FORD personnel will be detected at the next receiving rail compound upon arrival only.

### **3.3.3.2 Unloading**

#### **3.3.3.2.1 Rail Operator responsibility (FAS Terms)**

Vehicles that arrive on a train to a compound must be inspected to identify all transportation loss and damage before unloading when the vehicles are still located on the wagon. The only exception to this is when the rail company is contracted to complete both the loading operation and unloading operations. In this case the inspection takes place immediately after unloading the vehicles in presence of a representative of the carrier.

If the LSP or compound personnel detect any transportation loss, partial loss or damage they must check if this damage has already been documented on a VLDR inside the vehicle. If a VLDR does not yet exist a new VLDR must be raised and completed. When a VLDR is already in the vehicle, the additional findings must be added to the VLDR filling in a new column (see 3.1.2).

All damages found before unloading from the rail wagon, must have photos evidencing the following:

- vehicle's location on the rail wagon
- damage prior to unloading and detailed picture of damage.

If all these documents are completed before unloading, the loading LSP will be held liable for all damages and must accept the claim except damages noted prior to loading or damages that were caused during the rail movement, unless he can prove that the loss or damage has not occurred during the period in his charge

If there are no photos of the damage evidencing the presence of the damage before unloading, the unloading LSP will be held fully responsible for all damages not evidenced prior to the rail movement.



### 3.3.3.3 Process Verbal

When loss, partial loss or damage is discovered or presumed by the LSP or alleged by the person entitled, the LSP must without delay, and if possible in the presence of the person entitled, draw up a reporting stating according to the nature of the loss or damage:

- the condition of the goods
- their mass and, as far as possible the extent of the loss or damage
- Its cause and the time of its occurrence.

The copy of the report must be supplied free of charge to FORD or its Claim Handling Agent.

Should FORD or the Claims Handling Agent not accept the findings in the report they may request that the condition and mass of goods and the cause and amount of the loss/partial loss or damage, the ascertained expert appointed either by the parties of the contract of carriage or by a court. The procedure to be followed shall be governed by the laws and prescriptions of the state in which such ascertainment takes place.

This "process verbal" is the prerequisite for a later reimbursement from the carrier provider.

Parallel to the process verbal the compound operator still has to fill in a VLDR with all his findings. This VLDR does not have to be countersigned by the railways as the process verbal serves as confirmation.

Whenever the receiving compound moves the vehicle he can be made liable for all pre-damages or losses that have not been documented before, unless he can prove that the loss or damage has not occurred during the period in his charge.



### **3.3.4 Compound operators**

Every compound operator, his subcontractor, representative or his authorized personnel receiving a vehicle from a delivering truck carrier, rail wagon provider, barge operator or shipping company must inspect the vehicle immediately regarding losses, transportation damages and missing parts before moving the vehicle. (Only exception is late inspection as described in 3.3.4.2.). Otherwise the Compound Operator takes the responsibility and he will be made liable for all pre-existing damages that have not been documented before, unless he can prove that the loss or damage has not occurred during the period in his charge.

If the compound operator detects any losses, transportation damages or missing parts they must complete a VLDR form or complete an existing VLDR by filling in a new column (see 3.1.2) and request the delivering carrier to countersign that column.

Every compound operator who has got access to the FORD VMACS (Vehicle Monitoring and Control system) or any new system is obliged to feed VMACS or any new system with the appropriate data about any transportation loss and damage found and documented on a VLDR immediately. The immediate input can help the LSP to prove that he does not use "pre-damage" as unjustified excuse but that the damage really was detected at the time of vehicle receipt and FORD can control the timing of the LSPs' VMACS Input.

#### **3.3.4.1 Deliveries during regular opening hours**

For daytime deliveries during the regular compound opening hours the receiver should inspect the vehicles immediately (at First point of rest and before moving the vehicle) for transportation loss or damage and missing parts in the presence of the LSP as per the process noted earlier.

Where complete or partial loss or damage was established, this must be noted in writing in the consignment note or other transport documents as qualifying provisos.



Where the VLDR has been signed by both parties (received and deliverer) this document will be deemed as official notification of damage and intent to claim to the carrier. At the same time, the document serves to determine liability for the damage as defined in the provisions of statute.

#### **3.3.4.2 Deliveries outside of regular opening hours**

Vehicles that are delivered outside business (that have been communicated by the compound operator) hours to a compound and in absence of the compound personnel to countercheck vehicles must be inspected and sent by the receiving compound to the delivering LSP and Claims Handling Agent before 16.00 (local time) on the next working day.

All transportation damages and losses found during this delayed inspection must be documented on a VLDR.

If the damage is not communicated within the deadline set out within this document for Compound deliveries the compound operator is liable for the damage that occurs out of the delay of the claim for losses and/or damages. This damage notification will be kept by the compound operator and the Claims Handling Agent as proof that the documentation was sent before the deadline.

#### **3.3.5 Deliveries to the Dealer's Premises**

(Some PDI centres are considered as Dealer premises and PDI staff as Dealer personnel , carrier to obtain information from claims agent).

Driver's should not have access to independent inspection data or share with destination dealers damages found during prior inspections.

##### **3.3.5.1 Delivery Point/ Unloading process**

The LSP must when delivering to the dealer's premises unload vehicles and place vehicles in a safe and secure location that is agreed with the receiver that supports a full receiving inspection for transportation damage and loss. If there is no agreement about the delivery location the delivery has to take place at the nearest location that supports a safe and secure place to unload and inspect the vehicles.



During the unloading process all vehicles unloaded from the truck must be locked and keys handed over to receiving party. Vehicles must not be left unlocked with keys in the vehicle during the unloading process.

If assistance is given by dealership personnel, it is done under the carrier's responsibility and the carrier representative's supervision. The carrier will remain liable for any damage occurring during the unloading process.

The dealer receiving a vehicle must inspect the vehicle immediately (at First point of rest and before moving the vehicle) and in the presence of the delivering truck driver (exception see 3.3.4.2 & 3.3.5.4).

Without the prior consent of the Dealer, the LSP is not entitled to unload the vehicles on public roads, paths or yards/squares.

Whenever the receiving dealer or his authorized personnel physically moves the vehicle the delivering LSP can refuse liability for any transportation damage or missing parts that have not been documented during the dealers inspection

The exceptions to this are the following:

- Late inspection as described in 3.3.4.2 & 3.3.5.4.
- If the delivering LSP places a vehicle into a location that does not meet the above conditions, the dealers are allowed to move the vehicle to a location within their premises that facilitates a transportation damage and loss inspection. The LSP cannot reject liability for this movement before inspection.
- A check of the vehicles is not possible owing to external circumstances, specifically due to their being soiled, or being completely or partly covered with ice or snow.
- The LSP agrees due to the condition of the vehicle that the vehicle can be washed before inspected jointly



### **3.3.5.2 Identification of Transportation Damage**

If transportation damage(s) as defined in VLDR attachment 1 are found on delivery, the dealer must clearly note all those damages on the CMR/Consignment Note and carrier's delivery documentation. The notation of damage on the delivery note and/or the VLDR by the dealer's representative will be accepted as an intent to claim to the delivering carrier.

If it is required that the VLDR form is filled in in case of transportation damages identified by the dealer or the PDI acting on behalf of the dealer this is communicated by country or by case in advance either by the claims agent or Ford .

If required VLDR forms have to be completed in block letters. Original and all copies have to be clearly legible.

The LSP representative and the dealer must sign (and stamp if available) the documentation to confirm that damage was present on delivery (Only exception is late inspection as described in 3.3.8).

In the event that it is not possible to check the vehicle/s upon delivery owing to external circumstances, e.g. darkness, weather influence, soiling, vehicles covered with ice or snow, the lack of opportunity to make checks must be noted on the CMR Consignment Note.

The LSP representative has to confirm any transportation loss, partial loss or damage found by the dealer regardless if he is in possession of a VLDR about a pre-damage signed by another LSP and also in the consignment note or whether he believes it is a product finding.

To recover the cost for repair of transportation loss or damages the dealer sends the endorsed delivery paperwork together with an estimate for repair and images to the Claims Handling Agent (as described under point 5.).





### **3.3.5.3 Deliveries during regular opening hours**

For daytime deliveries during the regular dealership opening hours the receiver should inspect the vehicles immediately (at First point of rest and before moving the vehicle) for transportation loss or damage and missing parts in the presence of the LSP as per the process noted earlier.

