

Chrysler Delivery Damage Procedures

BAILMENT POOL, DROP SHIP, AND SHIP THRU LOCATION

VEHICLE PROCESSING

CARRIER DELIVERY

It is the duty of Chrysler's carriers to make certain vehicles shipped to you arrive at your location (or other designated site) in good order. It is your duty to notify Fenkell Automotive Services (a direct service provider to Chrysler Group LLC) and the carrier immediately if a vehicle is found to have suffered in-transit damage, and to follow certain steps in recording and repairing any such damage.

It is recommended that you accept all vehicles delivered to you or to any of your approved delivery sites. If you elect not to accept delivery of a vehicle, and it is later determined your rejection was not appropriate, you may be liable for any resulting additional expenses incurred.

Your staff and/or persons at remote locations must not be involved in any way in the transport or unloading of vehicles delivered to your location (or other designated site).

It's the carrier's responsibility to reinstall any parts (i.e. axle shafts, wheels, tail pipes, mirrors, bumpers, dual wheels, etc.), that the carrier removed for shipping. If the carrier asks you to reinstall any parts, you must arrange for payment for these services directly with the carrier.

Once the vehicle has been unloaded, you are permitted 15 minutes per vehicle to inspect, or a total of one hour to inspect a full truckload. In the event vehicle inspections take longer than one hour and the driver is delayed, you may be charged for "waiting time".

A.1 BAILMENT POOL, DROP SHIP, SHIP THRU RESPONSIBILITY WHEN RECEIVING NEW VEHICLES

AT BAILMENT POOL, DROP SHIP, SHIP THRU LOCATION

A qualified inspector and the carrier's representative (truck driver) must thoroughly inspect each vehicle delivered to you whether it is delivered to your location or to another site. The purpose of this inspection is to look for and record missing items and/or transportation damage the vehicle may have suffered while in transit.

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NOTE: Detailed explanations are required for payment of the claim. If explanations are vague or incomplete, the claim may be denied. Failure to properly record the correct damage/area/severity codes may result in a claim chargeback.

Immediately after the vehicle has been unloaded by the carrier, and while the carrier's driver is still present, a designated employee, who is knowledgeable in identifying transportation loss or damage, should carefully inspect each vehicle inside and out for transportation loss or damage, paying special attention to the guidelines below.

AT OTHER SITES

When you have a vehicle shipped to an alternate site, you must ensure inspections are carried out just as though the vehicle had been delivered to your location.

If the new vehicle inspection is to be carried out by an inspector other than a person on your staff, you must make sure the "stand-in" inspector is thoroughly familiar with Chrysler's process.

INSPECTION GUIDELINES

If there is a dispute between you and the driver about what transportation damage or loss has occurred follow the dispute procedure outlined in this manual. Failure to follow this procedure may result in chargeback. These **include but are not limited to** factory damages noted by the carrier and refusal to sign for damages. Pay special attention to the following:

- Inspect for damage and scratches on areas covered with the protective transit film. If you find tears or scratches that may have gone through the film, remove the film and inspect the painted surface below. **All damage must be noted on the delivery receipt.** If you find the protective transit film is not damaged, removal is not necessary at this time.

NOTE: If the film is removed for inspection, do not reapply it.

- Damage caused by physical impact, abrasion or other carrier negligence
- Exterior glass scratches or broken glass not caused by stress
- Soiling of interior, regardless of location.
- Interior damage when vandalism or abuse is evident
- Tire or wheel rim damage including spare
- Undercarriage damage
- Damage caused by abuse
- Missing parts or accessories, particularly items shipped loose. To be considered missing, these items must be listed on the Vehicle Shipping Order (VSO), or be standard equipment.

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Examples include:

- Keys
 - Hub Caps
 - Wheel Covers
 - Spare Tire/Wheel
 - Antenna (provided the radio has been installed)
 - Headliner Flashlights
 - Mirrors
 - Jack/Lug Wrench
 - Cigar Lighter
 - Glove box Information
 - Keyless Entry Transmitters
 - Navigation DVD
 - Headphones
 - Floor Mats and/or Cargo Net
 - License Plate Bracket (or attaching hardware)
 - Any other items listed on the Vehicle Shipping Order (VSO)
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- Incorrect or missing keys - When missing, incorrect or broken trunk keys prevent an immediate inspection of the trunk area, note “keys missing, broken or incorrect” on the carrier delivery receipt. Handle any damage or shortage inside the trunk as **“Hidden Damage”** when there is no access to the trunk.

