



*Gefco Quality & Claims Program:*

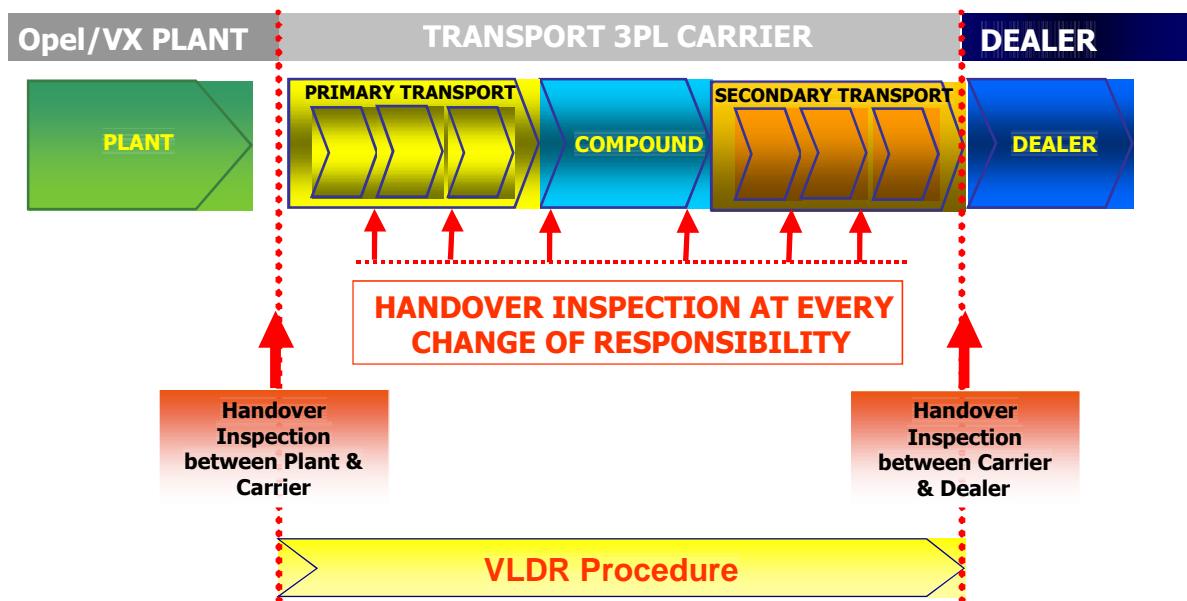
# **VEHICLE SHIPPING: In Transit Loss & Damage Inspection Procedure**

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### 1. DEFINITION

Transportation Quality must be monitored from the source plants up to dealer delivery.



Damages/ deficiencies and missing parts must be identified, classified, reported (to the plants and all responsible parties) and recorded at every hand-over from the plant to dealer.

This procedure specifies identification, notification, classification of damages and missing parts until final settlement of the damage/ loss. One tool to achieve this objective is the hand-over inspection based on the 'Vehicle Loss & Damage Report' as described in section 4 "Vehicle Loss & Damage Report" (VLDR)/4 Part Delivery Docket (valid for Opel/Vauxhall- vehicles built or released in the UK).

Therefore, a proper and professional communication & cooperation between all parties involved has to be assured.

## 2. HAND OVER INSPECTION

### 2.1 For delivery by truck/rail and vessel shipment (after discharge is completed) - during normal working hours (between 08.00 a.m. – 06.00 p.m.)

Prior to the physical handover, “each” receiving party must perform an inspection (e.g. vehicles delivered by train to be inspected before lashing removal. Photo’s support the evidence).

Following international regulations anydamages/ deficiencies and missing parts must immediately

(on receipt) be notified to the “delivering“ party through a qualified notification on the waybill/CMR or other legal freight document.

In addition a VLDR has to be filled in (as described in section 5) and duly dated and signed by both parties.

### 2.2 For delivery by truck/rail and vessel shipment (after discharge is completed - outside the normal working hours (between 6.00 p.m. – 08.00 a.m.)

At delivery outside the normal working hours all damages/deficiencies and missing parts have to be notified by the receiving party before noon of the DAY OF DELIVERY to the delivery party (by fax or e-mail).

In case of train delivery any damages/deficiencies must be recorded prior to the removal of the lashing. Photos support the evidence.

**Note:** Out of hours drop-offs (as described above) are normally permitted only on the bases that an agreement has been reached between the recipient and delivering Provider (3PL carrier). This agreement must include a clear understanding between both parties regarding the issue of liability for loss from, theft of, and damage (both pre-existing and that caused on-site) vehicles delivered out of hours. Buyer (Gefco 4PL) will hold the delivering Provider (3PI carrier) responsible and liable for any such liability unless both parties agree in writing which party should be held accountable.