Where complete or partial loss or damage was established, this must be noted in writing in the consignment note or other transport documents as qualifying provisos.

Where the delivery / damage document (e. g. consignment note) has been signed by both parties (received and deliverer) this document will be deemed as official notification of damage and intent to claim to the carrier. At the same time, the document serves to determine liability for the damage as defined in the provisions of statute.

### **3.3.5.4 Deliveries outside of regular opening hours**

Deliveries outside of regular business hours must be agreed between carrier and dealer in advance.

All transportation damages and losses found during this delayed inspection must be documented on the CMR Consignment Note & delivery documentation (dealer delivery).

For dealer deliveries the Claims Handling Agent on behalf of the dealer will send the damage documents before 17.00 (local time) the next working day by Email to the delivering LSP.

If the damage is not communicated within the deadline set out within this document for

- Dealer deliveries respectively the receiving dealer cannot claim that Loss or Damage, unless he can prove that the loss or damage has not occurred during the period in his charge. The claims agent may accept the damage should there be a VLDR already available evidencing the same damage claimed by the dealer before dealer delivery



Vehicles stolen after LSP drop off and prior to dealer check in are the responsibility of the dealership. Dealers need to provide LSP with written instructions for drop offs, secure key drop box and a secure delivery (parking) area.



### 3.3.6 Vehicles' condition prevents immediate full inspection

#### 3.3.6.1 Compound to carrier

If the vehicles exterior condition does not permit an immediate full inspection (e.g. since the vehicle is covered with snow, ice or dirt) the plant or compound personnel has to put a remark on the shipping documents and VLDR.

#### 3.3.6.2 Carrier to Compounds

In case a compound receives a vehicle in such a condition from a delivering LSP he must put this remark on the shipping documents (e.g. consignment note) and VLDR himself and request the delivering carrier to countersign this remark.

Even if the vehicle exterior condition limits the inspection process an inspection for major damages as well as for missing parts must be made immediately, and the delivering carrier has to confirm damage found as per the normal process with a countersignature on the VLDR. The condition of the vehicle that is preventing a full inspection must be evidenced with a photograph or the reduced inspection will be refused. If the claims agent does not agree that the condition of the vehicle based on the photographs would stop the identification of damage, then the LSP will be made liable for any damage found by the next.

A detailed inspection of the vehicle by the receiving compound then has always to take place before 11.00 am (local time) on the following working day or if due to be shipped earlier before onward transport. If the vehicles' condition still prevents a full inspection, the compound operator must photograph the condition of the vehicle and provide to the claims handling agent.

All additional transportation damages found in this delayed inspection must be documented on a VLDR, CMR Consignment Note/ that has to be sent by the compound operator to the delivering LSP immediately.



For vehicles within the transportation chain, it is not permitted to wash vehicles unless authorised by Ford Quality department or the Claims Handling agent. All vehicles must be shipped onwards even in a dirty or snow covered condition after they are inspected for major damages and missing items.

Should the vehicles conditions not appear to block a full inspection and the damage found would be visible during inspection the carrier will not be able to refuse liability.

In the event the vehicle is in storage in the compound, in accordance with transport statue, hidden damages that are either not visible because the vehicle is covered in snow, ice or other similar conditions, the compound operator is permitted 5 working days to submit from delivery the notification of the hidden damage, which will be communicated to the delivering carrier. The delivering carrier will then accept liability unless any pre-damages have been noted.

#### **3.3.6.3 Dealers**

In case a dealer receives a vehicle in such a condition from a delivering LSP he must put this remark on the shipping documents (e.g. consignment note) himself and request the delivering carrier to countersign this remark.

Even if the vehicle exterior condition limits the inspection process an inspection for major damages as well as for missing parts must be made immediately, and the delivering carrier has to confirm damage found as per the normal process with a countersignature on the VLDR.

All additional transportation damages found in this delayed inspection must be documented on a CMR Consignment Note/delivery documentation that will be sent to the Claims Handling Agent and then by the Claims Handling Agent to the delivering LSP.

#### **3.3.6.4 Damages behind exterior panels**

For hidden damages behind exterior panels that are either not visible until dismantling of the vehicle or because the vehicle is covered in snow, ice or other



similar conditions, the dealer is permitted 5 working days to submit from delivery the notification of the hidden damage, which will be communicated from the dealer to the carrier by the Claims Handling Agent. The LSPs are liable for hidden damages where they have caused damage to any adjacent or parts in front of the hidden part (LSP damages the bumper and grill, would be liable for any damage to the behind then within the engine compartment).

### **3.3.7 Surveyor / Inspection reports**

The carriers delivering to the dealer network will be provided the opportunity by the Claims Handling Agent to inspect all vehicles where damages were identified before repair work is authorised. The carrier can confirm that an inspection is required within a specific time period as per the intent to claim notification (normally 2 workings days from receipt of the intent to claim).

Depending on the amount claimed or the extent to the damage notified by the dealer an independent surveyor may be required to inspect the vehicle. The surveyors' report is binding for both parties when the inspectors estimated costs are based on the use of an approved Ford repairer and the associated approved labour, parts, paints and materials where the vehicle is located.

### **3.3.8 Exceptions to the dealer delivery regulations**

Any national exceptions to the regulations in chapters 3.3.5 to 3.3.9 will be communicated in writing either by Ford or the claims agent.

## **3.4 Modification of Delivery Process**

Any plan to implement modification to the process described in this procedure requires prior written approval by Ford.

In principle Ford would accept and welcome the implementation of such systems with the following conditions and sufficient evidence of the following items, which facilitated Ford to conduct a thorough review:

- System must provide onsite print capability to ensure mutually accepted legally binding paper document is produced



- At the end of the delivery process the handover protocol is always printed and both dealer and Claims Handling Agent receive a copy per email or agreement has been made between claims agent, dealer and carrier that the electronic copy is sufficient
- System must guarantee that the printed documentation and the electronically held data contains the same legally relevant data as the consignment
- System must guarantee consistency between printed documentation if printed at handover and electronic records
- A detailed description/ cross reference of the planned printout and data held electronically
- System must use the same damage codes as used at Ford (currently AIAG codes) or a code set agreed with the Claims agent , and capable to change over to a revised set of codes / data if the Ford process is modified
- System must guarantee that where dealer is given access to carrier system over the web only dealer specific data is made available and no pre VLDR damage claim data and data is protected against unauthorized access.
- System must guarantee that data relating to Ford vehicles cannot be accessed by and other company / organisation or person except Ford, the dealer whose vehicles were transported and the Claims Handling Agent nominated by Ford
- Confirmation that access by Ford and the appointed Claims Handling Agent to all data relating to Ford vehicles will be granted
- Details / certificate how data protection and security is ensured
- System is backed up in case the system is not working to be the original paper process
- Agreement that process for deliveries out of dealer business hours is unchanged
- Clarification if any data can be added after the fact e.g. for night deliveries

Any further modifications need approval by Ford.



### **3.5 Damages during Transportation or Storage**

All vehicles that incur transportation damage or loss within the transport chain must be shipped to their final destination. The only exceptions to this, which permit stop shipment due to transportation damage, are the following:

- Where shipping will cause further damage to the vehicle
- Where the condition of the vehicles stops onward shipping (e.g. flat tyre)
- When it is not safe to the transportation company or the public to do so
- Actual or potential Total losses
- Shipments to markets which operate damage free shipment policy. e.g. markets handled by Ford Trading company
- Damages and losses caused by criminal actions (e. g. theft) which make a police inspection necessary.
- Catastrophic losses affecting more than 30 units in a single event

If the vehicle meets the above damage stop shipment conditions, written instructions must be requested from the Claims Handling Agent and the appropriate FORD Vehicle Operations, Quality and Technical Planning Department in Ford of Europe within 24 hours working hours.

If all damages are repaired before (authorised by the Claims Handling Agent) onward transport the corresponding VLDR should not be left in the car. However if some damages are not repaired both repaired and non-repaired must be noted on the VLDR and remain in the vehicle until handover to the last carrier . The VLDR must not be handed over to the dealer

### **3.6 VHC or Temporary Storage**

Vehicles are temporarily stored in selected markets under the Vehicle Holding Centre (VHC) scheme, regulated by separate contracts; however the inspection process as defined in section 3.3.4 still must be followed.

