

RULES FOR THE REPORTING AND ADMINISTRATIVE PROCESSING OF DAMAGE TO NEW VEHICLES MANAGED BY GEFCO (Capillary delivery France + approach transport)

The rules listed in this document concern the PSA vehicles processed by GEFCO France, whether the transport is national within France or international. These rules apply to all carriers and service providers working on behalf of GEFCO and who are responsible for an occurrence of damage reported.

For any other vehicle that GEFCO is required to transport, a procedure will be established or failing that, the present procedure will apply.

I. Processing minor damage and missing items

It is hereby stated that the processing described below concerns the French capillary flows and the vehicles being transported between plants and countries.

1. REPORTING DAMAGE

1.1 Reminder of principles

During the transfer of responsibility of a new vehicle, a joint inspection by the assignor and the assignee must be carried out using the methodology of the **Single Appearance Repository (SAR)**.

The reserves must be noted in accordance with PSA/GEFCO codification and by both parties on the document "Quality check before loading/after unloading" (Appendix 1) and on the transport documents. A reserve which has already been noted on a report at collection/receipt cannot give rise to the preparation of a new report.

Under certain circumstances, an independent expert inspector acting on behalf of the ASSIGNOR and the ASSIGNEE may be called upon to carry out these inspections.

1.2 Special cases

1.2.1 Receptions by RAIL

Reminder of the P&T and M procedure (3 stages)

Upon the arrival of the wagons at a reception centre, the procedure is as follows:

- 1) **Brief inspection on the wagon for damage caused during rail transport: T Damage** (for example bumps caused by wagon shunts, acts of vandalism and external + internal theft if the seal has been broken).

If detection of DAMAGE (T) = Transport

Prepare a "Quality check before loading/after unloading" report and tick the boxes: "Intermediate vehicle storage yard" at the top and "Transport" in the box "Vehicle position on the wagon"
Fill in the wagon number, the position of the vehicle on the wagon and the place of dispatch of the wagon (shipping plant)

2) Unloading of the vehicle and inspection at ground level of damage caused by the plant or during handling: P or M damage

If detection of DAMAGE (P) = Production

Prepare an "Quality check before loading/after unloading" report and tick the boxes: "Intermediate vehicle storage yard" at the top and "Plant" in the box " Vehicle position on the wagon"
Fill in the wagon number, the position of the vehicle on the wagon and the place of dispatch of the wagon (shipping plant)

If detection of DAMAGE(M) =during the unloading process

Prepare an "Quality check before loading/after unloading" report and tick the boxes: "Intermediate vehicle storage yard" at the top and "Handling" in the box "Vehicle position on the wagon"
Fill in the wagon number, the position of the vehicle on the wagon and the place of dispatch of the wagon (shipping plant)
Mark an Mon the "Quality check before loading/after unloading" document.

All P, T and M damages must be countersigned by the representative from the railway company and by the reception center.

On some sites, this inspection is entrusted to an independent expert inspector who also carries out the reporting. In this case, the only signature required is that of the expert, who acts as both ASSIGNOR and the ASSIGNEE. The inspection costs will then be shared among the parties involved.

This decision is, if possible, taken by mutual agreement, bearing in mind notably the limitations imposed by rail transport. In any event, the final decision belongs to GEFECO which may change its position depending on whether the audit results show the procedure has been applied correctly or incorrectly.

In all cases, it is essential to specify: the date, the place, the VIN (Vehicle Identification Number), the model and the wagon number, and to adhere to the **SAR** (Single Appearance Repository) and its damage codification when filling out the "Quality check before loading/after unloading" report.

Under special circumstances, certain T damages may be reported during the inspection on the ground.

A database known as "Carintel", which consolidates the P, T and M damages, may be accessed via the Internet by any of the parties: Plants, Rail Carriers, Receptions Centres. Log-in details can be obtained from GEFECO FVL/CAV. This database avoids the necessity of sending notification of reserve documents ("Quality check before loading/after unloading" document or manifest), because all of this information is centralised in "Carintel".