 - Tire or wheel rim damage, including spare.

If no evidence of transportation damage or loss is noted, sign the Carrier’s Bill of Lading/Delivery Receipt and retain a copy for your records. If the carrier’s driver does not have a proper delivery receipt for you to sign and retain, utilize a blank Repair Order (or similar) form. Complete the blank Repair Order form noting the carrier information at the top of the form. Put an “A” in the area next to Exception Code. In detail, accurately describe damage items, note Area-Damage-Severity codes, and have the carrier driver sign the form. In the Customer Signature Box, sign the form and have the carrier’s driver to do the same.

If you find transportation damage, record the damage on the Carrier’s Bill of Lading/Delivery Receipt as accurately as possible. Failure to properly record the correct Damage/Area/Severity codes may result in a claim chargeback.

IMPORTANT: Damages or shortages added to the Bill of Lading/Delivery Receipt after the carrier representative has received their signed copy and departed are not reimbursable by the Company or carrier. Only damages noted jointly by you and the driver can be claimed as transportation damage.

Retain and file your copy of this receipt, then process the vehicle through the “New Vehicle Preparation” procedure.

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Damage Area Codes

(1st and 2nd Digits)

01	Antenna / Antenna Base	54	Undercarriage - Other
02	Battery / Box	55	Cargo Area - Other
03	Bumper / Cover / Ext, Front	56	Vinyl / Convertible Top / Tonneau Cover
04	Bumper / Cover / Ext, Rear	57	Wheel Covers / Cap / Rings
05	Bumper Guard / Strip - Front	58	Radio Speakers
06	Bumper Guard / Strip - Rear	59	Wipers, All
07	Door - Back Cargo, Right	60	Special Use
08	Door - Back Cargo, Left	61	Box Interior, pickup
09	Door - Right Cargo	63	Rails, Truckbed / Lightbar
10	Door - Left Front	64	Spoiler / Deflector - Rear
11	Door - Left Rear	65	Luggage Rack (Strips) / Drip Rail
12	Door - Right Front	66	Dash / Instrument Panel
13	Door - Right Rear	67	Cigarette Lighter / Ash Tray
14	Fender - Left Front	68	Carpet - Front
15	Quarter Panel / Pick- Up Box - Left	69	Center Post, Right
16	Fender - Right Front	70	Center Post, Left
17	Quarter Panel / Pick - Up Box -Right	71	Corner Post
18	Front Floor Mats	72	Left Front Tire
19	Rear Floor Mats	73	Left Front Wheel / Rim
20	Glass Windshield	74	Left Rear Tire
21	Glass Rear	75	Left Rear Wheel / Rim
22	Grille	76	Right Rear Tire
23	Accessory Bag / Box	77	Right Rear Wheel / Rim
24	Headlight / Cover / Turn Signal	78	Right Front Tire
25	Lamps, Fog / Driving / Spot Light	79	Right Front Wheel / Rim
26	Headliner	80	Cowl
27	Hood	81	Gas / Cap Cover
28	Keys	82	Fender - Rear Left
29	Keyless Remote	83	Fender - Right Rear
30	Mirror - Outside Left	84	Tools / Jacks / Spare-Tire Mount + Lock
31	Mirror - Outside Right	85	Communications / GPS Unit
33	Audio / Video Player	86	Parking Sonar System
34	TV / DVD Screen	89	Trailer Hitch, Wiring Harness, Tow Hooks
35	Rocker Panel / Outer Sill - Left	90	Frame
36	Rocker Panel / Outer Sill - Right	91	Exhaust System
37	Roof	92	License - Bracket
38	Running Board / Step - Left	93	Steering Wheel / Airbag
39	Running Board / Step - Right	94	Seat - Front Left
40	Spare Tire / Wheel	95	Seat - Front Right
42	Splash Panel / Spoiler - Front	96	Seat, Rear
44	Gas Tank	97	Carpet, Rear
45	Tail Light / Hardware	98	Interior Other
48	Trim Panel - Front Left	99	Engine Compartment - Other
49	CD Changer Separate Unit		
50	Trim Panel - Front Right		
52	Deck Lid / Tailgate / Hatchback		
53	Sun Roof / T-Top		