Beyond this storage of vehicles can only be requested by either a dealer or by the NSC directly from a Compound Agent located near to the final market and the conditions should be agreed in a separate contract between NSC/dealer and the Compound Agent.



As long as no separate agreement has been settled between the NSC/dealer and the Compound Operator a storage-document has to be completed.

### **3.6.1 Damages Identified on entry to a VHC or temporary storage**

Damages or losses of parts occurring during storage have to be remarked on the storage-document as well as on the VLDR as „storage-damages “indicating if the storage was part of the delivery process or on behalf of the dealers’ request.

### **3.6.2 Damages occurring during storage**

Any damage noted on a VLDR for vehicles entering a VHC must be provided the claims handling agent by the VHC operator within 7 working days of receipt.

If any vehicle has damage that could get progressively worse during storage in a VHC, the VLDR and photos of the damage must be provided to the Claims Handling Agent within 24hrs of receipt. For example; vehicles with broken windows or scratches to the base metal.

### **3.7 Substandard units**

Ford classes vehicles as sub-standard when a vehicle cannot be repaired to an ‘as new standard’ and therefore cannot be sold as new or with a full warranty.

The following are conditions for categorising a vehicle as ‘sub-standard / non new’:

- Severe transportation damage which means the vehicle cannot be sold 'as new'.
- Damage which requires any of the following repair methods:
  - Frame straightening
  - Cutting or welding of the quarter panel or roof
  - Re-strengthening of a deformed body structure or inserting body reinforcements





- Damage which has affected to an indeterminate degree the vehicles mechanical and chassis components, such damage rendering the vehicle to be repaired only to a Sub-standard condition.
- A vehicle will also fall within this category if damage is to base metal on fixed panels and requires re-painting for an area greater than 20 sq cms.
- Where glass damage has caused fragments to be distributed throughout the vehicle which may have infiltrated heater vents and dashboard orifices as well as the majority of seating within the vehicle. This damage is usually caused when a vehicle is being transported at speed and usually results in collateral damage to the paintwork.
- All vehicles that have been stolen and subsequently recovered from within the delivery supply chain, between the manufacturing plant and the dealer (must be disclosed to the customer that vehicles is recovered stolen vehicle).

The Claims Handling Agent will arrange for a surveyor to attend the vehicle location to inspect and confirm the damage, repairs and classification of the vehicle.

In the event a vehicle is identified as a potential sub-standard on delivery to the dealer, the dealer must inform the Claims Handling Agent on submission of the claim.

A decrease in the vehicles' market value is generally not reimbursed for minor damage or damage that can be remedied without any consequences.

If the vehicle is deemed substandard depreciation will only be provided to the dealer, once the independent inspector's report has detailed the depreciation amount, which has been agreed by the Claims Handling Agent.

### **3.8 Total losses, total damages and extraordinary events**

Total Loss / Scrap units are those that are severely damaged beyond the conditions listed as above in section 3.5.



The following considerations are made when declaring a vehicle a write-off:

- Commercial value – Uneconomical to repair where the repair costs exceed 60% of the insured vehicle value (Dealer wholesale invoice amount)
- Technical – Procedures required to repair the vehicle
- Brand Integrity – Can the vehicle potentially have an impact on the reputation of Ford and/or their distributors
- Vehicle Integrity – Does the damage change the vehicle's integrity (chassis, body pillar etc., an accident where the airbag has deployed and has any serious ingress of water affected the ECU)

Damages such as hail, storm, fire or contamination the LSP has to notify the NSC, the Claims Handling Agent and appropriate FORD Vehicle Operations, Quality and Technical Planning Department in Ford of Europe immediately per telephone and in detailed written form (e.g. per e-mail or Fax) within 24 hours.

### **3.9 Theft/Stolen or Vandalised Vehicles**

Carrier should report vehicles missing, stolen or vandalised vehicles immediately to:

- The Claims Handling Agent and Ford EVL
- Local police department

The carrier should confirm in writing with the Claims Handling Agent that ALL notifications were made and supply the following:

- Detail as much of the incident as possible
- Copy of the police report

Recovered vehicles must be reported to the Claims Handling Agent and Ford EVL immediately.

Missing or Stolen units that are not returned will be categorised as total loss units.



Stolen units that are later recovered will not be sold as NEW and are subject to the substandard unit process



## **4 Liability**

### **4.1 Liability Summary**

Liability depends on the arrangements set forth in the Master Service Agreement for transportation services and these VLDR Guidelines.

#### **4.1.1 Transportation Damage, without dealer repair**

On occasion a dealer/repairer may decide not to repair the vehicle for commercial reasons and sell the vehicle in a damaged condition. In these cases the LSP is liable for compensation on the basis of the estimated costs of repair as approved by the Claims Handling Agent, and any other direct outlay such but not limited to depreciation or claims administration fees or other costs by Ford in order to affect the sale or otherwise handling of the damaged vehicle.

#### **4.1.2 Repair costs (non-total loss / non substandard damages)**

The LSP's liability for damage to or loss of any vehicle or part of a vehicle is limited to 100% of the final repair cost or the estimated repair cost at the physical repair location as approved by the Claims Handling Agent or confirmed by an external surveyor and any other direct outlay such as but not limited to depreciation or claims administration fees or other costs by Ford in order to affect the sale or otherwise handling of the damaged vehicle. The claims agent is responsible to approve amounts to the dealer or repairer that cover the true costs of the damage dealer.

#### **4.1.3 Substandard units**

In the case of a 'substandard' unit the LSP's liability is limited to 100% of the final repair costs and the costs for transportation services, depreciation of vehicle value, transportation cost to the appropriate sub-standard repairer, depreciation claims administration fee, inspection survey and any other direct outlay such as but not limited to other costs incurred by Ford in order to affect the sale or otherwise handling of the damaged vehicle.



#### **4.1.4 Total Loss**

In the case of a 'write off / total loss' the LSP's liability is limited to 100% of the vehicle value and freight costs as shown on the dealer wholesale invoice relating to the subject value and any additional outlays in the disposal of the vehicle such but not limited to depreciation, claims administration fee, inspection survey, transportation, and reasonable costs incurred by Ford in order to effect the sale or otherwise dispose of the damaged vehicle, minus salvage value recovered by Ford.

#### **4.1.5 Depreciation**

If, in the event of damage and a decrease in value occurs, The LSP shall be liable for compensation for the reduced market value in addition to claims compensation. This compensation shall be paid on request of Ford or its claims agent. The reduced market value shall be established by a claims agent or expert determined appointed by Ford or the claims agent.

#### **4.1.6 Reoccurring or continuous damage or loss**

The LSP has an obligation on receipt of communication from Ford or the Claims Handling Agent of a re-occurring (over continuous deliveries or over frequent deliveries) damage or loss to over 25 % of the transported units on a particular load, such as, but not limited to: Contamination, theft, transportation loss or damage to complete the following:

- Investigate the source of the damage immediately and over the next shipment on the same route
- Issue a full report highlighting the findings and next actions within 5 working days of completing the investigation
- Put in place actions to eliminate or remove the cause of the loss before the 2<sup>nd</sup> transport after completing the investigation



If the LSP does not complete these actions and cannot eliminate the cause, the LSP will be held fully liable for any loss or damage associated with the reoccurring or continuous damage.

#### **4.2 Quantum disputes**

Claims costs are reviewed and validated by Ford and/or external expert claims agencies to ensure compliance with Ford Guidelines.

The LSP can only dispute / negotiate claims costs when they can provide substantiated evidence that the repair could have been performed at lower costs in accordance with the Ford guidelines and to the Ford approved cost levels within the response deadline time period.

If the LSP receives the claim at the estimate stage they must respond to the estimate with notification of estimate rejection. If he has not responded to the intent to claim at estimate stage (either initial or supplementary estimate) he can only respond to the final costs with rejection for the amount over and above the original / amended estimate.

#### **4.3 Legal Action**

Before initiating any legal action or similar measures based on damage and/or the complete or partial loss of vehicles on the occasion of any vehicle transport, the parties affected should, wherever possible, attempt to obtain an amicable and extrajudicial settlement of the dispute.