For this reason a written agreement between the two parties is strongly advised **confirming that either personnel will or will not be available**

**to countersign the corresponding documents. In case of non-availability as per agreement then the inspection the following morning with any damage/ loss reported is accepted as handover inspection.**

### **Delivery to Retailer**

If deliveries outside working hours without consignee presence are accepted the receiver must provide a “drop box” procedure to the delivery agent for keys and documents.

The delivery driver should leave all delivery documents at the “drop box” and must complete:

- Drivers name
- Transporter Registration number
- 3PL carrier signature
- Date
- Time

It must also be indicated in the remarks area, that the delivery was outside of the working hours.

## **3. CLASSIFICATION OF DAMAGES**

All damages/deficiencies and missing parts have to be classified according to the Criteria Catalogue (as attached) as

- **“T” = In- Transit Loss & Damages**, occurring between handover to the first carrier and delivery to the final destination.
- **“NT” = Non Transportation Damages**, are discrepancies established before handover or release to the first carrier or according to its type cannot be attributed to in-transit.

A proper classification must be marked on the VLDR form.

Any claims raised in connection with the above mentioned Loss & Damages classified as “T”, pending on the liability as determined according to

the contract terms, and the applicable legislation & convention with reference to the corresponding transportation mode (e.g. CMR/CIM/HGB).

## **4. DAMAGE REPORT**

### **4.1 VLDR (Vehicle Loss & Damage Report)**

One VLDR to be filled out per vehicle by default, i.e. one form is established only for each car with damages/deficiencies. This report should be used for all hand over inspections from the source plant up to the last "delivering" carrier preceding dealer delivery.

The VLDR must be properly filled in, dated and signed by both party (the "delivering" and the "receiving" party)- A copy of the VLDR must be deposited inside the vehicle.

### **4.2 4 Part Delivery Docket (UK Market Only)**

Vehicles will be ex-gated using the 4 part delivery docket.

Notations must be recorded by the checker and countersigned by both parties.

Pages 1 & 2 relate to the handover from the plant/port/vsc to the carrier, page 1 is retained by the plant/port/vsc, page 2 is retained by the carrier.

Pages 3 & 4 relate to the handover at the dealership or appointed receiving agent. Page 3 is retained by the carrier page 4 is retained by the dealer.

If there are further handover points in the delivery chain, ie insufficient copies of the 4 part delivery docket, then a VLDR must be completed as per 4.1 above.

## **5. DAMAGE NOTIFICATION**

- 5.1 During the hand over inspection the "receiving" party notes the damages/deficiencies and/ or missing parts according to the damage area, damage code "DC" and severity code "SC" in the corresponding column (first carrier in column A, second in column B, etc.).  
The classification between "T" and "NT" (classification, see point 3) must be noted in the corresponding field (general remarks).

- 5.2 The VLDR form must be dated and legibly signed by both party.
- 5.3 The “receiving” party keeps the original, a copy maintains the “delivery” party. The rest of the completed form must travel with the vehicle - visible placed.

During the next hand over inspection, the next ”receiving“ party notes **new** damages/deficiencies only in the next following column. Further to proceed according to point 5.2 and 5.3.

**Exception:**

**Before delivering the vehicle to the dealer, the delivering carrier must take out the completed form from the vehicle, as the VLDR must not released to the dealer.**

The dealer must perform his own inspection when receiving the vehicle. The dealer will use a separate Damage Report (e.g. 4 part delivery docket) to report the damages & deficiencies.

**Note:**

**The establishment of a VLDR form does not release the “receiving“ party of his obligation to follow the claim notification guidelines respectively to local & international legislation (e.g. CMR, CIM, HGB)**

- 5.4 Major incidents (e.g. truck accidents) must immediately be notified to the corresponding Quality & Claims representative of the Buyer (Gefco 4PL), in order to agree on further required actions.

### 6. ATTACHMENTS

#### a) VLDR (Vehicle Loss & Damage Report) page 1

20

19

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2

1

**Vehicle Loss and Damage Report**  
**Schadenmeldung / Fehlteile**  
**Informe de daños y faltas**  
**Raport braków i uszkodzeń**

Model \_\_\_\_\_

Chassis No. / Fahrgestellnummer / N° de VIN / Nr nadwozia \_\_\_\_\_

Truck No. / LKW-Nr. / N° Camión / Nr samochodu przewoźnika \_\_\_\_\_

Waybill / Frachtkontnummer / N° de Carta de Porte / Nr listu przewoźowego \_\_\_\_\_

**OPEL**

**VAUXHALL**

02

04

05

06

10

11

12

21

94/95/96

**Transportation Section / Transportabschnitt / Tramo del transporte / Etap transportu**

Area	A		B		C		D		E	
	DC	SC	DC	SC	DC	SC	DC	SC	DC	SC
03										
04										
10										
11										
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**Damage Code / Schadenscode / Código de daño / Kod uszkodzenia (DC)**