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Damage Area Codes (3rd and 4th Digits)

01	Bent
02	Broken
03	Cut
04	Dented
05	Chipped
06	Cracked
07	Gouged
08	Missing
09	Scuffed
10	Stained or Soiled
11	Punctured
12	Scratched
13	Tom
14	Dented Paint Not Damaged
18	Moulding / Emblem .Weatherstrip Damaged
19	Moulding / Emblem .Weatherstrip Loose
20	Glass Cracked
21	Glass Broken
22	Glass Chipped
23	Glass Scratched
24	Marker light / additional turn light damage
25	Decal / Paint Stripe Damaged
29	Contamination, Exterior
30	Fluid Spillage, Exterior
34	Chipped Panel Edge
36	Incorrect Part or Option Not as Invoiced
37	Hardware - Damaged
38	Hardware - Loose, Missing

Damage Area Codes (5th Digit)

1	Damage up to and including 1" inch in length / diameter - Less than 3 cm
2	Damage over 1" up to and including 3" in length / diameter 3 cm up to 8 cm
3	Damage over 3" upto and including 6" in length / diameter over 8 cm to 15 cm
4	Damage over 6" upto and including 12" in length / diameter over 15 cm to 30 cm
5	Damage over 12" length / diameter - over 30 cm
6	Missing

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The conditions listed below are **NOT** to be considered transportation damage and should **NOT** be reported on the Carrier's Delivery Receipt.

- Industrial fallout, acid or fluid dripping damage to vehicle exterior (unless clear evidence supports carrier responsibility).
- Wavy sheet metal or file, grinder or weld marks, (except any inward dent) regardless of whether it is covered or not covered by protective shipping film.
- Sheet metal protrusions of any size, unless evidence supports carrier liability or abuse.
- Paint damage caused by misalignment of panels or moldings.
- Chips on panel edges, other than the driver's door.
- Peeling, runs, sags, blisters or foreign material in paint.
- Stress cracks in glass.
- Under-chrome defects, or thin or peeling chrome.
- Obvious assembly damage, done prior to or during installation of parts (i.e., scratches guards).
- Improperly installed moldings, emblems or weather stripping.
- Bent parts caused by misalignment.
- Missing moldings, emblems or decals when there is clear evidence of no installation (i.e., holes not drilled for installation).
- Damage to painted surfaces under the protective shipping film, unless there is damage to the shipping film.

All other physical impact type damage, loss, or soiling, is in general considered transportation damage.

A.2 DISPUTED TRANSPORTATION DAMAGE

- If there is a dispute between you and the driver about what transportation damage or loss has occurred, both you and the driver must note the nature of your disagreement on the Delivery Receipt and sign the receipt.

VEHICLE PROCESSING

A.3 INSPECTION OF VEHICLES AFTER DRIVER'S DEPARTURE

If a vehicle is delivered after hours, or if conditions such as heavy rain or snow make an immediate inspection impossible, or if you must inspect locked compartments of a vehicle that were not accessible during the original inspection, you must notify the carrier within 2 working days after the vehicle's delivery of any damage found.

The carrier will leave a completed and signed delivery receipt along with the vehicle. If the vehicle was received by someone other than an authorized inspector, this person should date and sign the delivery receipt, marking it "after hours delivery" or "subject to inspection" (STI).

If you have an STI and/or special delivery agreement with the carrier, it must clearly outline all agreed requirements for delivery. The agreement should include, but not be limited to an acceptable location for vehicle drops, delivery times and contact names.

If no transportation loss or damage is found, the inspector should simply date and sign the Carrier's Delivery Receipt, file the receipt, and process the vehicle through the "New Vehicle Preparation" procedure.

If any transportation loss or damage is found, handle as **hidden damage**.