## **5 Transportation Claims Process**

To reimburse the cost for repair of transportation damages or for replacement of missing parts the dealer / repairer has to send his damage documentation (that has to be countersigned by the delivering truck carrier) and/or the freight document to the Claims Handling Agent or in absence of such directly to their local NSC.

The Claims Handling Agent (or the NSC directly) compensates the dealer first, then requests the compensation of the dealer's repair cost from the last LSP in the transportation chain that cannot relieve himself of liability by providing a completed VLDR and consignment note (e.g. CMR) proving that the damage or loss was caused before he took over the vehicle as described above.

A direct compensation to the dealer by the LSP is not allowed.

### **5.1 Intent to Claim Process**

#### **5.1.1 LSP delivering to the dealer premises**

##### **5.1.1.1 Receiving Claims Agent Intent to Claims**

Depending on the process employed in the Country by the Claims Handling Agent, one of two processes will be followed:

- 1) The Claims Agent will email the responsible LSP an official intent to claim on the same day as receipt from the claiming dealer/repairer, before the vehicle has been authorised for repair\*
- 2) The process will match the process for LSPs not delivering to the dealer as described in 5.1.2

\*On occasions intents to claims will be submitted not on the same day to the carrier or claims may also be sent where no intent to claim documents were sent in advance. These claims must be accepted by the carrier if they are liable for the damage according to the mutually signed claim documentation.



### **5.1.1.2 Responding to Claims Agent Intent to Claims**

On receipt of the intent to claim the LSP must respond within 2 working days of receipt to confirm acceptance of liability, or rejection of the claim. If an inspection is required this should be completed within the 2 working day time period. If an extension of the inspection timeframe is required it must be agreed with the dealer. Please contact the Claims Handling Agent to detail the time and date of the inspection and who at the dealership agreed the extension. If the claim is rejected the LSP must supply supporting evidence e.g. countersigned pre damage VLDR within 2 working days of the rejection.

If the vehicle is inspected by the LSP or LSP's surveyor, any revised estimate figures must be sent to the claims Handling Agent on the next working day after the inspection.

Following the response from the LSP, the claims Handling Agent will authorise the repair to commence with the dealer.

#### **IMPORTANT**

If the LSP does not respond within 2 working days, the Claims Handling Agent will assume the LSP is in agreement and accept liability and the repair costs. The Claims Handling Agent will then authorise for repairs to commence on the third working day.

### **5.1.2 LSPs not delivering to the dealer premises**

In most cases the LSP will not be provided notification of the claim until the vehicle has been validated by the Claims Handling Agent and repaired by the repairer. However, on occasion when the documentation that evidences the non-dealer delivering LSP is liable on delivery, the claim will follow section 5.1.1 & 5.1.2 and LSPs must abide to the guidelines set out within that section.





## 5.2 Recovery Stage & Recovery Batches (Agreement to Invoice)

At recovery stage once the vehicle has been repaired (after Intent to claim process 5.1 if applicable), the dealer/repairer has been compensated the Claims Handling Agent will send a recovery batch for the LSP approval to invoice.

A recovery batch is a consolidated list of claims for vehicles that have been damaged by the LSP that will be sent by the Claims Handling Agent to the LSP for approval to invoice for the loss.

### 5.2.1 Documents required in Recovery Batch

The following documentation (unless already provided during section 5.1) will be provided by Claims Handling Agent to support the transportation damage or loss claim with the unique recovery batch reference number:

- Electronic Copy of:
  - CMR or national consignment note and/or Delivery documentation (dealer delivering carriers)
  - Ford VLDR (non-dealer delivering LSPs)
  - Repair estimate (& any supplementary estimate if applicable)
  - Repair Invoice
  - Inspection report (total loss or substandard units)
- Excel spread sheet containing
  - VIN
  - Recovery Batch number
  - Area of damage
  - Type of damage
  - Value of claim
  - Port of discharge (if requested by sea carrier and approved by Ford)
  - Date of discharge (if requested by sea carrier and approved by Ford)

On occasion the Claims Handling Agent may provide additional documentation, however LSPs cannot reject or delay a claim or invoice payment due to the absence or non-provision of any documentation that is not listed above.



## 5.2.2 Responding to Recovery Batches

All carriers must respond to claims batches submitted by the Claims Handling Agent within 1 month of the receipt (date the batch hit the inbox or date batch made available online) of recovery batch:

### 5.2.2.1 Where all data and documents provided for a claim are correct

The LSP's response must confirm acceptance, querying or rejection with supporting reason for all claims within the recovery batch.

If the rejection reason is pre-load damage, the VLDR must be provided within 1 week of the pre-load rejection. Until the VLDR is provided the carrier remains fully liable for the damage or loss.

### 5.2.2.2 Rejected or Queried Claims

The claims agent will respond to the rejected or queried claims as soon as possible, but at least within 1 month of receipt. On receipt of the response from the Claims Handling Agent the LSP must review and respond to the response within 5 working days.

### 5.2.2.3 Where there is some missing or incorrect information for a claim

The LSPs response must advise what is missing or wrong requesting an update to the data.

The updated data will be provided within 1 week of the request by the Claims Handling Agent.

- On provision of the missing documentation (non-total losses):
  - If more than 5 working days before 1 month deadline, The LSP must respond within original deadline
  - If less that 5 working days before 1 month deadline, The LSP can have an extension of 5 working days to respond
- On provision of the missing documentation ( total losses):



- The LSP is permitted an additional 30 days to respond to the binder from submission of the missing documents.

For clarity, if one claim in a binder of many claims has missing or incorrect data, this requires all other claims that have correct information to be responded to within the 1 month time period

#### **5.2.2.4 LSP Failure to Respond to a Recovery Batch**

If the LSP fails to respond to the recovery batch within the timeframe required and the Claims Handling Agent or Ford have informed the carrier that they have failed to respond and provided a warning in advance, the lack of response will be taken as acceptance of the recovery batch in full.

The Claims Handling Agent will then invoice the recovery batch in full and the LSP will not be able to relieve themselves of liability.

#### **5.2.2.5 LSP Failure to Support Recovery Batch Rejections**

If the LSP fails to support his rejection during the recovery batch process, the LSP is not able to relieve himself of liability.

If the LSP relies on a pre-load defence to liability, the completed VLDR must be provided within 1 week of pre-load rejection (as above). If the LSP fails to provide the VLDR in a timely fashion, which causes any claim to be time barred against the pre-load carrier, the LSP cannot relieve himself from liability even in the presence of a completed VLDR.

### **5.3 Invoicing of Transportation Loss and Damage**

Once the process as detailed in section 5.2 have been completed either the Claims Handling Agent or Ford will invoice the LSP for the accepted claims or un-responded to claims. The invoice will include all applicable claims per batch and will provide a breakdown of individual VINs and costs within or as an attachment.

The invoice to the liable party will always in the same currency of the compensation payment to the repairer as per the repair invoice.



### **5.3.1 Partial Invoicing of Recovery Batch**

A recovery batch does not have to be agreed in full before invoicing by the Claims Handling Agent or Ford and payment by the LSP to be completed. The claims agent and Ford are entitled to invoice the LSP for any claims (VIN / Chassis) accepted in full (all damages and parts accepted) even in the instance that other claims on the binder may not be accepted or in query. The recovery batch will be partial invoiced if some claims within a binder have been accepted, but some have remained in negotiation for a period of 30 days from the carriers initial recovery batch response.

For example:

Binder FMC/0001

VIN 00001 = Front Bumper / Scratch - €500 accepted in full

VIN 00002 = Roof / Dent - €1,000 accepted in full

VIN 00003 = Driver door / Dent - €1,000 under negotiation

VIN 00003 = Bonnet / Chip - €200 under negotiation

The Claims Handling Agent or Ford is able to invoice for €1,500 (VIN 00001 and VIN 00002) as the claims are completed, but as the claims for VIN 00003 and VIN 00004 are incomplete they cannot be invoiced.

### **5.3.2 Payment of Invoiced Transportation Loss or Damage**

All invoices must be paid within 60 days of receipt.

All payments for recovery compensation must quote the invoice number to enable the payment to be reconciled.

#### **5.3.2.1 Payment in foreign currency**

If the carrier is unable to pay the Claims Handling Agent in the currency the invoice is issued in, the liable party has to ensure that when sending a currency other than that shown on the invoice, the amount received by the Claims Handling Agent



must equal that show on the invoice after an exchange rate and conversion rates are applied.