02 = Broken / Gebrochen / Roto / złamane

04 = Dent / Delle / Abtötura / wgniecenie

05 = Chip / Lackabplatz / Deconchado / odprysk

06 = Missing / Falt / Falt / brak

10 = Dirty Interior / Verschmutzung im Innenraum / Suciedad Interior / zabrudzenia wewnątrz

11 = Puncture / Loch / Perforación / dziura/przebicie

12 = Scratch / Kratze / Arañazo / rysa

21 = Glass / Glas / Cristal / pęknięcie/rozbicie

**Severity Code / Schadenshöhe / Magnitud del daño / Rozmiar uszkodzenia (SC)**

Code 1 Damage / Schaden / Daño / uszkodzenie < 3 cm

Code 2 Damage / Schaden / Daño / uszkodzenie 3-10 cm

Code 3 Damage / Schaden / Daño / uszkodzenie 10-20 cm

Code 4 Damage / Schaden / Daño / uszkodzenie 20-30 cm

Code 5 Damage / Schaden / Daño / uszkodzenie > 30 cm

Code 6 Severe damage (possible part replacement) / Gravierender Schaden (ersetzt evtl. erforderlich) / Daño muy severo (posible reemplazo) / bardzo poważne uszkodzenie (możliwa wymiana części)

Remarks / Bemerkungen / Observaciones / Uwagi \_\_\_\_\_

**Transportation Section**

	A	B	C	D	E
Delivering carrier / Auslieferer / Transportista / przewoźnik dostawca					
Truck No./Ship / Kennzeichen/Schiff / N° Camión/buque / numer rejestracyjny					
Signature / Unterschrift / Firma / podpis					
Name (print) / Name (lesbar) / Nombre (legible) / nazwisko (drukowanymi)					
Receiving carrier / Empfänger / Transportista receptor / przewoźnik odbiór					
Name of inspector / Name des Prüfers / Nombre del inspector / nazwisko kontrolera składowca					
Signature / Unterschrift / Firma / podpis					
Date / Datum / Fecha / data					

Copy Insurer / Kopie Versicherer / Copia para el asegurador / kopia ubezpieczyciela





# Vehicle Shipping

## In Transit Loss & Damage Inspection Procedure



### b) 4 Part Delivery Docket

<b>Vauxhall Motors Ltd.</b>		<b>Carrier collection check and GATE RELEASE</b> Page 1 of 4																																																																																																																																																																																									
Vehicle identification number (VIN) _____		Sono _____																																																																																																																																																																																									
Consigned to _____		Deliver to _____																																																																																																																																																																																									
Date _____ Time _____ Release No. _____ Order No. _____ Finance Status _____		Model _____ Colour _____ Location _____ Fleet No. _____																																																																																																																																																																																									
Country _____																																																																																																																																																																																											
Options _____																																																																																																																																																																																											
Delivery agent _____		Damage code 02 Broken 04 Dents 05 Chipped 08 Missing 10 Stained or soiled 12 Scratches 13 Torn 18 Moulding damaged 21 Glass broken 30 Paint fluid spillage 36 incorrect part or option																																																																																																																																																																																									
Load number _____		Damage Severity code *0 - Non repairable part requires replacement. (*Not to be used to describe panel damage) 1 - Damage less than 1 inch 2 - Damage 1 to 2 inches 3 - Damage 3 to 6 inches 4 - Damage 6 to 12 inches 5 - Damage over 12 inches 6 - Severe damage, Possible panel replacement																																																																																																																																																																																									
Load line / stick _____																																																																																																																																																																																											
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Vehicle received in good condition unless otherwise stated? <input type="checkbox"/> ok <input type="checkbox"/> Nok		***Failure to complete this section may mean retaining liability for damage.*** Delivery company (Alter if incorrect) _____																																																																																																																																																																																									
Date _____ Time _____		Transporter vehicle reg. _____ Date _____ Time _____																																																																																																																																																																																									

### c) Criteria Catalogue

Definitions	Category
Scratches, inward dents, chips, broken parts or damages (In case of protected vehicles under the protection where the protection is damaged).	T
Any loss, discrepancy or damage present prior to handover from Opel/Vauxhall	NT
Damage to paintwork caused by protection and damages found under protection which has not been damaged itself.	NT
Outward dents (from inside to outside)	NT
Paint damage on the doors, bonnet and tailgate closed and damage within the driver's door aperture;	T
Hidden paint damage (invisible when all doors, bonnet and tailgate closed) except for damage within the driver's door aperture. Dirt in paint, paint runs.	NT
Paint chips on panel edges as a result of touching the adjacent panel or fitting of panels, wheels, exterior trim.	NT
Fitting damage to alloy wheels and wheel nuts. Misaligned body panels without evidence of damage.	NT
All tyre damage including punctures (excluding faulty tyres and obvious fitting damage). Missing spare wheels where fitted.	T
Abrasions and scuff marks on bumpers.	T
Exterior glass scratches, broken glass (where not caused by tension).	T
Missing loose items (such as in car entertainment, spare wheel trims, gear knobs, aerials), items secured in accessory bag (unless the bag has remained sealed).	T
Missing key/transmitter	T
Dirty/damaged interior around the driver's seat.	T
Contamination - i.e. bird lime, mayfly, industrial fallout, airborne pollutant.	T