1.2.2 Modus

For transport activities incorporating maritime transport, this involves a fixed distribution of the cost of damages, which is determined by destination, among the different parties involved in the transport, and with the removal of intermediate inspections. The different service providers are, consequently, responsible for damages corresponding to and in accordance with the aforementioned distribution. At the end of the year, a readjustment based on the actual cost of the damages or the quotations prepared by an expert inspector, is carried out. The fixed distribution between the participants is adjusted if need be.

For rail transport activities which involve several rail operators, the cost of damages is divided between the rail operators based on the number of kilometres travelled by each.

If during transport, a case of damage is reported which may lead to the downgrading of the vehicle to used car (UC) status or the vehicle being classified as a write-off, the vehicle will leave the modus and will be inspected.

The cost of the damage will be charged to the party responsible unless this cannot be identified. In this case the cost of the damage will remain in the modus.

1.2.3 Delivery outside of the opening hours of the centres

In order to maximise operational efficiency, GEFECO agrees to allow the CARRIER to deliver vehicles outside the normal opening hours of the centres. In this case, the vehicles unloaded outside the reception times will be inspected the next (working) day after delivery and the CARRIER will then accept full responsibility for the reserves that will be charged to it during this inspection. The CARRIER will then be informed of the damages which will be charged to it by fax, email or post.

The rules are made known in the centres either:

- via posters displayed at the entrance to the centre
- or in the form of leaflets

Should the carrier refuse the cost for a damage reported in accordance with the procedures outlined above, it will no longer be authorised to deliver to the centre outside of opening hours.

2. ADMINISTRATIVE PROCESSING OF DAMAGES

2.1 Complaints and invoicing

2.1.1 Complaints from French dealerships

The majority of complaints from French dealerships are processed via the SAGAI system, which is the Guarantee computer system for the Peugeot and Citroën brands.

This system uses a special TRA codification (for Transport) allowing the dealership to send its complaint to GEFECO in respect of a case of damage arising from transport.

This avoids the use of paper invoices detailing the repairs carried out by the dealership/repairer.

Any complaint from a dealership is subject to two inspections:

1/ System inspection

- The price of the parts, labour costs and the time scales are programmed in SAGAI. The system automatically alerts GEFECO to any request which does not comply with the repair ranges

2/ Inspection by GEFECO

- Inspection of transport documents
- Inspection of consistency of the reserves with the repairs which have been carried out

The damages for which the CARRIER or the SERVICE PROVIDER is responsible are re-invoiced on a monthly basis in a document which contains the following information for each chassis concerned:

- Chassis number
- Codified damage
- Name of repairer
- Price of labour
- Price of parts
- Total price



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The following supporting documents are enclosed with the GEFCO France invoices:

- Transport documents indicating the reserves and possibly “Quality check before loading/after unloading” document , or “Quality check before loading/after unloading” document on its own.
- For missing items: the description of optional equipment will also be attached, and either the FFA or the DC41 must be present inside the vehicle.

The “Quality check before loading/after unloading” document must be signed by the assignor and the assignee or by an expert inspector acting for both parties.

2.1.2 Invoicing without using SAGAI

If the repairs are carried out by a sub-contracting centre or by an independent repairer, the complaints do not go through the SAGAI system.

There are two possible cases:

The site which received the new vehicles on behalf of GEFCO will notify the reserves and will be given the responsibility by GEFCO of repairing the vehicles which have been damaged during transport.

The repair site must :

- Either claim against the CARRIER or the SERVICE PROVIDER responsible.
This procedure is only applicable in cases where the damage was caused by the CARRIER making the delivery or the local SERVICE PROVIDER.
- Or claim against GEFCO which will receive a detailed invoice in respect of the repairs carried out accompanied by supporting documents. After it has checked and approved this invoice, GEFCO will re-invoice the CARRIER or the SERVICE PROVIDER responsible.

These procedures are only applicable in cases where the damage occurred before the carrier responsible for delivery became involved.

In all cases, the repair rates applied by these repair sites must be formally approved by GEFCO France. Without this approval, the site may under no circumstances change its rates. Furthermore, if the vehicle cannot be repaired at the location where the damage was reported (port area, for example), the CARRIER or the SERVICE PROVIDER responsible must, in addition to the costs of the repairs, pay the costs of transporting the vehicle to the repair site and back.