Any shortfalls associated with exchange rates or conversion changes by the sender's bank must be reimbursed to the Claims Handling Agent.

## **6 Inspection Data Provision of LSPs**

### **6.1 VLDRs**

Once a week all VLDRs raised must be submitted to the markets' respective claims mail box (see attachment 4) as a PDF with the 17 digit VIN labelling each document and within the main body of the email.

### **6.2 Electronic Inspection Data**

All inspection data obtained identifying transportation damage and loss on vehicles prior to accepting the vehicle by LSPs must be provided in an excel format to the markets' respective claims mail box (see attachment 4), including the following items on a daily basis:

- VIN number (17 digits)
- Arrival date into compound or take over by carrier (DD/MM/YYYY)
- Date of inspection (DD/MM/YYYY)
- Delivering carrier (for compound operators)
- Sending compound (for receiving carriers)
- Mode of transport of delivering carrier (Truck, Rail, Vessel)
- Area of damage (Ford VLDR code)
- Type of damage (Ford VLDR code)
- Severity (Ford VLDR code)

The provision of electronic data does not remove any liability until the countersigned VLDR is provided.



## 7 Changes to the Ford Guideline for Vehicle Distribution, Severability

Should any of the sections or clauses within this Guideline be amended they will be communicated in advance of implementation date of the new clause.

The validity or unenforceability of any provision of this Guideline shall not affect the validity or enforceability of any other provision of this Guideline, which shall remain in full force and effect.



## Attachment 1 Transport Damage Definition

The following list gives information about Transportation Losses and Damages and about those ones which have to be excluded

Transportation Loss & Damage	Not Transportation Loss & Damage
<ul style="list-style-type: none"> <li>- <b>Scratches</b></li> <li>- in cases where the paint has been penetrated to base coat (primer) or base metal.</li> <li>- under protection (wrap guard, alloy covers etc.), where protection is damaged</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Scratches</b></li> <li>- which can be polished out.</li> <li>- obviously resulting from Manufacturing</li> <li>- under protection (wrap guard, alloy covers etc.), where protection is undamaged</li> <li>- <b>Light Scratches and Chips</b> (not to base coat) in low visibility areas which are so small that they can be rectified by brush touch-up.</li> </ul>
<ul style="list-style-type: none"> <li>- <b>Chips</b></li> <li>- under protection, where protection is damaged</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Chips</b></li> <li>- clearly resulting from broken paint nibs or runs in forward portion of door openings (hinge-side)</li> <li>- inner edges of hoods, doors and luggage lids</li> <li>- panel joints such as spoiler to lower panel of fenders</li> <li>- under protection, where protection is undamaged</li> </ul>



<ul style="list-style-type: none"><li>- <b>Dents (outwards to inwards )</b></li><li>- Under protection, where protection is undamaged and paint is undamaged</li></ul>	<ul style="list-style-type: none"><li>- <b>Surface Faults</b> due to welding, tool or grinder marks.</li><li>- Under protection, where protection is undamaged and paint is damaged</li><li>- <b>Repetitive Dents</b> in same location on all vehicles except when associated with typical transport damage.</li><li>- which could not be caused without damage to other such as behind bumpers.</li><li>- Small <b>Dings</b> (from inwards to outwards)</li></ul>
<ul style="list-style-type: none"><li>- <b>Glass</b>, broken, cracked or visible scratches</li></ul>	<ul style="list-style-type: none"><li>- <b>Glass</b></li><li>- Discoloration</li><li>- Stress cracks from beneath the screen</li></ul>





<ul style="list-style-type: none"> <li>- <b>Interior Soiling</b> such as dirty seats and trim</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Soiling</b> such as adhesive and sealing materials.</li> </ul>
<ul style="list-style-type: none"> <li>- <b>Soiling / Contamination</b> on surface causing paint damage</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Soiling / Contamination</b></li> <li>- which are not aggressive to surface</li> <li>- <b>under wrap guard</b></li> </ul>
<ul style="list-style-type: none"> <li>- <b>Missing Items</b></li> <li>- All loose items mentioned on the loose part checklist/ sticker</li> <li>- Loose part checklist or sticker itself except for KA ex Tychy and vehicles ex Craiova and Ranger ex Silverton</li> <li>- Plastic bag with loose items, if applicable</li> <li>- Plastic bag no longer sealed and parts missing according to list from inside the bag</li> <li>- All items attached to the exterior of the vehicle including but not limited to: Wiper blades, aerials etc.) if identified as loss during transportation</li> <li>- Keys – At least two keys (unless communicated different) are present in all vehicles and are cable tied together</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Missing Items</b></li> <li>- Broken seat protection or carpet protection.</li> <li>- Ancillary parts such as license plate fasteners which are loose inside the vehicles.</li> <li>- All items attached to the exterior of the vehicle due to miss build</li> </ul>
<ul style="list-style-type: none"> <li>- <b>Any other Damage</b></li> <li>- Broken parts, paint abrasions by lashing.</li> <li>- Cuts or severe abrasions on tyres.</li> <li>- Physically broken keys</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Any other Damage</b></li> <li>- Bad finish or installation.</li> <li>- Slight bumper misalignment without evidence of contact.</li> <li>- Misaligned stripes or other ornamentation.</li> <li>- Misaligned body panels without evidence of visible damage.</li> </ul>



**Attachment 2 ORDERING OF BLANCO VLDR FORMS  
FOR CARRIERS:**

**Ford of Germany: Forms Stores Cologne D-NB/FNW-300**

**Mrs. R Welk [rpetrovi@ford.com](mailto:rpetrovi@ford.com)**

**Mr. K Welk [kwelk@ford.com](mailto:kwelk@ford.com)**

**Ford of Spain: Vehicle Transportation Quality Department**

**E-AO/STV Mr. R. Serrano [rserrano@ford.com](mailto:rserrano@ford.com)**

**Ford of France: Claims agent [avaries@sogecotra.fr](mailto:avaries@sogecotra.fr)**






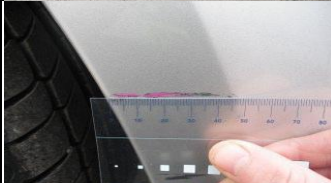
## Attachment 3 – Guide for Photographs

The procedure for transit damage claims submission now includes the requirement to provide photographic evidence of the damage claimed. Failure to provide clear pictures in line with these guidelines may delay the acceptance and authorisation of the claim.

Please ensure the image is in focus and the damage is visible. A minimum of four photographs should be taken per damage. These should include:

1. The VIN number
2. Overview of vehicle at point of delivery
3. Damage area (i.e. from 1 metre away)
4. Damage (i.e. close up image)

The Claims Agent can provide a calibration measurement guide (Picture 4) which if used should be held next to the damage. For measurement guides please contact the Claims Agent and a guide/s will be sent direct to you via the post.

	<b>Picture 1</b> <b>VIN NUMBER</b>
	<b>Picture 2</b> <b>Overview pictures of vehicle delivery at point of delivery</b>
	<b>Picture 3</b> <b>DAMAGE AREA</b> <b>From 1 metre away</b>
	<b>Picture 4</b> <b>DAMAGE</b> <b>With Calibration Measurement Guide</b>

The photographs should be taken on a digital camera preferably with 5 mega pixels or more.

Before the images are submitted to the Claims Agent please ensure that they are re-sized on your PC. The optimum image should be resized to 640 x 480 px. Please note this is the maximum the size images should be. Smaller image sizes are also suitable. All files should be saved as a .jpg file.

If the photographs are of good quality 640 x 480 is an acceptable size to submit to ensure that mail size is kept to a minimum. It is recommended that you do not delete your high spec images until your claim has been approved in the event that the high spec images are required.

Here is an example of a poor quality photograph, the photograph is out of focus and the damage is not visible. It is impossible to tell the severity of this damage.