### **Checking of accessory bag:**

In case of open accessory bag the content shall be checked only in case the list of accessories is available (inside/ of the bag). All missing loose items shall be notified on the VLDR.

For other cases only the “damaged” condition of the accessory bag shall be recorded.

### **Exceptions:**

**Any transit damage repairable as part of the PDI process** (simple washing, limited paint touch-in and limited body polish) shall be undertaken by the retailer as part of the PDI process and should attract no additional price.

### d) Criteria & Examples for Claimable & Non claimable damages



### Criteria for Claimable Transportation Damages

Condition	Areas	Qualification Criteria
<b>Paint Scratch / Chip; damages, dents</b>	The exterior of the vehicle, with special attention to body kit items e.g. low front skirts (including underside), front air dam, front / rear spoilers. The scope should include the whole body, roof and vehicle underbody. Note that bumps (outward dents) are generally not transportation defects.	Any if it can be readily observed. Mirrors, bridges, cameras and/or other aids should be considered for difficult-to-access areas
<b>Interior Trim defects</b>	Driver's area including door pad, cockpit, steering wheel and cowl, handbrake, glove box lids, seat and centre trims area, radio, CD Sat NAV displays etc	Exterior paint surface has to be damaged or marked
<b>Scratches on Interior Trim</b>	Driver's Side: Cockpit / console, front door, steering wheel / column, seat and hand brake	When appears to have been caused by shoe or damaged with a tool; if easily seen or felt with finger; if colour change evident
<b>Scratches on Exterior Trim</b>	All around the vehicle: Non-painted / plastic or rubber components are damaged	If readily observed; otherwise as above
<b>Grease, Dirt Marks Inside</b>	Driver's Side: Cockpit / console, front door, steering wheel / column, seat and hand brake. All inside boot / cargo compartment	Any on cloth, carpeting same as cloth trim and does not remove easily
<b>Missing Parts</b>	Any including parts in spare wheel well, behind boot hatches, in glove boxes such as manuals, wheel locking kits, sat. Nav. Disks, memory cards, security pass codes etc	Missing parts. Eg radio, spare wheels, inflation kits. <u>Also, mark up all opened parts bags.</u>
<b>Broken / Damaged Glass</b>	Glasses and Mirrors	Broken, scratched or cracked
<b>Tyres, wheels</b>	Damaged in any way	Includes instances where bolts or other protruding objects still reside in the tyre, and whether or not the tyre is deflated
<b>Unspecified Discrepancies</b>	It will be understood that discrepancies not having clear definition will be found during some inspection processes. Common sense should prevail.	
<b>Concealed Damage</b>	Any concealed damage not identified in writing to the delivering carrier as such. This notification must take place at arrival by noon of the following working day. Examples: (i) Underbody damage, (ii) Particulate ingress into the paint or damage, chemical attack or physical abrasion, bird dropping damage (iii) dents hidden by labels, dirt, soot or grease, (iv) Brake or other fluid spills.	In these circumstances there is often no proven party responsible for creating the damage. Nonetheless, a lack of appropriate carrier inspection at receipt renders Gefco 4PL unable to recover repair costs. Therefore, the carrier will be held accountable for repair costs if the problem has not been noted at either handover, or during loading. In the latter case the carrier must contact Gefco 4PL (or nominated claim agent) with their evidence prior to leaving the despatch compound.

### Items Not Claimable By Retailers As Transportation Damages

Condition	Explanation
Any visible damage/losses not noted and countersigned at the point of receipt handover excepting concealed damage (see previous)	In these circumstances there is often no proven, accepted liability. Neither Gefco 4PL or our carriers can usually be held accountable for costs associated with these repairs/replacements - in common with any parcel or goods delivery contract
Any warranty item	These items must be claimed using the GM Aftersales Warranty Process. Examples include dirt in paint, bumps protruding out from panels, build plant misses, product failures, (v) wheel damages caused during fitment to the vehicle such as tooling marks.
Any transit damage repairable as part of the PDI process	Simple washing, limited paint touch-in and limited body polish are normally undertaken by the retailer as part of the PDI process and should attract no additional charge.