2.1.3 Invoicing based on costing

GEFCO may decide that the reserves on the transport document should be costed by an independent expert inspector. It is on the basis of this costing that the invoice for the CARRIER or the SERVICE PROVIDER responsible is calculated, enclosing one of the following, depending on the flows:

- “Quality check before loading/after unloading” document/or transport document with reserves
- The expert inspector’s summary
- The detailed costing with parts and labour (CAV)
- The form containing details of the chassis, the damages codified with the SAR (Single Appearance Repository), and their costing.

It is then the responsibility of GEFCO to manage complaints from dealerships.

2.2 Determination of responsibility

If the documents in its possession do not allow GEFCO to determine with certainty the party which is responsible for the damage, the last CARRIER or SERVICE PROVIDER (in accordance with the model attached in Appendix 2) will be asked

- Either to confirm its responsibility
- Or to demonstrate (using supporting documents as proof) that it is not the CARRIER or SERVICE PROVIDER responsible because it itself notified a reserve against the party which handed over the vehicle to it (carrier or centre).

In both cases, the reply must reach GEFCO **within 5 working days following the receipt of the request.** Once this period has elapsed, the CARRIER or SERVICE PROVIDER will be held responsible and invoiced for the damage and will no longer be able to claim against GEFCO.

II. Processing of severe or total damage

1 PRINCIPLES AND DEFINITIONS

Damage which is said to be “serious” will lead to a downgrading to UC (Used Car) status which is called a **level 2** downgrade.

Damage which is said to be “total” will lead to a downgrading to write-off status which is called a **level 1** downgrade.

The criteria for downgrading vehicles are set by the Manufacturer (**see Appendix 3 for details**)

In all cases, GEFCO will mandate an expert inspector (from the company DEKRA) whose task is to:

- Decide on whether downgrading is required and if so to what level
- Produce the costed repair quote
- Possibly calculate the salvage cost in the event of a level 1 downgrade

DEKRA will automatically inform the CARRIER by email of the date and place of the inspection so that it can attend the inspection or send a representative.

If the CARRIER does not attend the inspection, it will be deemed that all parties have been informed and have been given an opportunity to be heard in respect of this inspection.

It is hereby stated that all vehicles which are either subject to level 2 downgrading or level 1 downgrading in France, whatever their final destination, must be processed through FVL/CAV/SAV.

All other countries other than France will be sent their individual procedures and methods for calculating the prejudice separately. The procedure below is applicable on a supplementary basis.

If a serious or total damage occurs while the vehicle is under the responsibility of the CARRIER, the CARRIER must be in a position to transport the vehicle to the Point of Sale. If not, the expert assessment will take place on the CARRIER'S business premises.

It must then immediately inform the delivery centre about this as well as **GEFCO FVL/CAV/SAV –Ms.Bideau** (catherine.bideau@gefco.fr) by sending her the transport documents.

If the vehicle is delivered to the dealership, it falls to the Point of Sale to send a request to Ms.Bideau to take action.

If the vehicle is stored at the CARRIER vehicle storage yard, it must be kept in its current state by means of any protective steps which may be necessary. Nothing should be removed from the vehicle.

If during the collection of the vehicle, items are found to be missing or there is damage in addition to what was reported in the initial expert inspection cost estimate, additional reserves will be taken against the vehicle storage yard manager who will be invoiced for the resulting costs.

1.1 Serious damage: downgrading to repairable Used Car status: Level 2

Please refer to the criteria set out in appendix 3

The vehicle is in this case considered to be repairable but not re-saleable as a new vehicle.

In this case the vehicle is resold as a Used Car.

The amount of the direct prejudice is made up of the following parts:

- Discount set at 20% of the price of the vehicle invoiced by the BRANDS in view of the fact that the vehicle has to be resold as a used car
- Plus repair price
- Plus additional costs

1.2 Total damage: downgrading to write-off status: Level 1

Please refer to the criteria set out in appendix 3

The prejudice amount is set at the price invoiced by the BRANDS minus the salvage value as determined by the expert inspector plus the additional costs.

1.3 Stolen vehicles

In the event that a vehicle is stolen, the CARRIER or the SERVICE PROVIDER from which the vehicle was stolen must file a complaint regarding the theft. The complaint filed must be sent to Ms. Bideau (catherine.bideau@gefco.fr).