A.4 HIDDEN DAMAGE

Concealed or hidden damage is defined as damage that cannot be identified by visual inspection, such as a damaged component that would require the use of a hoist to inspect and detect. Damage such as a scratched or cracked windshield, a damaged bumper or a scratch that is undetected because the vehicle is dirty, is not considered hidden damage. **It is recommended that vehicles be washed prior to inspection.**

If there is any hidden transportation damage or loss, you must notify the carrier by fax or certified mail within 2 working days after delivery of the vehicle. **If there is damage or loss on a vehicle delivered after normal business hours or at night, you must notify the carrier by fax or Certified Mail within 2 working days after delivery of the vehicle.**

Certified Mail Notification must be made to the carrier's nearest administrative office, by certified mail, on your letterhead of the following:

- Delivery receipt number. Include a copy of the delivery receipt, with any damage found properly noted, along with your letter.
- Vehicle Identification Number (VIN)
- Complete description of the hidden/concealed damage or loss

Ensure that the Certified Mail Receipt is date-stamped by the U.S. Postal Service. Write the Certified Mail Receipt number in the "Remarks" area of the Carrier's Delivery.

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Some carriers will accept notification of hidden transportation damage or loss via Fax or email. If you elect to use either method, you must retain an acknowledgment from the carrier stating they have received your Fax or email. It is recommended in an email transmission, that you copy yourself when sending to verify successful receipt.

Where carriers allow you to notify them of transportation damage or loss on after hours deliveries via fax/email, you must contact the carrier at the number or contact information listed on the delivery receipt provided.

Note: If there is no email/fax number provided or the contact information does not work, you must contact Fenkell Automotive Services (claims@fenkell.com) immediately to receive further instructions.

VERY IMPORTANT - You must retain your copy of the fax confirmation or email as verification the proper notification was made within the 2 working day limitation as set forth above.

NOTE: You must within 2 working days of vehicle receipt, notify the carrier of any hidden damage. Failure to properly notify the carrier of transportation damages may result in non-payment for any necessary repairs.

When the carrier's representative has finished the inspection, they must provide and sign a carrier's delivery receipt. Retain in your files.

A.5 CERTIFICATION/EMISSION LABEL

Inspect the vehicle to ensure that its Certification and Emission Control Labels are properly in place and in good condition.

On cars, the Certification Label is found on the locking face ("B" post) of the left front door. On trucks, the label is found in the same location or nearby. The Emission Control Label is located visibly within the engine compartment on all vehicles.

If either label appears to be incomplete or illegible, it must be replaced.

- Replacement Certification Labels must be requested through your Chrysler representative.
- Replacement Emission Labels are available through Mopar.

If you are replacing a label, remove the old label completely and clean the area thoroughly before attaching the replacement.

NOTE: Attach replacement labels with care as they cannot be removed without damage once they have been applied to the surface. Certification Labels will only be provided for new, unsold vehicles.

B. MAJOR DAMAGE

VEHICLE PROCESSING

Chrysler's Definition of Major Damage:

- Damage that exceeds 5% of the vehicle's MSRP excluding the cost of damaged "bolt-on" parts when replaced by identical manufacturer's original equipment (e.g. glass, bumpers, tires, wheels, radios, hood, fenders, deck lid, doors, etc.) - except when the cost of exterior replacement parts exceeds 10% of MSRP; or
- Damage which must be disclosed under state law; or
- Damage to the vehicle's frame, such as cracks, ripping or evident metal separation, other than tie-down hole elongations; or
- Damage to steering or suspension that cannot be corrected by the replacement of "bolt-on" parts; or
- Damage to any panel or section of panel that requires welding.

For any vehicle sustaining non-major transportation damage, it is your responsibility to inform customers of the damage and repairs performed prior to purchase. Most states have laws that require such disclosure, and in other states, consumer protection laws may be construed so as to require it. You should obtain legal advice concerning disclosure requirements in your state.



6699 Chicago Road
Warren, MI 48092

Ph: 586-276-1700 Fax: 586-276-4730

Repair notification fax form Vehicle Malfunction Report

Date: _____ Submitted by: _____ Phone: _____

Yard Address: _____ City / State: _____

Line No.	Vehicle Identification Number (All 17 Digits)	Carrier Name/Vehicle Location	Reason Code (see below)	Remarks
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

**CODES: B=BATTERY D=BODY DAMAGE G=GLASS (INDICATE WHICH GLASS & COLOR) K=KEYS M=MAJOR DAMAGE
(PROVIDE REMARKS) N=NO START O=OTHER (DESCRIPTION REQUIRED) T=TIRE**

COMPLETE THE INFORMATION ABOVE AND FAX TO FENKELL AUTOMOTIVE SERVICES (586)276-4730 or EMAIL CLAIMS@FENKELL.COM