## Attachment 4 - Transportation Stakeholder Contacts

### Transportation Damage

Please see the below contact list for all transportation damage issues, which may include:

- Claims and liability handover process issues / queries
- Immoveable vehicles due to transport damage (flat tyre, etc.)
- Major storm events / Catastrophic events (Hail, Flood, Contamination etc.)
- Potential total losses and stolen vehicles within the transport chain

Destination	Contact Point	Email	Telephone
Austria	Urszula Jakubowska	urszula.jakubowska@sevatas.com	+49 221 9229 30204
Belgium	Nick Richardson	nick.richardson@sevatas.com	+44 (0)1473 346062
Britain (U.K.)	Anna Robrandt	anna.robrandt@sevatas.com	+44 (0)1473 346076
Czech Republic	Urszula Jakubowska	urszula.jakubowska@sevatas.com	+49 221 9229 30204
Denmark	Nick Richardson	nick.richardson@sevatas.com	+44 (0)1473 346062
EDM	Charlotte Moorcroft	charlotte.moorcroft@sevatas.com	+44 (0)1473 346084
Finland	Nick Richardson	nick.richardson@sevatas.com	+44 (0)1473 346062
France	Evelyne Peneaud	avaries@sogecotra.fr	+33 (0)1 30 15 54 90
FTC (export markets)	Charlotte Moorcroft	charlotte.moorcroft@sevatas.com	+44 (0)1473 346084
Germany	Rainer Geuss	rainer.geuss@sevatas.com	+49 221 90 19385
Greece	Charlotte Moorcroft	charlotte.moorcroft@sevatas.com	+44 (0)1473 346084
Hungary	Urszula Jakubowska	urszula.jakubowska@sevatas.com	+49 221 9229 30204
Ireland	Anna Robrandt	anna.robrandt@sevatas.com	+44 (0)1473 346076
Italy	Charlotte Moorcroft	charlotte.moorcroft@sevatas.com	+44 (0)1473 346084
Netherlands	Nick Richardson	nick.richardson@sevatas.com	+44 (0)1473 346062
Norway	Nick Richardson	nick.richardson@sevatas.com	+44 (0)1473 346062
Poland	Urszula Jakubowska	urszula.jakubowska@sevatas.com	+49 221 9229 30204
Portugal	Antonio Coelho	acoelho3@ford.com	+351 (0)213 122430
Romania	Charlotte Moorcroft	charlotte.moorcroft@sevatas.com	+44 (0)1473 346084
Russia DKD	Urszula Jakubowska	urszula.jakubowska@sevatas.com	+49 221 9229 30204
Russia	Pavel Pistun	pavel.pistun@sevatas.ru	+7 (495) 287 4806
Spain	Mari Carmen Valero	carmen.valero@aon.es	+34 (0)961 369730
Sweden	Nick Richardson	nick.richardson@sevatas.com	+44 (0)1473 346062
Switzerland	Charlotte Moorcroft	charlotte.moorcroft@sevatas.com	+44 (0)1473 346084
Turkey	Kubra Savas	ksavas1@ford.com.tr	+90 (0)262 315 5451



### **Non-Transportation Damage**

Queries for technical issues (non-transportation damage) for vehicles in the transport chain must be directed to [evlquali@ford.com](mailto:evlquali@ford.com). Technical issues could include:

- Flat batteries
- No fuel



# Attachment 5 – Example VLDR Forms

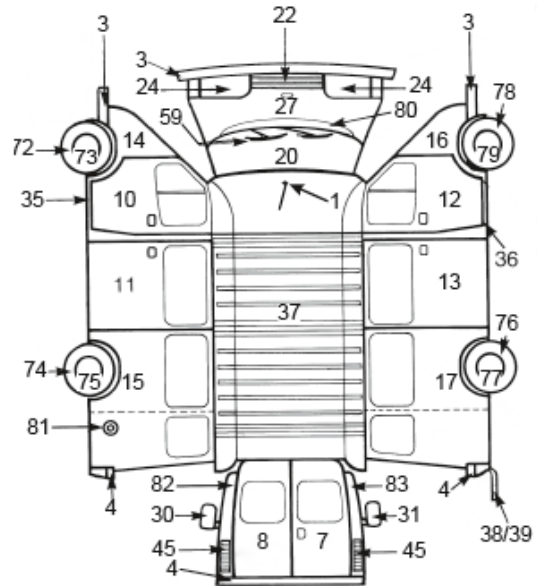
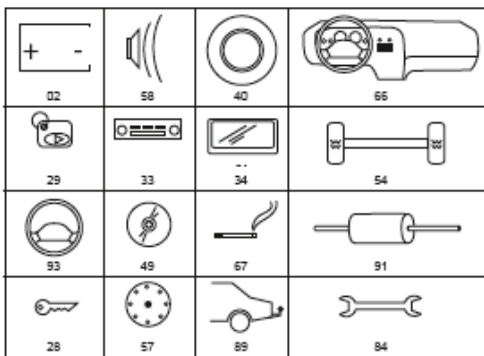


## Vehicle Loss and Damage Report Meldung über Transportschäden /-verluste Informe de Danos y Faltas

AIAG Coding

Vehicle's Destination Country/Bestimmungsland/Pais de Destino del Vehiculo

Model										
Serial No.										



Location of Inspection / Ort der Prüfung Lugar de Inspeccion	1			2			3			4		
	Position Code	Damage Code	Severity Code	Position Code	Damage Code	Severity Code	Position Code	Damage Code	Severity Code	Position Code	Damage Code	Severity Code
Damage Code / Schadenscode / Tipo de Daño												
Please find Codes on reverse page Codes siehe Rückseite Encuentre por favor los códigos en la paginación reversa												
For other damage use "Remarks" section Andere Schäden bitte unter "Bemerkungen" erläutern Para otros daños use "Sección Observaciones"												
Remarks/Bemerkungen/ Observaciones:												
Mode of Arrival / Beförderungsmittel / Medio de Transporte												
Delivering Carrier (Name) / Anlieferer / (Spediteur) Truck No./Ship / Kennzeichen/Waggon-Nr. Carion No./Buque Signature / Unterschrift / Firma Name (Print) / (lesbar) / Nombre y Firma												
Receiving Carrier Name / Empfänger / Nombre Transportista Receptor Name of Inspector/Name des Prüfers/ Nombre del Inspector/ Signature / Unterschrift / Firma												
Date / Datum / Fecha												

Finanz Nov. 12 **EU 6546**

Claims agent / Schadensagent / Agente de recobro

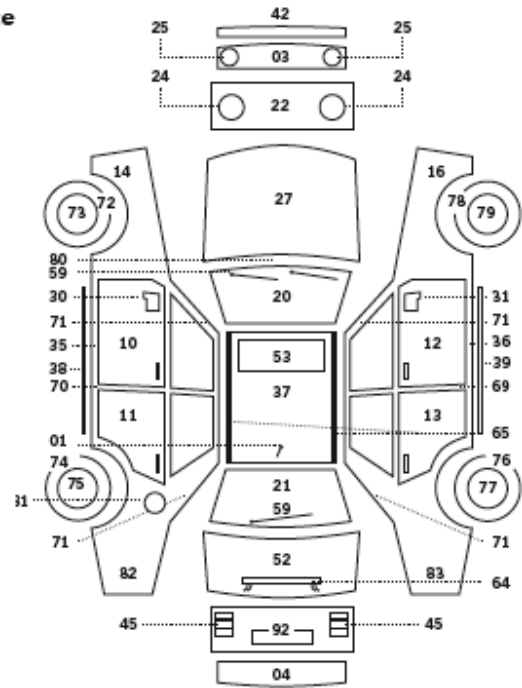
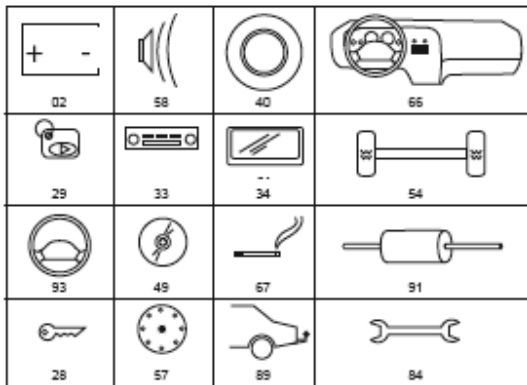


**Vehicle Loss and Damage Report**  
**Meldung über Transportschäden /-verluste**  
**Informe de Danos y Faltas**

**AIAG Coding**

Vehicle's Destination Country/Bestimmungsland/Pais de Destino del Vehiculo

Model											
Serial No.											



