

Transportation Damage Policy Ford Motor Company

Vehicles Shipped to Consignee Locations or to Auction Sites:

The consignee representative, who signs to accept a motor vehicle whether at an agency location or at a GSA selected auction site, must note all vehicle damage and missing equipment on the carrier's delivery inspection documents. Inspectors should confirm the presence of spare tires, owner's/operator's manuals, floor mats, etc. The carrier driver should also sign his or her name on the carrier's delivery inspection documentation (delivery bill of lading).

In addition, the representative must call the Federal Government Sales Department, within twenty-four hours of vehicle receipt, to report transportation damage or loss and to obtain assistance in arranging for transportation damage repairs.

Federal Government Sales Department Contacts:

Debra Hairston	(313)390-1095
Sandy Charkowske	(313)390-1262
Bob Matschekowski	(313)390-1283
Tina Woolum	(313)390-1324

The Federal Government Sales Department representative will assist the consignee representative in locating a local dealership to perform the needed repairs. With completed delivery inspection documents, the dealer can perform the needed repair and submit a claim for payment directly to Ford Motor Company.

NOTE: A Ford Dealer will only repair vehicle damage and/or missing equipment if it is noted on the carrier's delivery bill of lading. Without the appropriately completed delivery inspection report (damage not noted on the delivery bill of lading), the dealer cannot submit a claim for payment of the repair.

Ford Motor Company is not responsible for theft or for damage occurring at consignee locations nor for transportation damage or loss not reported within 24 hours.