

General Motors

Damaged In Transit (DIT)

When a vehicle is damaged in transit, whether it be a courtesy dealer delivery or CNS delivery, specific steps are taken to report this (see verbiage from our contract cover letters below).

b. Vehicles Incurring Transportation Damage/Missing Parts:

When vehicles shipped directly to Federal Agencies incur transportation damage or missing equipment, the Federal Agency representative or designated Consignee of the vehicle, is to properly note the damage or shortage on the carriers Delivery Receipt using the appropriate five digit damage codes used by GM, GM Dealers and carriers. All exceptions observed during delivery inspections must be identified using the five digit damage codes or the claim will be rejected. This includes severely damaged vehicles. The unit is to be accepted as "storage only" and the steps, noted below, are to be followed. This will prompt arrangements for pick-up and transportation to the nearest repair site.

After the vehicle has been inspected, with any exceptions noted on the delivery receipt, a copy of the signed delivery receipt, signed and dated by both the consignee and the delivery driver, is to be returned to the driver:

- 1) Call 1-800-353-3867 between 8:00 AM to 8:00 PM EST Monday through Friday. Provide the Vehicle Identification Number to the agent who answers the call and obtain the Business Associate Code (BAC) for the delivery location. Retain this BAC number.
- 2) Call 1-888-414-6322, enter the BAC when prompted and select "service" when prompted. When asked if the call is in reference to a "T-Claim," respond "YES". Report any new vehicle damage or shortage, missing accessories, etc., as properly noted on the Delivery Receipt. Record the assigned T-Claim case number on the Delivery Receipt.
3. Retain a copy of all paperwork.

Important: All transportation damages must be reported within 24 hours of vehicle receipt for assistance and arrangements. GM is not responsible for damage occurring at consignee locations or for transportation damage or loss not reported within 24 hours of delivery to the consignee.

The Federal Agency or Consignee is to immediately present the vehicle with the properly completed delivery receipt and T-Claim case number to a franchised GM Dealer. Repairs will be performed by an authorized GM Dealer within a reasonable time following the delivery of the vehicle by the consignee, or consignee's representative, to the Dealer's place of business.

All deliveries involving any Federal Agency are to be made during regular business hours at the delivery location. Enclosed in the package documents from General Motors are details of this program as well as details on how to handle missing parts on vehicles received.