It is compulsory that all stolen vehicles are downgraded and that a claim for its total value be sent to the CARRIER or the SERVICE PROVIDER responsible.

If the vehicle is recovered, the CARRIER or the SERVICE PROVIDER must write up a report concerning the vehicle's discovery and recovery. This report must then be sent to Ms. Bideau (catherine.bideau@gefco.fr).

This vehicle will subsequently be inspected by an expert from DEKRA in order to determine to which level the vehicle will be downgraded, to either level 1 or 2, set out in appendix 3.

2 ADMINISTRATIVE PROCEDURE – CALCULATION OF PREJUDICE

2.1 National traffics France-France

The stipulations below are in accordance with the standard contracts for France-France vehicle transport.

2.1.1 Downgrades to Used Car status

In this case, the prejudice invoiced to the CARRIER or the SERVICE PROVIDER is the direct prejudice which is calculated as follows:

- A fixed discount of 20% of the price invoiced by the brands to take into account the fact that the vehicle has to be resold as a used car
- The cost of the repairs estimated by the expert inspector
- Inspection costs which are currently €90 excl. VAT
- Costs for transport of the vehicle during which the damage occurred, currently fixed at €100 excl. VAT
- Costs for transporting the vehicle to the place of resale fixed currently at €200 excl. VAT.
- Management charge of €200 excl. VAT per chassis
- Costs for security and storage if applicable and upon production of supporting documents

GEFCO reserves the right to revise these additional costs from year to year.

An additional inspection may be carried out in the case of hidden damages which are discovered during the repair work to the vehicle.

In this case, the CARRIER or the SERVICE PROVIDER will then be invited to attend this inspection and GEFCO France will issue an additional invoice.

The file is made up of the following items:

- GEFCO France invoice
- Inspection report certifying: the downgrading to Used Car status, the price for the repairs and the value of the vehicle
- Transport documents and/or "Quality check before loading/after unloading" document indicating the reserves and signed by the two parties

2.1.2 Downgrades to write-off status

Because it is the Manufacturer's policy that all write-offs are scrapped, it agrees to be invoiced for the salvage value of the vehicle as determined by the expert inspector.

In this case, the prejudice invoiced to the CARRIER or the SERVICE PROVIDER is the direct prejudice which is calculated as follows:

- Price invoiced by the brands, minus the salvage value as determined by the expert inspector
- Inspection costs which are currently €90 excl. VAT
- Costs for transport of the vehicle during which the damage occurred, currently fixed at €100 excl. VAT
- Costs for transporting the vehicle to the place of scrapping fixed currently at €200 excl. VAT
- Management charge of €300 excl. VAT per chassis
- Costs for security and storage if applicable and upon production of supporting documents

GEFCO reserves the right to revise these additional costs from year to year.

The file is made up of the following items:

- GEFCO France invoice
- Inspection report certifying the downgrading to write-off status, the salvage value and the value of the vehicle
- Transport documents and/or "Quality check before loading/after unloading" document indicating the reserves and signed by the two parties

2.1.3 Stolen vehicles

The prejudice invoiced by GEFCO corresponds in this case to the price of the vehicle as invoiced by the brands

The file is made up of the following items:

- GEFCO France invoice
- Submission of complaint

If the vehicle is found, it is the Used Car or write-off administrative procedure and prejudice calculation that will apply.

The conditions for calculating the prejudice set out above must be strictly applied and adhered to in order to be authorised to transport PSA brand vehicles.

2.2 CMR International Traffics

This article applies to international road transport.

When the transport of the vehicle is governed by the "Convention on the Contract for the International Carriage of Goods by Road (CMR)", the procedure for processing files is the same as that which is set out above (paragraph 1 and 2). However, with regard to compensation, the limits of the CMR will apply, which are 8.33 SDR per kilo on the day of the accident (approximate value of the SDR: €1.12 per kilo).

The additional costs detailed above will be added to the compensation which is calculated within the limits of the CMR.

2.3 Traffic under the Brussels Convention

This article applies to sea transport.

When the carriage of the vehicle is governed by the "Brussels Convention" (cargo handling at port and sea transport), the procedure for processing documents is the same as that specified above (paragraph 1 and 2).

The applicable liability regime is that of the International Convention for the Unification of Certain Rules relating to Bills of Lading signed in Brussels on 25 August 1924 (called the Brussels Convention), amended by the protocols of Visby and of Brussels in 1968 and 1979.

Notwithstanding the provisions above, the Supplier may claim, in relation to GEFCO, neither the limits of liability, nor the exemptions from liability drawn from said Convention and any of its extension for all the damage and missing items up to an amount of thirty thousand five hundred euros (€30,500).

The Supplier may not, in any event, claim faulty or missing packaging to exempt itself from all liability, whatever the nature of the damage suffered by the vehicles, by exception to the provisions of article 4, paragraph 2, of said Convention.

However, GEFCO and/or its insurers, substituted in its rights, may pursue a remedy for the full amount against the Supplier in the following cases:

- Should the liability of the Supplier be engaged under the terms of the Brussels Convention and its endorsements,
- In the event of non-respect of the GEFCO Operating Standards,

Such recourse is limited to direct recourse.

In order to determine clearly the liability of the Supplier, the latter must, at its expense, have the vehicles inspected at the time they are accepted and at the end of its responsibility by an expert accredited by GEFCO and send GEFCO the results of the snagging lists issued in accordance with the SINGLE APPEARANCE REPOSITORY (SAR)

III. Time allowed for settling invoices and resolving disputes

GEFCO invoices must be settled within 30 days after they have been issued.

In the event of an objection, the CARRIER or the SERVICE PROVIDER must present its case within the time period indicated above.

Furthermore, GEFCO will send a statement of account every month to the CARRIER or the SERVICE PROVIDER who will have to complete and return it (request for credit note, settlement date, etc.). The CARRIER or the SERVICE PROVIDER must have this procedure and notably the conditions for calculating the prejudice endorsed by its insurer.

GEFCO is in no way responsible for managing relations between the CARRIER or the SERVICE PROVIDER and its insurer. The CARRIER or the SERVICE PROVIDER must respect the abovementioned stipulations and deadlines (paragraph 2 and 3).

The CARRIER or the SERVICE PROVIDER must respect the abovementioned payment deadlines based on the date on the invoice.

IV. Changes to the procedure

GEFCO reserves the right to ask the CARRIER or the SERVICE PROVIDER to agree to the claim being made using document "Quality check before loading/after unloading" which is countersigned but without the transport document having to be attached.

As part of the application of this procedure certain adjustments are necessary, the basic aim being to avoid the duplication of photocopies of the same reserve documents.

Appendix 1: "Quality check before loading/after unloading" document model (recto)

CONSTAT A L'ENLÈVEMENT / RÉCEPTION

Bilan de l'état des véhicules (avant / après manutention)

Date: _____ Heure: _____

Nom du client: _____

Nom du chauffeur: _____

N° de dossier: _____

* Points A à F (voir schéma) (entourés) (voir les numéros correspondants de la nomenclature)

Dommages lors des étapes de transport - Transporter damage types

Code de dommage / Code de l'état de dommage (Code de l'état de dommage / Code de l'état de dommage)

| Code | A | | | B | | | C | | | D | | | E | | | |
|------|----|----|---|----|----|---|----|----|---|----|----|---|----|----|---|--|
| | 00 | 01 | + | 00 | 01 | + | 00 | 01 | + | 00 | 01 | + | 00 | 01 | + | |
| 00 | | | | | | | | | | | | | | | | |
| 01 | | | | | | | | | | | | | | | | |
| 02 | | | | | | | | | | | | | | | | |
| 03 | | | | | | | | | | | | | | | | |
| 04 | | | | | | | | | | | | | | | | |
| 05 | | | | | | | | | | | | | | | | |
| 06 | | | | | | | | | | | | | | | | |
| 07 | | | | | | | | | | | | | | | | |
| 08 | | | | | | | | | | | | | | | | |

Nombres d'éléments endommagés - voir nomenclature

A:
 B:
 C:
 D:
 E:

Observations - notes

A: _____

B: _____

C: _____

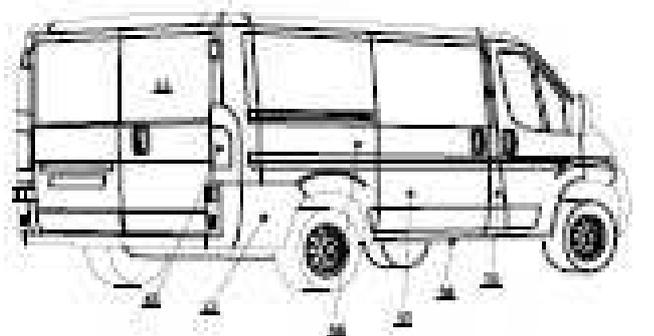
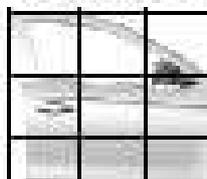
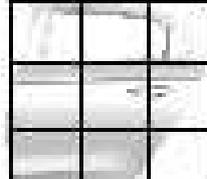
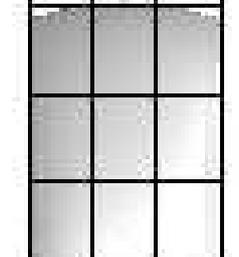
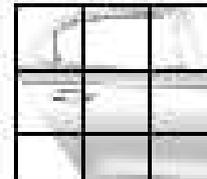
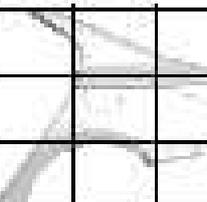
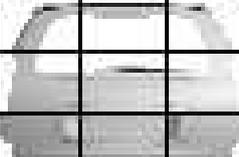
D: _____

E: _____

| Véhicule (Modèle) - Véhicule (Modèle) | A | B | C | D | E |
|---------------------------------------|--|--|--|--|--|
| | <input type="checkbox"/> Endommagé |
| | <input type="checkbox"/> Réception |
| Véhicule (Modèle) - Véhicule (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) |
| Véhicule (Modèle) - Véhicule (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) | <input type="checkbox"/> Part. (Modèle) - (Modèle) <input type="checkbox"/> Part. (Modèle) - (Modèle) |
| Notes | | | | | |
| Signature - signature | | | | | |
| Préavis (Réception) - notice | | | | | |
| Signature - signature | | | | | |

Pré-remplir le tableau en fonction de l'état des véhicules avant / après manutention - Pré-remplir le tableau en fonction de l'état des véhicules avant / après manutention

Appendix 1: "Quality check before loading/after unloading" document model (verso)

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| <p>02 - Code Dommages - Remarque(s)</p> <p>00 - India : aucun 01 - Cassé, fissuré, plié : Débris éprouvé cassé 02 - Cassé, déformé : Débris cassé 03 - Cassé, fissuré : Débris cassé 04 - Décoloration : Débris cassé 05 - Entaillé : Débris cassé 06 - Manquant : Débris cassé 07 - Propriété : Débris cassé 08 - Sale, tache : Débris cassé 09 - Taché : Débris cassé</p> |  | | | | | | | | | |
| <p>02 - Localisation Dommages - Remarque(s) Coordonnées Localisation Dommages sur le plan (niveau de base - 00m) (X, Y) (X: gauche, Y: bas/droit) Attention: les multiples dommages sont séparés par un espace (p. ex. 1 00 100 000 000)</p> <p>T - Taille (en décimètre) - (sur l'axe horizontal)</p> | <table border="1"> <tr> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> </tr> </table> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 1 | 2 | 3 | | | | | | | | |
| 4 | 5 | 6 | | | | | | | | |
| 7 | 8 | 9 | | | | | | | | |
| <p>ALL AVANT GAUCHE</p>  | <p>PASSE CHOC AVANT</p>  | <p>ALL AVANT DROITE</p>  | | | | | | | | |
| <p>PORT AVANT GAUCHE</p>  | <p>CAPOT</p>  | <p>PORT AVANT DROITE</p>  | | | | | | | | |
| <p>PORT ARRIERE GAUCHE</p>  | <p>FRONTON</p>  | <p>PORT ARRIERE DROITE</p>  | | | | | | | | |
| <p>ALL ARRIERE GAUCHE</p>  | <p>VOLANT</p>  | <p>ALL ARRIERE DROITE</p>  | | | | | | | | |
| | <p>PASSE CHOC ARRIERE</p>  | | | | | | | | | |



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Appendix 2: Example DOCUMENT FOR DETERMINING RESPONSIBILITY



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77à 81 rue des Lilas d'Espagne
Boite Postale 313
92402 COURBEVOIE cedex

FVL/CAV

Le 3 juin 2013

Échéance : 10 juin 2013

Dossier suivi par Nom gestionnaire GEFECO

tél. 01 49 05 21 20

fax. 01 49 05 24 38

e-mail :

Destinataire : Nom du TRANSPORTEUR

Contact :

e-mail :

Veuillez nous envoyer, **sous 5 jours**, par retour, votre confirmation de responsabilité de(s) imputation(s) de(s) avarie(s) concernant le(s) dossier(s) ci-dessous.

Dans le cas d'un refus de dossier, nous vous demandons de nous joindre les documents justifiant votre non-responsabilité.

Passé le délai de 5 jours, sans réponse de votre part ou réponse incomplète (justifs non joints par exemple) nous serons contraints de vous débiter l'intégralité de ces avaries sans possibilité de recours.

| <i>CHASSIS</i> | <i>Lieu de constat</i> | <i>AVARIES</i> | <i>IMPUTATION</i> |
|---|------------------------|----------------|-------------------|
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| OBSERVATIONS : | | | |
| <u>RAPPEL : IL FAUT IMPERATIVEMENT REPORTER LES RESERVES NOTEES SUR L'AD</u> | | | |
| <u>SUR LE DOCUMENT DE TRANSPORT</u> | | | |

Appendix3 : Criteria for downgrading new Peugeot and Citroen vehicles

SCOPE OF APPLICATION:

This procedure applies to all damaged vehicles of the AC and AP brand.

DOWNGRADE LEVEL:

Two downgrading levels have been specified:

Level 1: vehicle to be destroyed

Level 2: vehicle to be repaired and which cannot be sold as a new vehicle

SELECTION CRITERIA:

To be used if there is uncertainty in order to determine the downgrade level except for cases which are obviously level 1, as dealt with in paragraph 4.

- Effect of anti-corrosion guarantee:

If the anti-corrosion treatment cannot provide the result required for the standard or refitted range, the downgrade is level 1.

- Safety / regulation parts:

If the repairs cannot guarantee that the vehicle will meet safety or regulation standards, the downgrade will be level 1.

- Risk of litigation:

If the repair work risks giving rise to a dispute between the customer and the manufacturer through the involvement or not of a consumer association, automotive expert inspector..., the downgrade will be level 1.

- Effect on brand image:

If brand image may be affected by a quality level following refit which is inferior to the original quality, then downgrading to level 1 or 2 should be considered.

1) LIST OF FAMILIES WHICH WILL INCUR DOWNGRADING:

a) Downgrading to LEVEL 1:

- If the anti-corrosion treatment cannot provide the result required for the standard or refitted range
- If the corrosion is widespread and at an advanced state in the bodywork to the extent that a refit would not be able to guarantee the original level of quality (acid residue, immersion in salty water, etc. ...)
- If the vehicle has been damaged following immersion in fresh water which has infiltrated the passenger compartment of the car
- If the total price of repair work is greater than 50% of the value of the vehicle
- Partial or total fire
- If the repair work cannot guarantee that the vehicle will meet safety or regulation standards
- If the repair work risks giving rise to a dispute between the customer and the manufacturer through the involvement or not of a consumer association, automotive expert inspector

b) Downgrading to LEVEL 2:

- Replacement of a welded component (Rear wing, roof, etc. ...)
- Refits to structural parts (i.e.: those which help strengthen the bodywork)
- Work on hollow sections (doors, cutting to allow dent removal ...)
- Inspection table or extrusion operations.
- Vehicle which was stolen and found but does not require downgrading to "Write-off" status
- Vehicle damaged following immersion in fresh water but without water infiltrating the passenger compartment of the car
- Use of substance to straighten a section of the body work
- If the vehicle has more than 3 superficial parts needing to be painted