Location of Inspection / Ort der Prüfung / Lugar de Inspeccion	1			2			3			4						
Damage Code / Schadenscode / Tipo de Daño	Position Code	Damage Code	Severity Code	Position Code	Damage Code	Severity Code	Position Code	Damage Code	Severity Code	Position Code	Damage Code	Severity Code				
Please find Codes on reverse page																
Codes siehe Rückseite																
Encuentre por favor los códigos en la paginación reversa																
For other damage use "Remarks" section																
Andere Schäden bitte unter "Bemerkungen" erläutern																
Para otros daños use "Sección Observaciones"																
Remarks/Bemerkungen/ Observaciones:																
Mode of Arrival / Beförderungsmittel / Medio de Transporte																
Delivering Carrier (Name) / Anlieferer / (Spediteur)																
Truck No./Ship / Kennzeichen/Waggon-Nr. / Carion No./Buque																
Signature / Unterschrift / Firma																
Name (Print) / (lesbar) / Nombre y Firma																
Receiving Carrier Name / Empfänger / Nombre Transportista Receptor																
Name of Inspector/Name des Prüfers/ Nombre del Inspector																
Signature / Unterschrift / Firma																
Date / Datum / Fecha																

Finanz Nov. 12 **EU 6547**

Claims agent / Schadensagent / Agente de recobro





## Vehicle Position Code

- 1 Antenna/Antenna Base
- 2 Battery/Box
- 3 Bumper/Cover/Ext-Front
- 4 Bumper/Cover/Ext-Rear
- 5 Bumper Guard/Strip-Front
- 6 Bumper Guard/Strip-Rear
- 7 Door-Back Cargo, Right
- 8 Door-Back Cargo, Left
- 9 Door-Right Cargo
- 10 Door-Left Front
- 11 Door-Left Rear
- 12 Door-Right Front
- 13 Door-Right Rear
- 14 Fender-Left Front
- 15 Quarter Panel/Pick-Up Box - Left
- 16 Fender-Right Front
- 17 Quarter Panel/Pick-Up Box - Right
- 18 Front Floor Mats
- 19 Floor Mats Rear
- 20 Glass Windshield
- 21 Glass Rear
- 22 Grille
- 23 Accessory Bag/Box
- 24 Headlight/Cover/Turn Signal
- 25 Lamps-Fog/Driving Spot Light

- 26 Headliner
- 27 Hood
- 28 Keys
- 29 Keyless Remote
- 30 Mirror-Outside - Left
- 31 Mirror-Outside - Right
- 32 -
- 33 Audio/Video Player
- 34 TV/DVD Screen
- 35 Rocker Panel/Outer Sill - Left
- 36 Rocker Panel/Outer Sill - Right
- 37 Roof
- 38 Running Board/Step - Left
- 39 Running Board/Step - Right
- 40 Spare Tire/Wheel
- 41 -
- 42 Splash Panel/Spoiler - Front
- 43 -
- 44 Gas Tank
- 45 Tail Light/Hardware
- 46 -
- 47 -
- 48 Trim Panel-Front Left
- 49 CD Changer Separate Unit
- 50 Trim Panel-Front Right

- 51 -
- 52 Deck Lid/Tailgate/Hatchback
- 53 Sunroof-Top
- 54 Undercarriage - Other
- 55 Cargo Area - Other
- 56 Vinyl/Convertible Top/Tonneau Cover
- 57 Wheel Covers/Caps/Rings
- 58 Radio Speakers
- 59 Wipers, all
- 60 Special use
- 61 Box Interior, Pickup
- 62 -
- 63 Rails, Truckbed/Lightbar
- 64 Spoiler/Deflector-Rear
- 65 Luggage Rack (Strips Drip Rail)
- 66 Dash/Instrument Panel
- 67 Cigarette Lighter/Whitney
- 68 Carpet - Front
- 69 Center Post, Right
- 70 Center Post, Left
- 71 Corner Post
- 72 Left Front Tire
- 73 Left Front Wheel/Rim
- 74 Left Rear Tire
- 75 Left Rear Wheel/Rim

- 76 Right Rear Tire
- 77 Right Rear Wheel/Rim
- 78 Front Tire
- 79 Right Front Wheel/Rim
- 80 Cowl
- 81 Gas/Cap Cover
- 82 Fender-Rear Left
- 83 Fender-Rear Right
- 84 Tool/Jack/Spare-Tire Mount + Lock
- 85 Communication/GPS Unit
- 86 Parking Sonar System
- 87 -
- 88 -
- 89 Trailer Hitch, Wiring Harness, Tow Hooks
- 90 Frame
- 91 Exhaust System
- 92 License-Bracket
- 93 Steering Wheel/Airbag
- 94 Seat-Front Left
- 95 Seat-Front Right
- 96 Seat-Rear
- 97 Carpet-Rear
- 98 Interior - Other
- 99 Engine Compartment - Other

## AIAG Coding

## Positionsschlüssel bei Fahrzeugschäden

- 1 Antenne
- 2 Batterie/Box
- 3 Vorderer Stoßstange/Abdeckung/Befugung
- 4 Hintere Stoßstange/Abdeckung/Befugung
- 5 Vorderer Stoßstange-Einsatz/Protector
- 6 Hintere Stoßstange-Einsatz/Protector
- 7 Rechte hintere Ladetür
- 8 Linke hintere Ladetür
- 9 Rechte Ladetür
- 10 Tür - vorne links
- 11 Tür - hinten links
- 12 Tür - vorne rechts
- 13 Tür - hinten rechts
- 14 Kotflügel - vorne links
- 15 Linke Seitenwand
- 16 Kotflügel - vorne rechts
- 17 Rechte Seitenwand
- 18 Vorderer Fußmatten
- 19 Hintere Fußmatten
- 20 Windschutzscheibe
- 21 Heckscheibe
- 22 Kühlergrill
- 23 Zubehör Beutel/Box
- 24 Fernlicht/Abdeckung/Blindlicht
- 25 Nebelscheinwerfer/Abblendlicht/Parkleuchte

- 26 Dachhimmel
- 27 Motorhaube
- 28 Schlüssel
- 29 Schlüssellose Fernbedienung
- 30 Linker Außenspiegel
- 31 Rechter Außenspiegel
- 32 -
- 33 Audio/Video Player
- 34 TV/DVD Bildschirm
- 35 Linker Türschweller
- 36 Rechter Türschweller
- 37 Dach
- 38 Linkes Trittbrett
- 39 Rechtes Trittbrett
- 40 Reservierreifen/Rad
- 41 -
- 42 Vorderer Windabweiser
- 43 -
- 44 Tank
- 45 Rückleuchten/Umfassung
- 46 -
- 47 -
- 48 Linke innere vordere Türverkleidung
- 49 CD-Wechsler separates Teil
- 50 Rechte innere vordere Türverkleidung

- 51 -
- 52 Kofferrunddeckel/Heckklappe/Hecktür
- 53 Sonnenglasdach/Schiebedach
- 54 Unterboden - sonstiges
- 55 Ladefläche/sonstiges
- 56 Vinyl/Faltdach/Verdeck-Deckel
- 57 Radabdeckung/Radschappen/Zierringe
- 58 Radio Lautsprecher
- 59 Scheibenwischer - alle
- 60 Besonderer Gebrauch
- 61 Ablage-Mittelkonsole
- 62 -
- 63 Oberflächige Seitenanmachur/Pick-Up/Anschlüsse
- 64 Hintere Windabweiser/Reflektor
- 65 Gepäckablage / Dachreling
- 66 Armaturenbrett / Instrumententafel
- 67 Zigarettenanzünder / Aschenbecher
- 68 Vorderer Teppich
- 69 Rechte B / Säule
- 70 Linke B / Säule
- 71 A / Säule
- 72 Vorderer linker Reifen
- 73 Vorderer linke Felge
- 74 Hinterer linker Reifen
- 75 Hinterer linke Felge

- 76 Hinterer rechter Reifen
- 77 Hinterer rechte Felge
- 78 Vorderer rechter Reifen
- 79 Vorderer rechte Felge
- 80 Lüftungsbereich
- 81 Tankdeckel / Abdeckung
- 82 Hinterer linker Kotflügel
- 83 Hinterer rechter Kotflügel
- 84 Werkzeuge/Wagenheber Kit/Ersatzreifen montieren + verschließen
- 85 Kommunikation / GPS Einheit
- 86 Einparkhilfe
- 87 -
- 88 -
- 89 Anhängerkupplung, Kabelbaum
- 90 Abschlepphaken
- 91 Fahrgestell
- 92 Auspuffanlage
- 93 Nummernschild-Halter
- 94 Lenkrad / Airbag
- 95 Sitz - vorne links
- 96 Sitz - vorne rechts
- 97 Sitz - hinten
- 98 Teppich - Hinten
- 99 Innenraum - sonstiges
- 99 Motorraum - sonstiges

## Clave de Codigo de Posicion en Vehiculo

- 1 Antena/Base de Antena
- 2 Bateria
- 3 Parachoques Delantero Exterior
- 4 Parachoques Trasero Exterior
- 5 Guardabarras Delantero
- 6 Guardabarras Trasero
- 7 Puerta Trasera Derecha
- 8 Puerta Trasera Izquierda
- 9 Puerta Delantera
- 10 Puerta Delantera Izquierda
- 11 Puerta Trasera Izquierda
- 12 Puerta Delantera Derecha
- 13 Puerta Trasera Derecha
- 14 Aleta Delantera Izquierda
- 15 Aleta Trasera Izquierda
- 16 Aleta Delantera Derecha
- 17 Aleta Trasera Derecha
- 18 Alforrillas Delanteras
- 19 Alforrillas Traseras
- 20 Parabrisas
- 21 Parabrisas trasero
- 22 Pterilla
- 23 Bote / caja de accesorios
- 24 Luz Delantera / Intermitente
- 25 Faros antiniebla

- 26 Tapaceria del techo del vehiculo
- 27 Capot
- 28 Llaves
- 29 Control Remoto
- 30 Retrovisor Izquierdo
- 31 Retrovisor Derecho
- 32 -
- 33 Reproductor de Audio/Video
- 34 Pantalla de TV/DVD
- 35 Umbral izquierdo
- 36 Umbral derecho
- 37 Techo
- 38 Escribio izquierdo
- 39 Escribio derecho
- 40 Rueda de Repuesto
- 41 -
- 42 Guardabarras / Espoiler Delantero
- 43 -
- 44 Puerta de combustible
- 45 Luz trasera
- 46 -
- 47 -
- 48 Panel frontal izquierdo
- 49 Cargador CD
- 50 Panel frontal derecho

- 51 -
- 52 Potón Malatero
- 53 Techo Solar
- 54 Bajos
- 55 Malatero
- 56 Techo Desapantable
- 57 Tapacubos
- 58 Radio, Altavoces
- 59 Limpiaparabrisas
- 60 Uso Especial
- 61 Caja Interior, Camioneta
- 62 -
- 63 Barras antirrucho / Rampas de panel lateral
- 64 Espoiler / Reflector trasero
- 65 Portaequipajes
- 66 Salpicadero
- 67 Encendedor / Cenicero
- 68 Alforrillas Delanteras
- 69 Poste Centro Derecha
- 70 Poste Centro Izquierda
- 71 Poste esquina
- 72 Neumático Delantero Izquierdo
- 73 Lanta Delantera Izquierda
- 74 Neumático Trasero Izquierdo
- 75 Lanta Trasera Izquierda

- 76 Neumático Trasero Derecho
- 77 Lanta Trasera Derecha
- 78 Neumático Delantero Derecho
- 79 Lanta Delantera Derecha
- 80 Varios
- 81 Tapa Combustible
- 82 Alenón trasera izquierda
- 83 Alenón Trasera Derecha
- 84 Herramientas / Rueda Repuesto + Cerradura
- 85 Unidad GPS
- 86 Sensor trasero
- 87 -
- 88 -
- 89 Enganche Remolque
- 90 Marco
- 91 Escape
- 92 Matricula
- 93 Volante / Airbag
- 94 Asiento Delantero Izquierdo
- 95 Asiento Delantero Derecho
- 96 Asiento Trasero
- 97 Alforrillas Traseras
- 98 Interior - Otros
- 99 Compartimento Motor

## Damage Type Codes / Beschädigungs Code / Códigos de Tipos de Daños

- 1 Bent / Verbogen / Doblado
- 2 Broken / Gebrochen / Roto
- 3 Cut / Geschnitten / Cortado
- 4 Dented / Delle / Abolado
- 5 Chipped / Lackabplatz / Anfriso
- 6 Cracked / Geplatzt / Rajado
- 7 Gauged / Tiefen Kratzer / Agrietado
- 8 Missing / Fehlt / Perdido
- 9 Soiled / Verunreinigt / Rauspato
- 10 Stained or Soiled / Verschmutzt oder befleckt
- 11 Punctured / Durchloch / Pinchado
- 12 Scratched / Kratzer / Anfriso
- 13 Torn / zerissen / Rauspato
- 14 Dented Paint Not Damaged / Delle ohne Lackabplatz / Abolado, pintura no dañada
- 15 Cracked/Emblem - Weatherstrip Damaged / Zersplitterte/Emblem - Dichtungseiste beschädigt / Molida / emblema - Delfo dañado
- 16 Missing/Emblem - Weatherstrip Loose / Zersplitterte/Emblem - Dichtungseiste lose / Molida/emblema - Pérdida Climatiza

- 20 Glass Cracked / Glas gesprungen / Cristal Rajado
- 21 Glass Broken / Glas zerbrochen / Cristal Roto
- 22 Glass Chipped / Glas abgekratzt / Cristal Anfriso
- 23 Glass Scratched / Glas gekratzt / Cristal Anfriso
- 24 Marker Light/Additional Turn Light Damage / Belliche Begrenzungsleuchten (NAR) beschädigt / Luz Marcador/Delfo adicional Luz Intermitente
- 25 Decal/Paint Stripe Damaged / Dekorstreifen beschädigt / Delfo de Pintura
- 26 Contamination, Exterior / Äußere Verschmutzung / Contaminación, exterior
- 27 Fluid spillage, Exterior / Äußere Flüssigkeit Verschüttung / Derrame Fluid, exterior
- 28 Chipped Panel Edge / Lackabplatz/ Im Kantenbereich / Borde Panel Anfriso
- 29 Incorrect Part or Option not as Invoiced / Falsche Teile oder Option nicht wie in Rechnung aufgeführt / Parte incorrecta u opción no facturada
- 30 Hardware - Damaged / Anhängerkupplung, Türgriff o. ä. Beschädigt / Soporte - Dañado
- 31 Hardware - Loose, Missing / Anhängerkupplung, Türgriff o. ä. Lose/fehlend / Ausencia del soporte

## Severity Codes / Schadengröße / Códigos de Gravedad de Daños

- 1 Damage up to and including 1 inch in length/diameter - less than 2.5 cm / Beschädigung von bis zu 2,5 cm Länge/Durchmesser / Daño igual o inferior a una pulgada de longitud/diámetro - inferior a 2,5 cm
- 2 Damage over 1 inch up to and including 3 inches in length/diameter - 2,5 cm up to 7,5 / Beschädigung über 2,5 cm bis zu 7,5 cm Länge Durchmesser / Daño de entre una y tres pulgadas pulgada inclusive de longitud/diámetro - entre 2,5 cm y 7,5 cm
- 3 Damage over 3 inches up to and including 6 inches in length/diameter - over 7,5 cm up to 15 cm / Beschädigung über 7,5 cm bis zu 15cm Länge/Durchmesser / Daño de entre 3 pulgadas de longitud/diámetro - entre 7,5 cm y 15 cm
- 4 Damage over 6 inches up to and including 12 inches in length/diameter - over 15 cm to 30 cm / Beschädigung über 15 cm bis zu 30 cm Länge/Durchmesser / Daño de entre 6 y 12 pulgadas de longitud/diámetro - entre 15 cm y 30 cm
- 5 Damage over 12 inches in length/diameter - over 30 cm / Beschädigung über 30 cm Länge/Durchmesser / Daño de más de 12 pulgadas de longitud/diámetro - más de 30 cm
- 6 Missing / Fehlt / Falta

## Liability declaration

The signature of the delivering carrier / agent's representative on this form indicates his confirmation of the existence of the damage or shortages noted at that point of handover.

Durch die Unterschrift des Beauftragten des Anlieferers wird das Vorhandensein des hier aufgeführten Schadens / Verlusts zum Zeitpunkt der Übergabe bestätigt.

La firma de los transportistas / agents representantes en este formato indica su confirmación de la existencia de daño o perdida apreciado en ese punto de manejo.