Chrysler Group LLC

Vehicle Shipping Manual

Last Revised June 29th, 2012

Updates to this manual will be based on bulletins and business/policy/network changes.

All previous bulletins are replaced by this document.
Printed copies of this manual are uncontrolled.

For the latest version of this manual please visit:

Chrysler Extranet: https://gsp.extra.chrysler.com/qlty/vsm/index.html

or

VinVision: https://www.insightnl.com/inl/secure/index.jsp

Please note: bulletins sent out throughout the year will only be posted on Vin Vision.

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It is vital that all providers read and understand the general sections contained in the manual as well as the specific sections pertaining to the specific type of service being performed.

All service providers are required to have a current color copy of this manual available in the main office and in any shuttle vehicles. All haulaway trucks must have a color copy of Appendix I: Vehicle Loading Sheets.

1 FACILITY REQUIREMENTS

The following are requirements at any facility handling Chrysler Group LLC (and hereafter referred to as "Chrysler") vehicles.

1. Bay size must be a minimum of 10'6" wide (inside of line to inside of line) by 18' in length. Bays may have 90°, angled or herringbone patterns. Bay marking lines must be 4" wide.
2. Aisles must be 24' wide for 90° parking layouts and 20' wide for herringbone patterns. Load lines must be 10'6" wide (inside of line to inside of line).
3. Haulaway loading areas must be at least 100' long, including a 25' access aisle behind the actual truck parking bay to accommodate loading/unloading. Each haulaway truck loading bay must be a minimum of 12' wide.
4. All new load lines/bay striping must be yellow.
5. Each bay location must be clearly identified with numbers/letters (12" x 12").
6. All facilities must have a clearly identified sick bay area.
7. Rail and haulaway loading/unloading equipment must be well maintained, without rough or jagged edges. The area where the ramp comes in contact with the pavement and the trailer must allow for contact free loading of vehicles.
8. If crops are close to the yard (presence of orchards, poplar cultivation, etc.), it is required a minimum of 16-yard (15 meter) wide clear space (inside or outside the compound).
9. Facility Managers are responsible for identifying and logging all parties entering and exiting their yard on a VIN level basis.
10. The facility must be secured to prevent theft of vehicles or acts of vandalism. Fencing must be 8' cyclone with three strands of barbed or razor wire at the top. Highway style crash barriers must line the interior perimeter of the fence or the fence must be interwoven with aircraft cable positioned at approximately 3' in height.
11. All facilities must have gates to ensure vehicle security.
12. All facilities must have 24/7 security, preferably with camera surveillance.
    a. Request identification and record all persons entering and exiting the facility, documentation of times entering and exiting is also required.
    b. Inspect trunks upon departure.
    c. Security guard must obtain a cellular phone contact number for all rework or inspection personnel entering the facility.
    d. Security guard must verify exit receipts match provider load sheets for all vehicles exiting facility.
13. All facilities must have accessible restrooms for use by all providers.
14. Lighting must be sufficient in all areas where night loading, unloading and vehicle inspections occur. This applies to releasing, yard management activities, inspections, rail loading/unloading/haulaway loading/unloading, etc.
15. The pavement must be well maintained without cracks, potholes, weeds, debris, other harmful objects and must be swept monthly.

16. Maximum speeds in any facility are not to exceed 15 mph or 25 km/h.
17. Speed limit signs must be posted throughout the facility or stenciled (at least 4' wide) on pavement. Do not add poles if they are not currently in place, use stenciled pavement markings instead.
18. All obstructions within the facility must be highlighted with fluorescent paint and/or ground markers (construction cones, etc.) to ensure high visibility. This includes blind intersections.
19. It is the responsibility of the yard manager to ensure that any areas with overhead obstructions are segregated from all haulaway traffic by fencing, cones, etc. as to prevent vehicle damage.
20. Fire extinguishers must be located at readily accessible sites throughout the facility, especially at rail loading/unloading sites and haulaway loading docks. Fire extinguishers must be inspected at least twice a year with inspection dates attached to the extinguishers.
21. Yard area must be cleared of snow to ensure safe loading/unloading.
22. Yard must be treated as needed to ensure icy conditions do not exist.
23. Do not use brooms or similar tools to remove snow or other material from vehicles.
24. Vehicle handlers can only remove snow to facilitate driving with the SNO-PRO tool shown below. The handle of this tool must be covered with a padded material. This tool can be purchased from the following website (the handle cover will have to be added): http://www.angelguardproducts.com/commercial/snopro

25. All facilities must have an Electric Vehicle (EV) charging station with a J1772 connector.

2 POLICIES AND PROCEDURES

2.1 Inspections

1. A transportation inspection must be conducted on each unit and reported using the appropriate Inspection Type Location Code. These codes are used to identify the type of location where the inspection is being conducted. See Appendix A for a list of the Inspection Type Location Codes.
2. Please reference a suggested inspection procedure in Appendix B. Following this procedure does not absolve the provider of liability.
3. The condition of the vehicle must then be reported into Chrysler's Vehicle Inspection & Claims System (VICS) using the five digit damage coding system, which is an industry-wide standard. These codes can be found in Appendix C. Code cards may be purchased from the AIAG website (http://www.aiag.org) under product code "M-14".
4. Pending AIAG publication to the 928 EDI standards, a sixth digit will be required identifying grid location for each panel. The grid layout can be found in Appendix C.
5. The Non-Carrier Transportation Damage Liability Guideline (formerly Schedule 1) is to be used as a basis for identifying all factory related or non-transport damage and can be found in Appendix D. The guideline can be purchased from the AIAG website (http://www.aiag.org) under product code "M-18".
6. Provider will be in compliance with the following interchange inspection procedure:
   a. Inspection must be completed within one business day (Monday – Friday) of receipt.
   b. Receiving provider will be responsible for transmitting inspection data into VICS within 24 hours of completing the inspection. The actual inspection date sent to VICS must be the date the vehicle was inspected.
   c. All inspections (clean or dirty) must be transmitted into VICS by the receiving provider. A clean vehicle is defined as a unit that does not have any damages/ exceptions noted during inspection.
   d. When a vehicle is delivered to a yard:
      i. All exceptions must be notified (within 24 hours of delivery) by traceable means to the delivering party by the receiver. Delivering provider must notify Chrysler of yards not complying to this notification procedure.
      ii. Severity three or greater damaged vehicles may be moved to a designated sick bay location in order to allow for normal traffic flow.
      iii. For severity 3 or greater damages, the vehicle must be held for a 24-hour period from the time of notification.
      iv. If the delivering party does not verify the noted exception the vehicle can be shipped.
   e. When a vehicle is picked up from a yard:
      i. All exceptions must be noted on the load sheet and left with the yard Manager or designated yard representative.
      ii. Severity 3 or greater exceptions must be signed off before leaving the yard.

If the facility operator has a more strict verification policy, the impacted providers must be notified in writing. This stricter policy must not impede vehicle flow. Please reference Appendix C for "Severity" definitions.

f. Vehicles with any of the following conditions must be treated as severity 3 damaged vehicles:

i. Multiple (more than one on the same panel) severity 1 or 2 damages

ii. Missing keys

iii. Locked vehicles

iv. Glass

v. Tire and wheel damage

g. Both providers at each interchange will ensure a common understanding of Chrysler's inspection process. This process must be in writing and agreed to by both parties. If the process is not in writing and agreed to by both parties, any claims will be split equally between both delivering/receiving parties.

h. Chrysler will not arbitrate nor make claim assignments as a result of tardy inspection data, nor will Chrysler tolerate late payment of claims due to such disputes.

i. At any time a hidden damage to a tie down slot is identified, all claim responsibility will be placed upon the previous haulaway provider.

j. Liability will transfer from one provider to another when the vehicle is moved by the receiving provider. (This excludes damaged vehicles being moved to sick bay awaiting verification.)

k. At any point in the supply chain if there is a dispute on the responsibility of damage, the delivering provider must contact their Claims Analyst with color pictures, damage report, and statement from both providers outlining the dispute. See Appendix G for contact information.

l. If a vehicle is noted as damaged by the receiving party, accountability lies with the facility operator until proven otherwise. Chrysler will not act as an arbitrator.

7. Inspections of Vehicles with Transit Film

a. Protective film will not be tampered with or removed unless it is a danger to the vehicle or other vehicles.

b. A standard inspection must be conducted at each handoff. See Appendix A for inspection type codes.

c. If the protective film is cut or torn while in transit it is the responsibility of each provider to note the area of the damage that corresponds with where the film is torn. The damage type code to be used is "38" and the severity code should match the severity of the tear or puncture.

d. Any defects found under undisturbed protective film will be charged to the plant.

8. On-Rail Inspection - The below process will aid in root cause analysis and establishing corrective actions to reduce damage.

a. Chrysler requires a "08" on-rail inspection be sent by the receiving rail provider when any damage is found on rail prior to chock release. This includes jumped chocks (60-39-#).

b. The "08" code must be verified by a third party inspection agent and transmitted electronically into VICS.

c. Pictures of any severity three or greater exceptions of a repetitive nature should be taken and submitted to Chrysler Damage Prevention Group.

d. All exceptions noted on rail should be forwarded to the railroad responsible for loading the railcar.

e. This inspection is intended to identify any damage to the exterior of the vehicle which could have happened during the rail loading or transit process. Doors, hood, deck lid, must not be opened during this inspection.

f. Claims resulting from these exceptions will be filed against and deemed to be the responsibility of the originating railroad.

9. Please see Appendix E for instructions on how to establish an interface with Chrysler's VICS system (for sending inspection information to Chrysler).

2.2 Delivery

In an effort to create a more structured delivery process between delivering providers and Chrysler dealers we are requesting that all delivering providers contact each of their dealers and review the delivery process for each specific dealer. This information should then be made available to all delivering drivers so they are familiar with the specific dealer needs before they arrive onsite at the dealership. At a minimum the requested information should include the following.

- Hours of Operation, Proper entrance and exit of dealership premises, Name of the contact person for vehicle inspections, Unloading area, Vehicle staging area, Is STI allowed and if allowed, where should the keys and paperwork be placed.

1. Final delivery (to dealer or vehicle final destination) during normal working hours.

a. The accepting party has the right to inspect the vehicle (15 minutes per vehicle up to one hour maximum per load) and note all exceptions on the provider's delivery receipt.

b. The accepting party has the right to wash the vehicle in the driver's presence. Chrysler approved car wash must be used in order to avoid any potential damages to the vehicle caused by the dealer.

c. If the parties cannot agree on a noted exception, the provider and final destination must add their comments, sign, and date the delivery receipt. In this case the provider must contact their Chrysler claims representative and forward all documentation, including color pictures.

d. The final destination and the delivering provider must sign and date the delivery receipt. The provider must not note any exceptions on the delivery receipt, however the provider can add comments to their side of the delivery receipt after the receiving party has noted any exceptions.

e. It is the responsibility of the delivering provider to ensure the final destination is properly coding damage on the delivery receipt.

f. If the delivering provider does not believe the final destination noted exception is transportation related, they have the right to make comments about the discrepancy on the provider side of the delivery receipt prior to sign off by both parties.

g. Provider must supply their own multi copy delivery receipt.

h. After sign off by both the final destination and delivering provider, the delivery receipt is not to be altered in any way by either party.

i. All writing must be legible on all copies of the delivery receipt.

j. Provider is responsible for anything noted on the delivery receipt meeting the transportation damage guidelines unless documentation can be provided to prove prior damage.

k. At no time shall a vehicle be left at a final destination for storage. If a vehicle is left at a final destination they must sign the delivery receipt.

l. Final destinations cannot refuse a vehicle delivery. If a final destination attempts to refuse a delivery, contact Chrysler Vehicle Logistics Operations. See Appendix G for the web address to access a full list of Carrier Contacts.

2. After hours delivery – Subject to Inspection (STI)

a. The delivering provider must draw up and have a signed STI agreement with the final destination facility which includes:

i. Vehicle placement
ii. Key and document placement
iii. Means of exception notification.
iv. Any other pertinent information / restrictions.

b. The provider must sign and date the delivery receipt to identify each VIN as delivered. They must also note that it is an STI delivery, but must not note any exceptions.

c. The accepting party has the right to wash and inspect the vehicle and note all exceptions on the provider's delivery receipt.

d. The accepting party has two business days to notify the delivering provider of any exceptions via traceable means, as specified in the STI agreement.

e. Provider is responsible for anything noted on the delivery receipt meeting the transportation damage guidelines unless documentation can be provided to prove prior damage.

f. The delivering provider has six days from the date of delivery to meet with the receiving party and view the damages.

g. Writing must be legible on all copies of the delivery receipt.

3. Provider must submit a "05" inspection into VICS within 2 days of delivery. Provider must input all "05" dealer/final destination delivery exceptions into VICS regardless if the vehicle is delivered clean or damaged. If STI delivery, the provider must give the final destination their allowed two business days to respond with any exceptions found and then immediately submit a"05" inspection. This is vital in Chrysler's reporting and claim forecasting model. See Appendix A for a list of the Inspection Type Location Codes.

4. Deliveries to intermediate locations do not require a signed delivery receipt. An intermediate location is defined as a location where the vehicle will move onward to another location prior to delivery to final destination.

a. The notification process must be adhered to at all intermediate locations. Please see section 2.1.6 on page four and five for the Interchange Inspection Procedure.

b. Signed delivery receipts (from intermediate locations) will not be valid for claims disputes.

c. Proof of timely notification is required per section 2.1.6 on page four.

5. Hidden Damage
   a. Definition - 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.
   b. 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.
   c. Any damage deemed to be hidden must be reported to provider within two business days of delivery. The delivering provider has six days from the date of delivery to final destination to meet with the receiving party and view the damages.

2.3 In-Transit Repair Procedure

1. This policy covers Chrysler vehicles that experience in-transit damage, such as glass damage, tire damage, no start condition, missing keys or a dead battery. This also includes any damage requiring replacement or repainting.
2. When a vehicle with damage is found, regardless of who it is found by, it must be reported to the facility operator. The damage will then be reported by the facility operator to the appropriate party shown below. To gain access to VehiTrac please see Appendix E on page thirty three.

   a. US & Canada – Fenkell Automotive Services' VehiTrac: https://www.fenkell.com/vehitrac/Main/LoginManager
   b. Mexico – Mexico Damage Prevention & Claims Manager
   c. International – Damage Prevention & Claims Manager

3. The facility operator must then notify the next provider in the supply chain of the vehicle status.
4. The reporting of incidents identified above is ultimately the responsibility of the facility operator. If another service provider reports an incident they must also report it to the facility operator.
5. An inspection must be transmitted into VICS to document the current condition of the vehicle. A supplemented inspection must be entered to verify repair completion.
6. When reporting in-transit damage include the full 17 digit VIN, the location of the vehicle including the bay location, railcar, etc., and the exception type. Other relevant information may include the type of glass, tire type and size, etc.
7. It is the responsibility of the facility operator, or if locally agreed, the provider in possession of the vehicle to enter the appropriate hold code into VISTA and VinVision. Please see Appendix A for a listing of Chrysler hold codes. (Fenkell will set and release TA holds for vehicles that are being held/released for/from in transit repair).
8. If the battery is dead due to vehicle shipping negligence, the provider is liable for the claim.
9. Reporting an incident does not determine liability for an issue.
10. Repair agent will repair the vehicle at the provider's location except when Fenkell Automotive Services is authorized to tow the vehicle offsite for repair. In the case a

vehicle is taken off site the onsite provider must perform and submit a "97" (outbound yard) inspection type to document the condition of the vehicle prior to leaving the facility. Facility operator must also send a 3R "Outgate" message or other appropriate dispatch message to VinVision.

11. Upon completion of repairs the repair agent will notify the facility operator and receive a sign off that the work has been completed.

12. The facility operator is required to complete an inspection and submit a "96" (inbound yard) inspection type location code upon return to the facility or completion of onsite repairs. This is to document the condition of the vehicle once repaired in the yard or upon return to the facility. Facility operator must also send a 2V "Ingate" message or other appropriate facility "Ingate" message to VinVision.

13. The facility operator is then required to remove the hold code in VISTA and enter the vehicle into shippable inventory.

14. It is strictly forbidden for any provider to repair or authorize repairs of any Chrysler vehicle. There are no exceptions to this policy.

15. Tire Specific Information

    a. Providers will not attempt to repair or change flat tires.
    b. Under no circumstances should a vehicle be driven on a flat tire.
    c. If a vehicle is on a railcar waiting to be unloaded and has a flat tire, the unloading agent is to use an air compressor to fill it with air in order to unload it. If the tire is slashed or punctured so that it cannot be filled with air the facility operator is to use the facility's universal spare tire and jack. This is the only instance when a provider is authorized to change a tire. Immediately following this the in transit repair process must be followed as outlined in section 2.3.2 on page eight.
    d. Any vehicle that has been resting on its undercarriage must have a Fenkell Automotive Services in transit damage inspection completed before moving on to the final destination.
    e. Tires are not a salvageable item and cannot be requested from dealers or repair agent due to liability laws and legal implications. The repair agent or dealer is to render the tires unusable by cutting the bead and removing the DOT coupon from the tire keeping it available for Chrysler audit for a period of one year.

16. Glass Specific Information - A cover or plastic shield must be immediately applied to the broken window area and affixed using 3M No. 225 type tape (blue painters tape) by the provider to protect the interior.

17. Key Specific Information

    a. Under no circumstances should a vehicle be moved by any means or should the provider attempt to deliver the vehicle to a final destination without keys.
    b. At no time should a slim jim or any type of tool be used to access a locked vehicle.

18. Battery Specific Information - It is strictly prohibited for anyone to start a vehicle by jump starting, pushing, or pulling.

19. Providers must not communicate hold or repair information to final destination facilities.

20. When a provider causes major damage to a vehicle on the way to a dealer, the vehicle should not be delivered to the dealer. Divert vehicle to the pre-designated repair location

listed in Appendix H of this manual, this includes using the Damaged Vehicle Drop off Sheet.

2.4 Major Damage

1. Major Damage is defined as:
   a. Damage that exceeds the amount specified by applicable State Disclosure Laws or destination country regulations as interpreted by Chrysler or
   b. If no State Disclosure Law or destination country regulation exists then;
      i. Damage that exceeds 5% (determined by Chrysler), of vehicle 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, decklid, doors, etc.) except when the total repair cost of exterior replacement parts exceeds 10% (determined by Chrysler) of vehicle MSRP; or
      ii. Damage to the vehicle's frame other than tie down hole elongation as defined by there being no cracks, ripping or separation evident; or
      iii. Any vehicle where wheels have been removed allowing it to rest on the undercarriage; or
      iv. Damage to steering or suspension that cannot be corrected by the replacement of bolt-on parts; or
      v. Damage to any panel or section of panel that requires welding; or
      vi. Vehicle will be deemed salvaged/total loss when damage exceeds 40% (which is determined by Chrysler) of MSRP; or
      vii. Any vehicle that is tipped 90° or more on a side will be deemed a salvage/total loss unit; or
      viii. Any Canadian vehicle that has been repaired with body filler.
      ix. Any damage which Chrysler deems as a safety risk to the customer.
2. Major Damage Procedure
   a. When a damaged vehicle is on-hand at a provider's location, the provider's management will inspect the vehicle and determine if the nature of damage is such that it could be defined as "major damage" based on Chrysler Guidelines defined above.
   b. If there is a question as to whether a vehicle has sustained major damage, assume that it has. Chrysler would prefer to have an unnecessary report than no report at all.
   c. If major damage is suspected, the following steps must be taken:
      i. Transmit the damage to Chrysler's VICS.
      ii. Report major damage as per section 2.3.2 on page eight.
      iii. Retain vehicle at your facility.
      iv. Transmit delay code of "TA" into Vin Vision and VISTA. See Appendix A for a list of codes.
      v. An independent inspection company, appointed by Chrysler will survey the vehicle.
      vi. All major damage survey costs will be transmitted under a "32-02-6" exception code, and are the responsibility of the party which caused the damage.
      vii. Upon receipt of the inspection report, Chrysler will advise disposition and further instructions.
      viii. For claims purposes providers may request copies of the damaged vehicle inspection reports. Contact your claims analyst listed in Appendix G.

ix. All vehicles sitting in a yard's sick bay (those with damage and those sitting for any other reason) for longer than three days must be reported to your Insight Regional Operations contact immediately with the VIN and what the issue is with the vehicle.

2.5 Lost / Stolen Vehicle Procedure

1. The stolen/lost vehicle resolution process can be found in Appendix F. This procedure contains the process for a lost unit, a stolen unit and stolen unit reconciliation.

2.6 Derailment Procedure

1. The steps below are to provide a process for notification when railcars involved in a derailment.
   a. The provider will notify the appropriate party outlined in section 2.3.2 on page eight.
   b. The provider will transmit a "UA" hold code and a "32-02-6" exception code.
   c. With direction from Vehicle Logistics Operations, the provider will transport all vehicles involved in the derailment to a point, or points, as instructed.
   d. All vehicles involved in the derailment must be handled as per the major damage procedure in section 2.4.2 on page ten.
2. The provider that caused the derailment will absorb all costs associated with transporting damaged vehicles.
3. Any vehicle that is tipped 90° or more on a side will be deemed a salvage or total loss unit. This includes rail securement using straps around the wheels in which the vehicle is still in the securement but tipped on its side. Vehicle's side does not have to touch the railcar to be deemed as salvage or total loss.

2.7 Chrysler Hold Codes

1. All holds must be placed on a valid route segment. See Appendix A for list of hold codes and transaction codes.
2. Providers are encouraged to contact Insight Network Logistics (INL) or Vehicle Logistics Operations to verify which of the code(s) to use and when to send.
3. Dealer holds are authorized either by Vehicle Logistics Operations or INL personnel only.
4. Provider does not need to terminate a "GE" hold. VISTA will automatically terminate this hold with the next reported move. Sending in a 550T on this code will result in an INC-Incomplete Transaction error.
5. Any other reported hold codes such as "AA" will require a 550T transaction to terminate the hold.
6. Per the US and Canadian In Transit Damage process (See section 2.3 on pages eight through nine), providers must send the AA hold to VISTA, but it is not necessary to send it to VinVision.

2.8 Transportation Claims

1. Life Cycle of a Transportation Claim
    a. Vehicle damaged in transit.
    b. Vehicle delivered to destination.
    c. Dealer / repair agent enters a transportation claim into the Chrysler DealerCONNECT system. In the case of an auction or salvage unit, a Loss of Sale claim will be assessed to the responsible provider via Fenkell's VehiTrac Claims (VTC) System.
    d. Chrysler's systems perform hundreds of data audits to ensure validity of all claim detail.
    e. If the damage being claimed matches the inspection information in Chrysler's systems, the claim is paid by Chrysler and sent to Fenkell VTC for recovery from the appropriate provider.
    f. If the inspection data is entered correctly and timely, claims will be filed with the appropriate provider.
    g. A transportation claim is sent by Fenkell VTC to the provider (via EDI or an email link, dependent on how each provider is set up) who delivered the vehicle to the location where the damage was first noted.
    h. Provider is assessed a claims management fee of $30 USD (CAD fee based on Chrysler corporate conversion rate).
    i. For Canadian claims providers are responsible for GST/HST taxes.
    j. If set up on EDI, provider's system must automatically respond to Fenkell VTC with a "review" response.
    k. Provider then processes claim and responds accordingly with a "pay" or "decline" response.
    l. If receiving email notifications provider must log into Fenkell VTC, review claim and respond accordingly. This includes review, accept, or denial of claim.
    m. If provider declines a claim they must upload all supporting documentation to Fenkell VTC electronically. There will be no paper declinations accepted.
    n. Once the supporting declination documentation is reviewed by the claims staff the claim will be re-filed with the declining provider, transferred to another provider, or charged back to the plant or dealer.
    o. If a claim is refiled with the declining provider and no additional information can be supplied, payment of the claim is expected. If a dispute still exists, provider must call their claims analyst within one business day of declination for resolution.
    p. Provider submits payment to Chrysler to complete the process. The mailing address can be found at the top of page 14.
2. Major Damage Claim Specifics (items that differ from section 2.8.1 above)
    a. Dealer / Final Destination – sends email to Chrysler Major Damage Group (Fenkell In transit repair process does not apply once vehicle delivered to its final destination)
    b. A third party inspection company will be appointed by Chrysler to perform a major damage survey.
        i. This associated cost will be the responsibility of the damaging provider via a transportation claim.

ii. In the rare instances when the dealer repair costs are projected to exceed the original Major Damage estimate the following guidelines shall apply:
- Supplemental inspections will only be used when the total damage costs cannot be estimated due to hidden or related damages which could not be determined at the time of the initial inspection.
- Supplemental estimate will be required prior to completion of the repairs when the repair amount exceeds the original estimate by 10% or greater. The 10% difference must be in excess of a $200 threshold.

c. Chrysler Major Damage will then classify the vehicle as;
   i. Sell as New - Provider will receive claims for repairs and survey fees.
   ii. Auction Unit - repair and sell at auction. Chrysler files a Loss of Sale Claim with provider for a flat 10% (percentage determined by Chrysler) of MSRP. Provider will also receive claims for repairs and survey fees.
   iii. Sell for Salvage Parts – Vehicles will not be titled. Vehicle is dismantled and all salvageable parts are sold. Chrysler files a survey claim and a Total Loss claim - provider pays Factory Wholesale minus destination and dealer holdback, plus all associated freight costs. The provider will receive the guaranteed salvage amount when Chrysler receives it from the salvage company. Any additional amount received will be split (50/50) between the provider and the salvage company.
   iv. Total loss - units are scrapped - Chrysler files a Total Loss claim provider pays Factory Wholesale minus destination and dealer holdback, plus all associated freight costs. Associated survey fees may apply.

d. Any other fees associated with the damage will be the responsibility of the provider.

3. Claims Processing & Payment

a. Time Limitation on Claims Processing
   i. All claim declinations and supporting documentation must be electronically uploaded to Fenkell VTC within 30 days of claim receipt.
   ii. The time limitation for providers to resolve claims is 60 days.
   iii. If the filed claims are not resolved in 60 days the claim automatically defaults to the provider in possession of the claim and payment is required.
   iv. Payment is expected prior to 60 days. If a claim goes over 60 days Chrysler reserves the right to withhold payment on services rendered to compensate for the outstanding claims.
   v. Chrysler transportation contracts do not limit when a claim may be filed. Chrysler does not acknowledge "time barred" claims declinations as there is no legal basis to support this.

b. Dealer Appeal Claims – A dealer may choose to appeal a claim for a repair which has been charged back based on a provider's declination of a claim. If the dealer provides supporting documentation, the dealer will enter a new claim and it will come to the provider via Fenkell VTC.

c. It is the provider's responsibility to retain (for a period of two years) and when required upload documentation electronically in support of a declination. Provider is encouraged to retain all documents that may assist in claims reconciliation. Please note: Not all of the documents below will apply to all providers. Some additional documents may be required to prove the provider's case.
   i. Declination letter (optional) – must include provider name, VIN, claim number, detailed reason for declination.

ii. Pre load document – this is necessary to prove pre existing damage, must note damage, and sign off when required. Even if there are no exceptions recorded, providers are required to retain these documents.
iii. Inspection report – can be provided from 3rd party inspection agency.
iv. Digital Color Pictures – picture of VIN, close up view of damaged area, and wide view to show relation of damage area to the rest of the vehicle.
v. Delivery Receipt – must be legible, and required for clean delivery or STI without notification.
vi. Untimely STI or hidden damage notification – proof of untimely notification.
vii. Proof of notification – Severity 3 or greater. Please see Appendix C for "Severity" guidelines.

d. Requests for Repair Order (RO) - Repair agents are required to send the RO to providers upon request as follows:
   i. The provider has 14 days from the day the claim is filed to request documents from the repair agents. The requests are restricted to the RO, sublet invoice and delivery receipt. Providers are not allowed to request copies of time punches, technician notes, etc.
   ii. Providers will need to supply the following information when requesting an RO: dealer, VIN, exceptions, date requested dealer contact, and provider requesting.
   iii. Proof that a request form was sent must be provided in order to decline the claim if the repair agent fails to provide the RO documentation. Provider must wait a minimum of eight days to decline the claim to allow ample time for the repair agent to respond.
   iv. Providers cannot use the request for RO as a means of delaying or trying to subvert the claims payment process.

e. Chrysler will not use the timeliness of inspection data to decide the responsibility of a claim. The proof of responsibility of a claim will be based on all data provided / available.

f. Payments
   i. Provider accepts responsibility for a claim. (via EDI or via Fenkell VTC)
   ii. Sending in payment for claims - All checks must be made payable to Chrysler Group LLC and include; claim detail with the VIN, claim number, and dollar amount.
   iii. Chrysler will not refund claims paid in error. The provider must address the situation with the responsible party.

Payment for claims must be sent to:
Chrysler Group LLC
Global Vehicle Claims Department
800 Chrysler Drive
Auburn Hills, MI 48326-2757
CIMS: 483-00-20

4. The only acceptable way for a dealer to file a claim and recover for repairs is through DealerCONNECT.

   a. If a provider is contacted about how to properly file a claim, the repair agent must be directed to contact Major Damage at majdmg@chrysler.com for assistance.

   b. Direct payment to repair agents by any means is strictly prohibited.

c. Claim amounts must be recovered through the claims recovery process as outlined in this section starting on page eleven.

d. Chrysler is required by law to track all damages and repair amounts.

5. One Claim at a Time (OCAAT) effective April 1, 2011

a. For every paid claim provider is required to log into Fenkell's VTC system and fill out the details listed below (in section 2.8.5.c). These items are relevant to each damage claim and will enhance damage prevention analysis.

b. Fenkell will provide:

i. Carrier SCAC
ii. VIN
iii. Claim cost
iv. Route
v. Date Delivered
vi. Dealer Code
vii. Claimed exception area, type, severity, grid codes.

c. The provider must enter the following to complete each OCAAT request:

i. Vehicle handler's name (person that damaged the VIN or employee ID#)
ii. Type of equipment (haulaway only: three car hauler, stinger, 10 car hauler, etc.)
iii. Vehicle position on truck or railcar (standard format to be determined)
iv. Backed or driven on (B/D) (haulaway only)
v. STI delivery to dealer? (haulaway only)
vi. Subhauler Yes/No (haulaway only)
vii. Statement as to how the damage occurred
viii. Corrective action taken – with concrete actions to ensure damage does not continue to occur.

3 VEHICLE HANDLING

3.1 General Guidelines

Any individual in a facility where Chrysler vehicles are present must adhere to the following procedure.

1. Apparel:
   a. Bright colored shirts or vests with reflective strips are required.
   b. Apparel must be clean to prevent soiling the interior of the vehicle.
   c. Gloves must be worn while operating or handling all loading / unloading equipment.
   d. Gloves must NOT be worn while inside the vehicle.
   e. No exposed metal is permissible and must be either covered or removed, this includes; jean rivets, watches, rings, loose hanging jewelry, zippers, belt buckles, buttons, cell phone holsters, etc.
   f. Providers are extensions of the Chrysler network and must appear professional when interacting with customers.
   g. Clipboards must not have exposed metal edges. Any metal edge must be covered with duct/electrical tape.
2. Vehicle Parking
   a. All vehicles must be parked straight on the left stripe of the bay or load line.
   b. Dual wheel trucks – Left front tire on line and dual rear tires straddling line.
   c. Distance between vehicle bumpers must be at least 10".
   d. Avoid parking new vehicles mixed or close to used vehicles.
3. Vehicle handlers must exercise care to keep carpets, seats, dash and side panels free from grease, dirt, mud and other foreign matter.
4. Vehicle handlers must not smoke, eat, lean against, or lounge in vehicles. The use of PDA's, Cell phones (including Bluetooth headsets), iPods, etc is strictly prohibited while operating a Chrysler vehicle.
5. Speeding, racing of engine, or spinning of tires is strictly forbidden.
6. Letting a vehicle idle excessively is unacceptable.
7. Handlers must ensure all accessories are turned off when exiting the vehicle.
8. A dead battery due to electrical accessories left on is the responsibility of the vehicle handler if noted as such on the malfunction report completed by Fenkell Automotive Services or their agent.
9. While vehicles are not running, the keys will be removed from the ignition and placed in the cup holder (fold down cup holders can be left down for key storage) or center console if no cup holders are available.
10. Windows, hoods, doors, deck lids, glove boxes and lift gates must be kept closed. Use of any of the above items or vehicle lights for the purpose of signaling anything is strictly prohibited.
11. All floor and seat protection must be in position during loading and unloading to prevent soiling.

12. No device or marking shall be placed on a vehicle to identify any issue or status.
13. If a vehicle is received in a no start condition contact the appropriate party as listed in section 2.3.2 on page eight.
14. At no time should a provider attempt to buff, touch up, or repair damage on any vehicle.
15. If a vehicle is stuck in snow, mud, etc. contact the appropriate party as listed in section 2.3.2 on page eight.
16. Under no circumstances shall any passengers be present in a vehicle other than for training purposes. Vehicles are not to be used as shuttle or tow vehicles in any circumstance.
17. It is imperative that the complete VIN on the vehicle shipping order (VSO) matches the number of the identification plate located on the left front instrument panel to prevent mis-shipped vehicles. It is also imperative that the Monroney label (U.S. and Canada only) and the certification label match the VIN. The certification label can be found on the rear of the driver's door.
18. Load sheets must be computer generated.
19. At no time shall a vehicle be entered or exited through any means other than the driver's door.
20. At no time shall tire pressure be increased or decreased for any reason.
21. Four-wheel drive units are not to be operated or transported in 4-LOW.
22. Only service provider employees are authorized to be in Chrysler yards.

3.2 End of Line Inspection

a. Vehicle is inspected prior to release from the manufacturing facility.
b. Inspection provider sends inspection data on all exceptions to VICS
c. Vehicle is turned back to the plant if:
    i. Missing keys or loose ship items
    ii. Damaged
    iii. IOD fuse is still engaged
    iv. VSO, Monroney (where applicable), VIN plate, and certification label do not match

3.3 Releasing Agent

1. Accepts the vehicle from the manufacturing facility.
2. Responsible for yard and vehicle security.
3. Responsible for the movement of the vehicle until it has been moved by a haulaway or rail loading provider.
4. Notify the end of line inspectors of any damage or repetitive issues. Please note: If damage is found it is the provider's responsibility to send inspection data to VICS.
5. Shipping documentation must be in order and properly placed within the vehicle. VIN plate must match the VIN on the Monroney (where applicable), VSO and certification label.

6. After release, vehicles are to be bayed or load lined in an orderly manner with the tires parked on the left line of the bay or load line with keys remaining in the vehicle cup holder (or center console if no cup holders are available).
7. Bay location is to be transmitted to the rail loader/haulaway provider.
8. Vehicles must not be driven over 15 mph or 25 km/h.
9. Distance between vehicle bumpers must be at least 10".
10. Mechanical failures or in-transit damage must follow the in-transit repair procedure in section 2.3 on page eight.

3.4 Truck or Shuttle Provider

1. Equipment Requirements
    a. All equipment must be certified by the Chrysler Vehicle Damage Prevention Group. Each provider is responsible for modifying and updating all equipment to ensure damage free vehicle delivery.
    b. Subhaulers and their equipment must meet all Chrysler vehicle shipping standards, be approved prior to use, and be verified by the Chrysler contracted provider.
    c. At no time shall Chrysler products be mixed with used vehicles on the same conveyance.
    d. Skids must be in good condition. All sharp edges must be removed to prevent cutting/gouging vehicle tires.
    e. Skids must be fully extended with approach angles no greater than 4°. No part of the vehicle, excluding the tires, may contact the skids, rig structure, or ground at any point in time.
    f. Flipper plates, filler plates, and all other pivoting components in the wheel track must be flat and supported from the ends.
    g. Stone shields must be installed on rigs to protect vehicles from mud splash and stone damage.
    h. Protective padding must be applied and maintained on all side structures of headrack and trailer.
    i. Trucks and trailers must be routinely maintained to meet D.O.T. standards, cleaned regularly, and look professional.
    j. All drivers must have basic hazardous spill equipment to clean up any spills (i.e. spill socks, absorbent material, a container to clean up the spill, etc.)
    k. Vehicles must be driven under their own power onto haulaway conveyance.
    l. At any time a hidden damage to a tie down slot is identified, all claim responsibility will be placed upon the previous haulaway provider.
2. Loading & Unloading Procedure
    a. All vehicles must be inspected prior to moving and according to section 2.1 on pages four and five.
    b. Haulaway truck decks must be pinned during loading, unloading, and transport. This is to protect the driver and the vehicle in the case of equipment failure.
    c. Mirrors must be folded inward prior to loading.

d. All decks and ramps must be clear of tie down chains, hooks, straps, or other obstructions before loading or unloading can begin.
e. Vehicles must be positioned in their designated location with front wheels straight.
f. Parking brake must be engaged before exiting vehicle.
g. Vehicles are not to be loaded in any position that requires the driver to enter or exit the vehicle by any means other than the driver's door.
h. Providers must not transport vehicles in excess of 15° from horizontal.
i. Loads can have mixed securement methods, but individual vehicles must use one consistent tie down method.

3. Chain Tie Down Procedure

a. The "R" hook is the only tie down hook authorized for use on Chrysler vehicles (See Vehicle Loading Sheets in Appendix I for vehicle specific tie down requirements).
b. Chain length can be shortened by use of grab hook.
c. Chains and hooks must clear all components by at least two inches.
d. Bungee cords must be used to secure extra chain from dropping down on vehicles below.
e. Extreme caution must be used when using ratchet bars for tightening or releasing tie downs. Ratchet bar must never come in contact with the vehicle.
f. Insert the tie down hook in the slots specified by the Vehicle Loading Sheets in Appendix I.
g. All vehicles loaded on haulaway equipment must be tied down with four "R" hooks (unless otherwise specified in the Vehicle Loading Sheets in Appendix I) and the chains must be pulled down evenly.
h. Over tightening securements to gain clearance is prohibited. Chains must not be tightened by driving or backing vehicles in the direction of chain pull.
i. A minimum of 3" clearance must be maintained between provider's equipment and the vehicle.
j. Sufficient clearance must be maintained between vehicles to ensure damage free delivery. Special care should be taken to accommodate vehicle spacing between the head rack and trailer. This will minimize the risk of damage due to dips in the road and tight turns.
k. If the vehicle has front and rear wheels on separate tilting surfaces, only one end of the vehicle is to be secured while tilting.
l. If the vehicle's front and rear wheels are on the same surface, all four tie down securements are to be tightened before the surface is tilted.

4. Strap Tie Down Procedure

a. Straps must adhere to the guidelines outlined in this manual.
    i. Straps must run parallel with the tread.
    ii. Straps must have rubber cleats to ensure they stay in place during transit.
    iii. Straps can only tighten down at the front and rear of the tire.
    iv. Straps may not wrap in front or behind the tire and pull inward or outward. (Lasso style tie down not permitted)
    v. No part of the strap or strap basket may touch any part of the wheel other than the tire itself.

b. Extreme caution must be used when using ratchet bars for tightening or releasing tie downs. Ratchet bar must never come in contact with the vehicle.

c. Straps must never be wrapped around or through any other part of the vehicle (i.e. strapping through the wheels, around axles, etc.).

d. For dealer delivery, all vehicles loaded on haulaway trucks/trailers must be tied down with four straps.

e. For shuttles, all vehicles loaded on haulaway trucks/trailers must be tied down with four straps.

f. A minimum of 4" clearance must be maintained between provider's equipment and the vehicle.

g. Sufficient clearance must be maintained between vehicles to ensure damage free delivery. Special care should be taken to accommodate vehicle spacing between the head rack and trailer. This will minimize the risk of damage due to dips in the road and tight turns.

h. If the vehicle has front and rear wheels on separate tilting surfaces, only one end of the vehicle is to be secured while tilting.

i. If the vehicle's front and rear wheels are on the same surface, all four tie down securements are to be tightened before the surface is tilted.

j. Straps must never be twisted in the securement process.

k. Straps must be properly maintained. Worn straps are to be replaced when frayed or worn. Trucks are required to carry extra straps.

5. Only service provider employees are authorized to be in Chrysler yards. Any persons or pets accompanying drivers must remain in the truck at all times.

6. Final Load Inspection

   a. Secure all ramps, chains, and straps.

   b. Pin all decks

   c. Verify height and clearances.

   d. Ensure paperwork is in order.

3.5 Driveaway

1. Driveaway personnel are required to obey all traffic rules and regulations.
2. Driveaway personnel are required to wear seat belts.
3. Vehicles must travel in a convoy, with a lead and trail vehicle, between facilities.
4. Vehicles are not to be driven on unpaved roads.
5. Vehicles must have an insured license plate.
6. Speeding, racing, or excessive idling are strictly prohibited
7. IOD fuse must not be engaged.
8. Driveaway personnel must have unrestricted driver's licenses.
9. Any damage to a vehicle during the driveaway process is the responsibility of the service provider.

10. If a vehicle becomes inoperable during the driveaway process, follow the in transit repair process outlined in section 2.3 on page eight.
11. Service provider must perform inspection prior to moving the vehicle.
12. Service provider is responsible for transmitting inspection data to VICS.
13. Please note: while the IOD fuse is not engaged the vehicles' airbags are inoperable.
14. Provider performs driveaway service at their own risk, with the knowledge of the above items.
15. When performing driveaway, it is the provider's responsibility to ensure wheel film, and wrap guard does not come off the vehicle while being driven. The provider must remove any material which may come off the vehicle while in transit.
16. The provider will be held liable for any and all damage to vehicles that occurs while in their possession. This includes animals, accidents (regardless of fault), etc.

3.6 Rail Provider

In addition to the below requirements all providers must adhere to AAR processes, guidelines, standards, and regulations.

1. Loading & Unloading
    a. Loading Agent - Responsible for the vehicles once they are released by the shuttle or releasing provider. The responsibility of the loading agent will end when railcars are deemed properly loaded and paperwork accepted by the origin railroad.
    b. Unloading Agent - Responsible for the vehicles once railcars are spotted and prepped for unloading. The responsibility of the unloading agent will end when the vehicles have been bayed in the designated drop zone.
    c. Defective railcars must not be loaded under any circumstance.
    d. Rave end doors must not be loaded to Mexico or states bordering Mexico.
    e. Tools used during rail loading or unloading must have protective covering.
    f. Vehicle damage due to improper loading must be reported to the origin loaders and noted as a "08" inspection in VICS prior to securement release.
    g. Portable/fixed rail loading devices (i.e., buck loaders) must not have an approach angle greater than 4°.
    h. Loading is not permitted in cases where buck loader extends above the loading deck by more than 1". This is to ensure vehicle rocker panel / sill does not contact buck loader.
    i. Loaders must ensure that the hinged "B" deck is properly adjusted prior to loading.
    j. It is permissible for loading agents to place chocks on the deck prior to loading provided they are not in the vehicle's loading path.
    k. End doors must be secured when in the open position to prevent contact with the vehicles during loading.
    l. Vehicles must not be driven at speeds in excess of 5 mph or 8 km/h on ramps and railcars.
    m. One vehicle on a ramp at a time during loading/unloading.

n. Vehicles must not be driven through more than six consecutive railcars during loading or unloading.

o. Vehicles must not be loaded in any position on a multi-level car that would require the driver to enter or exit via any means other than the driver's door.

p. Vehicles must be positioned in their designated location and centered over the tie down rails, with the front wheels straight ahead.

q. Manual transmissions must be in 1st gear with parking brake engaged.

r. Automatic transmissions must be in park with parking brake engaged.

s. Spacing between vehicles must be at least 3". There must be a minimum of 5" between the end doors and the vehicles loaded in the end positions.

t. Windshield wipers, electrical accessories, and lights must be turned off. Keep all windows, vents, and glove box door closed.

u. VIN on the VSO must match the VIN plate and the certification label.

v. Vehicle doors must remain unlocked during transit.

w. Railcar end-doors will be closed, locked and sealed before loaded railcar is moved from the dock.

x. A green seal, identifying the direction of the vehicles' headlights, must be used to secure the railcar door.

y. Refer to the Vehicle Loading Sheets in Appendix I for specifics on loading/unloading.

2. Securement of Vehicles on Multi-Level Railcars

a. All chocks must be inspected prior to securement.

b. See Vehicle Loading Sheets in Appendix I for chock requirements by vehicle type.

c. Provider must follow the Vehicle Loading Sheets in Appendix I for individual securement requirements.

d. Tri Level Chocking - Thrall/Standard Car Co-Polymer chocks

i. Chocks must be stored in storage pockets on the sides of the railcar.
ii. Two tires on the same side of the vehicle must be chocked.
iii. Do not over-tighten straps.
iv. Chocks and straps must not contact the vehicle.
v. Straps must only be used over the tires running parallel to the treads. It is permissible to use basket type straps, as long as no part of the strap comes in contact with any part of the vehicle other than the tire.

e. Bi Level Chocking – Holden chocks

i. Chocks must be stored in preinstalled storage panels attached to the side screening.
ii. Prior to or after removal from the storage pan, chock is adjusted to maximum height position for the vehicle being secured, in accordance with Vehicle Loading Sheets in Appendix I.
iii. Chock is positioned and settled down into the grating, and locked into place by rotating the locking lever. Lateral restraint paddle is always placed against the inside wall of the tire.
iv. Chocks must be placed 3/4" from tire to allow for removal of the chocks at destination without moving the vehicle.
v. There are two types of supplemental chocks (Holden Block Chock and ZefTek AVR) which must be used when available.

vi. When using AVR supplemental chocks the Holden Grate Lock Chock must be set in the highest possible position, while still maintaining proper clearance to the vehicle.

f. In-Transit Adjustment Process for Failed Chocks

i. All defective / unengaged chocks must be replaced.
ii. If multiple failures have occurred, vehicles must also be inspected to ensure that a minimum of 3"of clearance remains between vehicles.
iii. If spacing is inadequate; the vehicles must be moved to restore sufficient clearances.

3. Railroad (including Pre Tripping) Responsibilities

a. When cars are spotted for loading or unloading, it is the responsibility of the railroad to ensure the end doors are open and bridge plates are in place.
b. Bridge plates must be in good condition without cracks or sharp edges, properly installed in the ring barrels, be removed and stored in a manner that does not cause damage to the plates or endanger personnel.
c. Railcars with a variance of more than 3" in deck height may not be placed in the same line for loading or unloading.
d. The bridge plates must be positioned in the direction of the flow of traffic where the front tires will cross the ring barrels before rolling onto the bridge plate. However, when bridging railcars with dissimilar deck heights, bridge plates must be attached to the deck of the rail car with the greater height.
e. The railroad is responsible for segregating railcars by type before spotting for loading or unloading.
f. The railroad is responsible for setting the air brakes on all railcars.
g. The railroad is responsible for spotting loaded railcars so vehicles can be driven forward on and off the decks.
h. Backing vehicles onto railcar to load or unload is prohibited.
i. The railroad must remove ice and snow from multi-level railcars prior to placement for loading.
j. The railroad will secure the hinged ends of the "B" decks in the locked position prior to releasing the empty railcar from unloading ramp.
k. The railroad will not switch improperly loaded rail cars from the loading track until corrections are made. After corrections are made, the railroad is then responsible for closing and locking end doors and providing, applying, and recording door bolt seals.
l. Chrysler requires that rail impact speed be at no more than 4 mph.

4. Railcar Inspections

a. Repair of defective railcars is the responsibility of the servicing railroad.
b. Loading /Unloading agents and/or rail personnel must identify defects to the servicing railroad.
c. If major damage is discovered at destination, Chrysler requires the operating railroad to perform an inspection of the railcar. If found defective, arrangements must be made with the home road to arrange an overhaul of the railcar including installation of Constant Contact side bearings or other devices known to improve railcar stability and ride quality.

d. To ensure the safety of all personnel involved in inspection, repair, car movement, loading, and unloading processes, Chrysler requires all railcars meet AAR standards.

e. Inspect railcars at locations outside of loading dock prior to placement for loading / unloading. Pre-inspection may be performed on sidings, rip tracks, marshalling yards, or other locations.

5. Chrysler Chock Requirements

a. Bi level railcars require enough chocks to secure 14 vehicles.

b. Tri level railcars require enough chocks to secure 20 vehicles.

3.7 Marine – Ocean Carriers

1. Receiving / Delivery Process

a. Port processor to stage all vehicles at the designated point of rest.

b. Receiving party's surveyor to commence preload transportation inspection of all vehicles no more than 48 hours prior to loading to vessel.

c. All inspections are to be transmitted through VICS and the delivering party notified of damages. Please refer to Inspection section for details.

d. Receiving party must present a document including the VIN and associated damage, to the delivering party. This document must be used to perform a verification inspection (by the delivering party) and signed by both parties.

e. The receiving and delivering party will resolve any disputes prior to the inspection data being entered into VICS.

f. For any vehicles that are delivered to the port after the vessel's cut-off time, a notification must be sent to Chrysler Damage Prevention Group.

g. The receiving party will not be held liable for any damages when units are delivered to last point of rest after cut off time, unless the receiving party has inspected the units.

h. Chrysler will inform all parties if they wish to hold vehicles which have not been inspected as noted above.

i. For vessels scheduled to load on Sunday or Monday, the receiving party's surveyor's inspection shall commence on Thursday and the delivering party's verification inspection to take place on Friday. One additional day shall be added to the foregoing for each port holiday.

i. Cause and Repair Assessments will not be accepted as valid declinations, examples include; OTTD, OTMD, WPO, BTUP, etc.

k. All payments for International Claims should be made using the following information:

Claims Payment (wire transfer or check in USD funds):

Wire transfer:
JPMorgan Chase Bank – New York, NY
ABA Routing: 021000021
SWIFT: CHASU33
Account Name: Chrysler Group LLC
Account Number: 144025784

Check *(in USD funds only)*:
Chrysler Group LLC
Vehicle Damage Claims Department
CIMS 483-00-20
800 Chrysler Drive East
Auburn Hills, MI 48326

2. Containerized Shipments

   a. Worldwide Vehicle Logistics will not accept any claims, filed on units containerized for shipping, after the Preload inspection is performed (just prior to the vehicle being loaded into the container).
   b. If the damage has not been noted prior to loading in the container the claim will be charged back to the Dealer or Distributor, as the case may be.

Chrysler Group LLC reserves the right to update this manual without written authorization or prior notification.

Chrysler Group LLC will randomly perform vehicle handling/facility visits without advance notification. This process is used to ensure adherence to this manual.

Appendices

APPENDIX A: CODES

INSPECTION TYPE LOCATION CODES - Used to identify the type of location where the inspection is being conducted.

Inspection Type Codes				
				9/12/2007
Code	**Description**	**Definition 1**	**Code**	**Definition 2**
1	Origin Inspection	Location where motor vehicle is inspected prior to loading		
2	Intermediate Interchange Inspection	Location in transit between point of origin and destination		
3	Railroad Interchange	Point at which multi-level is transferred from one railroad to another		
	Marine Survey Preload	Last point of rest prior to loading onto a vessel for ocean transportation		
4	Destination Inspection	Location where motor vehicle is to be unloaded from multi-level		
		Other variations for Inspection Type 4 may be:		
			4R	In bay or destination on Ground
			4E	Data Entry-truckers Load Sheets
			4V	Verification Inspection with truckers
5	Dealer Inspection	Location where carrier transfers possession to manufacturers selling agent		
6	Factory Gate	Location where motor vehicle is considered to be transferred to first carrier		
		Other variations for Inspection Type 6 may be:		
				Inspection prior to acceptance by pre delivery processor
			6F	Plant Inspection
			6Y	Yard Inspection outside or near Plant
7	Origin On Rail	Performed on multi-level after loading and securement of motor vehicle		
		Other variations for Inspection Type 7 may be:		
			7R	Origin On Rail
8	Destination On Rail	Performed on multi-level at destination prior to unloading of motor vehicle		
9	Marine Survey Discharge	First point of rest after discharge from ocean vessel		
		Other variations for Inspection Type 9 may be:		
				Major Damage Repair
			9Y	Inside Yard Inspection after repair
11	Major Damage	Code used by some haulaway carriers to denote presence of major damage to vehicle		
21	Major Damage Inspection	Code used by some carriers to indicate major damage and additional reporting available		
51	Origin Non Distribute	Code used by some manufacturers to indicate vehicle hold at origin		
52	Interchange Non Distribute	Code used by some manufacturers to indicate vehicle hold at interchange		
90	Delivery With Notification	Code used to note additional information available upon dealer delivery		
96	Intermediate Delivery	Code used for vehicle storage yard arrival		
96Y	Inbound Yard Inspection	Code used for vehicle storage yard entry inspection		
97	Outbound Intermediate	Code used for vehicle storage yard exit		
97Y	Outbound Yard Inspection	Code used for vehicle storage yard exit		
98	GM Dealer Receipt	Location where carrier transfers possession of vehicle to manufacturers selling agent. This code is interchangeable with Inspection type 5.		
99	Letter of Notification	Code used to indicate that claim letter has been sent		
AR	Arrived In Storage	Code used for storage yard arrival activity		
OU	Removed for Storage	Code used for storage yard exit activity		

For more information Consult AIAG's M-18, *Transportation Damage to Motor Vehicles*

HOLD CODES:

The hold codes below require authorization from Vehicle Logistics Operations or INL:

HOLD CODE	DESCRIPTION	RAIL – RR HAULAWAY – HL
CH	CUSTOMS DELAY	RR / HL
CT	CONTAINMENT HOLD	RR / HL
DA	ZONE HOLD	RR / HL
DH	DLR TRANS HLD	HL
FF	HOLD FOR DIVERSION	RR / HL
FM	FORCE MAJEURE	RR / HL
GD	FINANCE HOLD	RR / HL
GE	QUALITY AUDIT HOLD	RR / HL
GS	MILITARY SALES HOLD	RR / HL
HH	DEALER HOLD	HL
MB	INCLEMENT WEATHER	RR / HL
PS	PSP HOLD	RR / HL
PB	PLANT RETURN	HL
SB	AUCTION/ RETRO HOLD	RR / HL
ST	STRIKE HOLD	RR / HL
TH	TRANSPORTATION HOLD	RR / HL
Y5	HAIL DAMAGE	RR / HL

The hold codes below do not require authorization:

HOLD CODE	DESCRIPTION	RAIL – RR HAULAWAY – HL
AA	MECHANICAL FAILURE	RR / HL
AF	LOST VEHICLE	RR / HL
BV	VEHICLE PREP HOLD	HL
CE	CERTIFICATION ERROR	RR / HL
MS	MIS-SHIPPED VEHICLE	RR / HL
NR	KZ NOT RECEIVED FROM PLANT	Releasing Provider
SO	SHIPPING ORDER (SO) REJECT	HL
TA	DAMAGE VEHICLE HOLD	HL/In-transit repair
UA	DERAILMENT HOLD	RR
WA	VEHICLE IN REPAIR	RR / HL

INTERNATIONAL CODES:

The codes below are to be used to identify vehicle status throughout the international supply chain:

INTERNATIONAL STATUS CONDITION CODES	
CODE	DESCRIPTION
X0	Major Damage at Port/A.D. (awaiting direction)
X1	Major damage/off-site
X2	Shippable/Hold – CR
X3	Distressed vehicle/hold
X4	Shippable/rec.
X5	Shippable/Clean
X6	On vessel/clean
X7	Damaged at Port/Port Repair
X8	Shippable with exception
X9	On vessel with exception

EDI/TRANSACTION CODES:

EDI CODES	
CODE	DESCRIPTION
670	VICS errors (Invalid Inspection) are returned to the providers
824	Application advice
997	Functional Group Acknowledgment transactions
928	Vehicle Inspections
924	DAMAGE CLAIMS –All information in regards to claims will come to providers via Fenkell VTC
926	CLAIM RESPONSE – All information in regards to claims will come to providers from Fenkell VTC
550T	Used to cancel a hold on a vehicle
2V	Ingate - sent when vehicle leaves a facility
3R	Outgate - sent when a vehicle arrives to a facility

APPENDIX B: CONDUCTING THE INSPECTION

It is the service provider's responsibility to perform a thorough inspection of the vehicle regardless of environmental conditions - this is an outdoor sport.

- A complete walk-around inspection of the exterior and visible areas of the vehicle's undercarriage.
- Inspections shall always be entirely impartial.
- Do not walk between vehicles if there is inadequate space to ensure that there is no contact with the adjacent vehicle(s).
- Do not use clipboards with metal clips and/or any sharp objects.
- Do not apply markings of any kind to the vehicle (i.e. grease pencil).
- Do not leave any inspection detail, notes, etc. in or on the vehicle.
- Inspectors are required to adhere to the general guidelines outlined in section 3.1.

The inspection of the vehicle can be started from the front or rear, for the purpose of these inspection guidelines we will start from the front.

Front of Vehicle

- Inspect hood area, grille, header panel, headlamps, filler above bumper, turn signals, etc.
- Inspect bumper, bumper guards/strips, lower filler panel and feel/inspect the bottom of splash panel/splitter.
- Take a cursory view of entire front end. Include the front windshield and roof.

Side of Vehicle

The driver's side of the vehicle from front to back will be used to describe the side inspection guidelines.

- Inspect the fender. View down the front fender, door, and quarter panel for any dents.
- From the side of the front windshield, inspect the windshield and the hood.
- Inspect tires and rims.
- Inspect the lower part of the doors and rocker panel.
- When you reach the door areas, check the doors, panel edges, door glass and molding.
- Inspect the quarter panel and trunk lid, rear glass window and roof.
- From the back quarter panel, view down quarter panel, doors and front fender for any dents.

Rear of Vehicle

- Inspect the trunk lid/hatchback area, rear lamps, rear end panel, upper filler etc.
- Inspect the bumper, bumper guards/strips, lower filler panel.
- Also look at the back-end part of the exhaust pipe.
- Make a cursory view of the entire rear end. Include the roof and rear window.

Interior - Open driver's door/trunk to:

- Note any soiling of interior, signs of vandalism or abuse, or missing accessories.
- Verify presence of all keys. All keys must be located in the cup holder (or center console if no cup holder is available). Please note, some Fleet customer vehicles may extra sets of keys located in the glove box (these are ok to stay in the glove box).
- Note any exceptions to glove or console compartments, all trim panels, headliner, carpets and upholstery.
- Verify that loose item bag(s) / box(es) are sealed and if not, verify contents against VSO (Vehicle Shipping Order) in the vehicle.
- A complete trunk or cargo area inspection, including all part/options stored or transported in this area.

APPENDIX C: AIAG STANDARD DAMAGE CODES

(Chrysler Specific Codes are listed at the bottom)

DAMAGE AREA CODES

01	ANTENNA / ANTENNA BASE	34	TV / DVD SCREEN	67	CIGARETTE LIGHTER / ASH TRAY
02	BATTERY / BOX	35	ROCKER PANEL / OUTER SILL - LEFT	68	CARPET - FRONT
03	BUMPER / COVER/ EXT. - FRONT	36	ROCKER PANEL / OUTER SILL - RIGHT	69	CENTER POST - RIGHT
04	BUMPER / COVER/ EXT. - REAR	37	ROOF	70	CENTER POST - LEFT
05	BUMPER GUARD / STRIP - FRONT	38	RUNNING BOARD / STEP - LEFT	71	CORNER POST
06	BUMPER GUARD / STRIP - REAR	39	RUNNING BOARD / STEP - RIGHT	72	LEFT FRONT TIRE
07	DOOR - BACK CARGO - RIGHT	40	SPARE TIRE / WHEEL	73	LEFT FRONT WHEEL / RIM
08	DOOR - BACK CARGO - LEFT	41	OPEN CODE	74	LEFT REAR TIRE
09	DOOR - CARGO - RIGHT	42	SPLASH PANEL / SPOILER - FRONT	75	LEFT REAR WHEEL / RIM
10	DOOR - LEFT FRONT	43	OPEN CODE	76	RIGHT REAR TIRE
11	DOOR - LEFT REAR	44	GAS TANK	77	RIGHT REAR WHEEL / RIM
12	DOOR - RIGHT FRONT	45	TAIL LIGHT / HARDWARE	78	RIGHT FRONT TIRE
13	DOOR - RIGHT REAR	46	OPEN	79	RIGHT FRONT WHEEL / RIM
14	FENDER - LEFT FRONT	47	OPEN	80	COWL
15	QTR PANEL / PICK UP BOX - LEFT	48	TRIM PANEL - FRONT LEFT	81	GAS CAP / COVER
16	FENDER - RIGHT FRONT	49	CD CHANGER - SEPARATE UNIT	82	FENDER - REAR LEFT
17	QTR PANEL / PICK UP BOX - RIGHT	50	TRIM PANEL - FRONT RIGHT	83	FENDER - REAR RIGHT
18	FLOOR MATS - FRONT	51	OPEN	84	TOOLS / JACK / SPARE TIRE MOUNT & LOCK
19	FLOOR MATS - REAR	52	DECK LID / TAILGATE / HATCHBACK	85	COMMUNICATION / GPS UNIT
20	WINDSHIELD	53	SUNROOF / T-TOP	86	PARKING SONAR SYSSTEM
21	GLASS - REAR	54	UNDERCARRIAGE - OTHER	87	OPEN CODE
22	GRILLE	55	CARGO AREA - OTHER	88	OPEN CODE
23	ACCESSORY BAG / BOX	56	VINYL / CONVERTIBLE TOP/ TONNEAU COVER	89	TRAILER HITCH / WIRING HARNESS/ TOW HOOKS
24	HEADLIGHT / COVER / TURN SIGNAL	57	WHEEL COVERS / CAPS / RINGS	90	FRAME
25	LAMPS-FOG / DRIVING / SPOT LIGHT	58	RADIO SPEAKERS	91	EXHAUST SYSTEM
26	HEADLINER	59	WIPERS - ALL	92	LICENSE PLATE BRACKET
27	HOOD	60	OPEN CODE -SPECIAL USE	93	STEERING WHEEL / AIRBAG
28	KEYS	61	PICK UP BOX - INTERIOR	94	SEAT - FRONT LEFT
29	KEYLESS REMOTE	62	OPEN CODE	95	SEAT - FRONT RIGHT
30	MIRROR - OUTSIDE LEFT	63	RAILS, TRUCK BED / LIGHT BAR	96	SEAT - REAR
31	MIRROR - OUTSIDE RIGHT	64	SPOILER / DEFLECTOR - REAR	97	CARPET - REAR
32	OPEN	65	LUGGAGE RACK (STRIPS) / DRIP RAIL	98	INTERIOR - OTHER
33	AUDIO / VIDEO PLAYER	66	DASH / INSTRUMENT PANEL	99	ENGINE COMPARTMENT - OTHER.

DAMAGE TYPE CODES

01	BENT	11	PUNCTURED	24	MARKER LIGHT / ADD. TURN LIGHT DAMAGE
02	BROKEN	12	SCRATCHED (EXCEPT GLASS)	25	DECAL / PAINT STRIPE / DAMAGED
03	CUT	13	TORN	29	CONTAMINATION, EXTERIOR
04	DENTED (PAINT BROKEN)	14	DENTED - PAINT / CHROME NOT DMG.	30	FLUID SPILLAGE / EXTERIOR
05	CHIPPED (EXCEPT GLASS & PANEL EDGE)	18	MLDG / WTHR.STRIP / EMBLEM DMG.	34	PANEL EDGE CHIPPED
06	CRACKED (EXCEPT GLASS)	19	MLDG / WTHR.STRIP / EMBLEM MISSING	36	PART / OPTION NOT AS INVOICED
07	GOUGED	20	GLASS - CRACKED	37	HARDWARE EXT. / DAMAGED
08	MISSING (EXCEPT MLDG. / EMBLEM)	21	GLASS - BROKEN	38	HARDWARE EXT. / LOOSE - MISSING
09	SCUFFED	22	GLASS - CHIPPED	39	JUMPED CHOCKS
10	INTERIOR STAINED / SOILED	23	GLASS - SCRATCHED		

SEVERITY

1	LESS THAN & INCLUDING 1"	3	OVER 3" UP TO & INCLUDING 6"	5	OVER 12"
2	OVER 1" UP TO & INCLUDING 3"	4	OVER 6" UP TO & INCLUDING 12"	6	MISSING

CHRYSLER SPECIFIC DAMAGE CODES

00-00-0	NO DAMAGE	60-39-1	COPOLYMER CHOCKS (TRI-LEVEL)
02-00-0	BATTERY NOT CHARGED	60-39-2	STEEL CHOCKS (TRI-LEVEL)
32-02-6	MAJOR DAMAGE SURVEY / APPRAISAL FEE	60-39-3	HOLDEN AMERICA CHOCKS (BI-LEVEL)
46-00-0	VEHICLE SHIPPING ORDER IN VEHICLE	60-39-4	NORMAL COMPLIMENT W/ HOLDEN BLOCK CHOCKS SUPP. RESTRAINTS (BI-LEVEL)
49-00-0	VEHICLE SHIPPING ORDER NOT IN VEHICLE	60-39-5	NORMAL COMPLIMENT W/ ZEFTEK SUPPLEMENTAL RESTRAINTS (BI-LEVEL)
51-00-0	CARGO SEAL INTACT	60-39-6	OTHER: INCLUDES CHAINED, 6 CHOCK CONFIGURATIONS, ETC. (BI OR TRI-LEVEL)
60-00-0	CARGO SEAL MISSING / BROKEN	88-00-0	ALL LOOSE SHIP ITEMS PRESENT

For more information see AIAG M-14, *Standard Logistics Damage Codes*

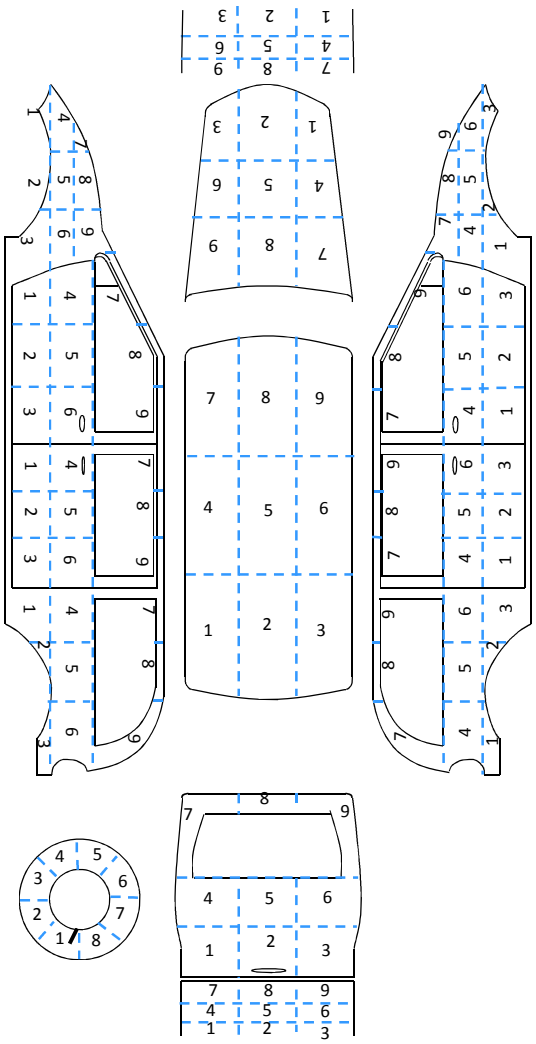
URBAN GRID LOCATION
(Timing of implementation TBD based on AIAG publishing updated 928 standard)

Area grid identification codes precisely locate a given damage on a panel, and are used in conjunction with the "AIAG Standard Damage Codes" on the previous page. The diagram below represents horizontal and vertical surfaces. This information will be required along with the current VICS 928 inspection area/type/severity codes.

Purpose: To provide detailed information of the location of exceptions on all major panels.
Method: The grid location should be determined as you stand in front of the panel and look straight at it.

The hood (27) should be coded as you are looking at it from the front of the vehicle. The left corner closest to you would be considered grid location #1. The trunk would be viewed the same way. As you stand behind the vehicle the bottom left corner would be grid location #1. The roof would be coded the same way as the trunk. Tires and Rims: Locate the valve stem, start there as grid location #1, then circulate counter-clockwise around the wheel. Bumpers: Take into account the sides of the bumper that wrap around the vehicle.

Panels Using Grid : 03 (Front Bumper); 04 (Rear Bumper); 10 (Left Front Door); 11 (Left Rear Door);12 (Right Front Door); 13 (Right Rear Door); 14 (Left Front Fender); 15 (Left Quarter Panel;16 (Right Front Fender); 17 (Right Quarter Panel); 27 (Hood); 37 (Roof); 47 (Tires/Rim OTS); 52 (Tailgate/Decklid).



APPENDIX D: NON-CARRIER TRANSPORT LIABILITY GUIDELINE (FORMERLY SCHEDULE 1)

THE FOLLOWING CONDITIONS ARE NOT CONSIDERED TRANSPORTATION DAMAGE:

1. All exterior paint damage resulting from environmental fallout or fluids, unless clear evidence supports carrier responsibility.

2. Sheet metal dents, restricted to severity 1, with no paint damage or evidence of physical impact, abrasion, or forced entry, except to the left front door or as identified by specific manufacturers' policy.

3. Sheet metal protrusions or misalignment of panels, moldings, decals, weather stripping, emblems, etc., indicative of plant or installation problems.

4. Missing moldings, emblems, or decals when there is clear evidence of no installation (i.e., holes not drilled for installation).

5. Peeling, runs, sags, blisters, or foreign material in paint or chrome.

6. Stress cracks in glass originating from under molding without signs of impact.

7. Minor damage, as identified by the manufacturer, to painted surfaces protected by shipping film, where the shipping film shows no obvious signs of disturbance.

8. Missing contents of sealed plant-provided loose-part packages.

9. Incorrect parts or options claims – mis-built vehicles

CONDITIONS NOTED BY DEALERS TO BE ASSIGNED BY CLAIMS CENTER

10. Damages noted at factory gate inspection.

11. Plant-authorized known quality problems or pattern damage (Vehicle Quality Group or divisional directives to charge plant).

12. Vehicle interior damages other than driver area, as identified by the manufacturer, unless there is clear evidence of theft / vandalism.

13. Battery charge and test / replace as a result of failure not due to carrier negligence.

CHRYSLER SPECIFIC NOTATIONS

14. Panel edge chips – other than driver's door (trailing edge)

APPENDIX E: GAINING ACCESS TO VTC, VEHITRAC, VINVISION, VICS, VISTA, OB E-LEEN AND SAMS.

Fenkell VTC access is available at the following website:
https://www.fenkell.com/vtc/login.seam?cid=1574

- The Fenkell VTC EDI manual is available from the above website.
- If you do not have access to Fenkell VTC please contact Mary Taranto (586) 276-1700

Fenkell Vehi-Trac access is available at the following website:
https://www.fenkell.com/vehitrac/Main/LoginManager

- The Fenkell VehiTrac system is used to report in transit damage.
- If you do not have access to Fenkell VehiTrac please contact Mary Taranto (586) 276-1700

VinVision access is available at the following website: https://www.insightnl.com/inl/secure/index.jsp.

- If you need access to VinVision, an ID can be created for you by sending an email to messaging@insightnl.com include; your name, company, and email address.
- If you are a new provider or a current provider providing a new service to the Chrysler network, contact messaging@insightnl.com to set up EDI reporting to VinVision.

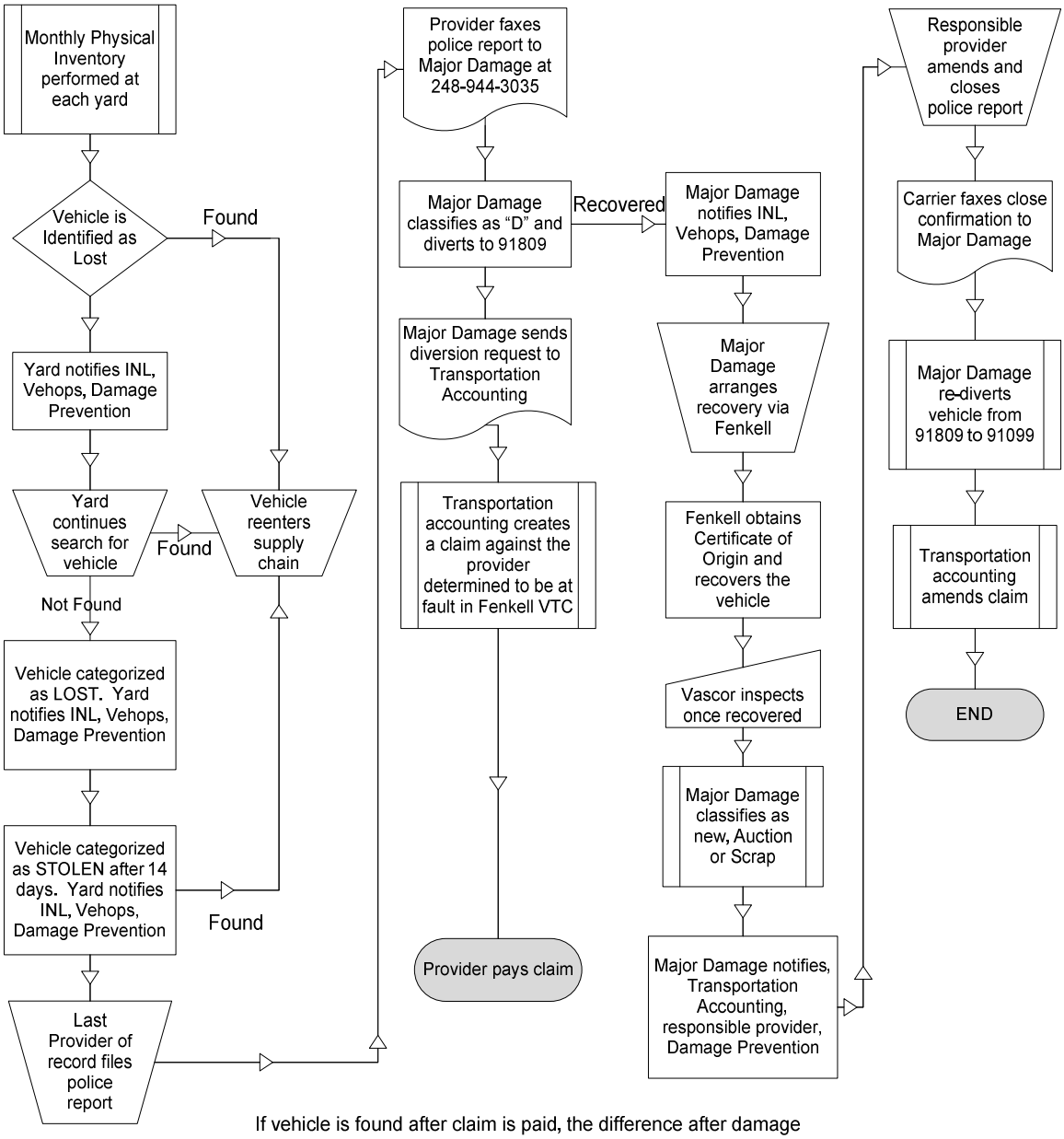
VICS (Vehicle Inspections and Claim system) and VISTA (Vehicle Information System for Transportation Analysis) access is available through Covisint at the following website:
http://www.covisint.com/

- All providers must review the Chrysler EDI Implementation Guidelines as they contain important information concerning data flow between Chrysler Group LLC and the provider.
- If you do not have access to Covisint please contact your company's Covisint security administrator.
- If you are a new carrier to Chrysler you will have to register with Covisint via their website using your five digit supplier code.

OBT (Outbound Transportation) e-LEEN (Electronic Logistics Extended Enterprise Network) and SAMS (Special Authorization Management System) access is available through Covisint at the following website: http://www.covisint.com

- Please work with your Chrysler Procurement and Chrysler IT once you have obtained access to Covisint and logistics applications through the Chrysler portal.
- Access to these two systems is granted to carriers that are approved Chrysler carriers and have a valid contract.
- Manuals and training will be provided to Chrysler approved carriers quarterly and on an as needed basis.

APPENDIX F: LOST / STOLEN VEHICLE PROCESS



If vehicle is found after claim is paid, the difference after damage is repaired and / or vehicle is sent to auction / Total loss – the provider will be credited the difference.

APPENDIX G: CONTACTS

DAMAGE PREVENTION & CLAIMS CONTACTS:

Chrysler Group LLC – Damage Prevention & