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Outbound Logistics	Instruction		
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84340, Riitta Honkanen	1	Proprietary	

## **Carrier instruction for vehicle inspection**

### **Operational requirements for inspection:**

Safety shoes and clean/car friendly standard clothing which is free from exposed buttons and zippers is mandatory. Any unprotected objects such as rings, watches, belts with buckle, cell phones, clip-boards etc are not allowed.

### **Vehicle exterior inspection:**

The vehicle must be thoroughly inspected by walking around the vehicle at every handing over of the car. As a guide the visual inspection should take no longer than 3 minutes. This excludes the time taken to complete documentation or enter data on a handheld data capture unit, but includes time taken to open and inspect the interior via the driver's side door.

Observe surface through looking and inspecting at a 20 to 30 degree of an angle to the surface from 1 meter away from the vehicle when possible and parking distances allows this, if shorter distance than 1 meter between the vehicles the inspection should still be carried out in full.

Special attention must be paid to the undercarriage of the front and rear bumpers and to the undercarriage of left and right sill moldings. It's not allowed entering the vehicle anywhere else but through the driver door.

Under circumstances such as night loading, artificial light may be utilized. It is not acceptable to inspect the vehicles in a light tunnel or similar highly illuminated conditions.

### **Vehicle interior inspection:**

The driver must check the interior for dirty/oily spots on driver side ( driver seat, the door panel, floor carpet etc).

### **Transport damage reporting:**

Observed and/or occurred transport damages must always be reported to Volvo Cars Claim Agency and to Volvo Cars Outbound Logistics Damage Prevention Department. Use a VCR report (electronic), pictures attached are required.

### **Not possible to move or load the vehicle:**

If it's not possible to move and/or load the vehicle due to a technical failure or damage, take contact with your ordinary channels at Volvo Cars Outbound Logistics.

Never arrange any movement to a work shop without an approval from Volvo Cars Outbound Logistics Department.



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## Definition of a transport and a non-transport damage

Definitions	Transport Damage	Warranty Defects
<b>Exterior paint surface:</b> section of vehicle visible when all doors and lids are closed	<ul style="list-style-type: none"> <li>Scratches (caught by fingernail )and paint chips which would require repaint (picture)</li> <li>NOTE! Damage to any surface which was covered by vehicle cover/rap gard is accepted as a transport damage if the cover/rap gard shows signs of being affected</li> <li>Scratches on unpainted bumpers, moldings, inserts etc., which have damaged the texture</li> <li>Dents</li> <li>No transport claim accepted for polished out scratches</li> </ul>	<ul style="list-style-type: none"> <li>Paintwork damage caused by loose vehicle cover or loose rap gard(vehicle report mandatory in TIE (= technical information exchange)</li> <li>Polished out scratches (“hair line scratches”), To be polish out in the ordinary PDS process. No warranty claims accepted. (picture)</li> <li>Scratches on unpainted bumpers, mouldings etc which have not damaged the structure</li> <li>Dents, outwards and wavy panels (stress marks)</li> </ul>
<b>Exterior/interior components</b>	<ul style="list-style-type: none"> <li>Dents on exterior components</li> <li>Damage to interior parts on driver side</li> <li>NOTE! Damage to driver side interior which was covered by protection is NOT accepted as a transport damage if the protection is not affected</li> <li>Other damage to interior trim caused by break-in or vandalism</li> <li>Paint chips that cannot be repaired by touch up, requiring panel refinsh.</li> <li>Paint chips on driver door edge</li> <li>Other damage with traces of external influence which must be rectified by replacing the component. Example: scratches on bumper near lashing eye and broken parts.</li> </ul>	<ul style="list-style-type: none"> <li>Uneven surface of component (picture) both interior and exterior</li> <li>Damaged interior (except on driver side) with no signs of vandalism or break in.</li> <li>Paint chips on edges of boot lid, tail gate, bonnet, petrol cap, doors (except driver door)</li> <li>Obvious assembly damages such as scratches, which run underneath mouldings, bumpers and stickers/decals</li> </ul>
<b>Windshield, glasses, sunroof glass</b>	<ul style="list-style-type: none"> <li>Broken or cracked glass and plastic panels not caused by material defect with evidence of external impact</li> </ul>	<ul style="list-style-type: none"> <li>Stress crack on glasses, plastic panels, windshield, sunroof or other exterior plastic panels which are caused by material or manufacturing defect Example: Crack on glasses which no impact point, extending inwards from edge</li> </ul>
<b>Hidden surfaces</b>	<ul style="list-style-type: none"> <li>Major significant damage such as scratches and dents on the undercarriage and spoilers, with traces of external influence (picture)</li> <li>No chaffing marks accepted as a transport claim</li> </ul>	<ul style="list-style-type: none"> <li>Chaffing marks on undercarriage, underneath spoilers (picture)which can't be caught by fingernail no repair is required</li> </ul>



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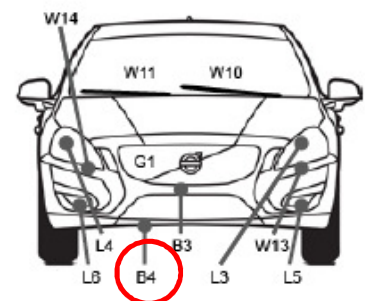
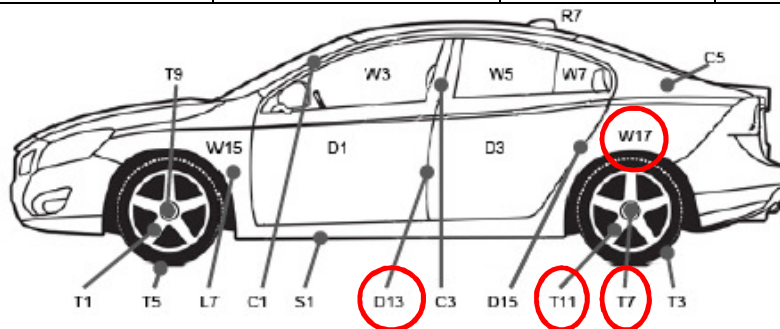
<b>Interior surface &amp; trim:</b> section visibly when customer sitting in the vehicle	<ul style="list-style-type: none"> <li>• Dirt, oil, grease or similar on the driver side. If on driver seat and driver door only accepted as transport related if protection is damaged</li> <li>• Water leakage caused by not properly closed window, door, sunroof, lids.</li> <li>• Missing or damaged standard equipment with evidence of being lost during transport. Such as remote keys, spare wheel or air compressor kit, jack, sealed bag with small loose part (e.g. Lockable wheel bolts, DVD, booklets,...)</li> <li>• Other damage to interior trim caused by break-in or vandalism.</li> </ul>	<ul style="list-style-type: none"> <li>• Dirt, oil, grease or similar on seats and interior panels (driver side excluded)</li> <li>• Water leakage caused by improper sealing due manufacturing defect and the consequential damages</li> <li>• Missing optional and standard equipment.</li> </ul>
<b>Tyres and Rims</b>	<ul style="list-style-type: none"> <li>• Scratches and chips on the rim sidewall (picture) If on edge on the rim then it shall also show impact On the tyre</li> <li>• Puncture, flat tyre with external evidence (bolts, screws, nails, etc.)</li> <li>• Cut in sidewall.</li> <li>• Deep cut or damage to tyre tread surface.</li> </ul>	<ul style="list-style-type: none"> <li>• Chafe marks from the wheel bolt equipment or roller test on manufactory process (picture)</li> </ul>
<b>Battery (non-starters)</b>	If evidence of lacking stock maintenance or car being jumpstarted(Ex marking around battery ,battery cover lose)	If no signs of transport related nonstarters battery analyses should be done according to VIDA.



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### Example pictures of transport and a non-transport damage

Definitions	Transport Damage	Warranty Defects
<b>Exterior paint surface:</b> section of vehicle visible when all doors and lids are closed	 <p><b>*W17*</b></p>	 <p><b>*W17*</b> Hairline scratches (not cough by the fingernail) are to be polish out in ordinary PDS process.</p>
<b>Exterior/interior components</b>	 <p>Door panel damage on the driver door.</p> <p><b>*D13*</b> Scratch on the driver door. (scratches caught by fingernail)</p>	 <p>Uneven surface of component (picture) both interior and exterior.</p>
<b>Hidden surfaces</b> (Bumper front here in the pictures)	 <p><b>*B4*</b> Scratches on undercarrige were the paint is broken and evidence of external impact.</p>	 <p><b>*B4*</b> Chaffing marks on the undercarrige.</p>
<b>Tyres and Rims</b>	 <p><b>*T11*</b></p>	 <p><b>*T7*</b>Damage in the wheel bolt area.</p>





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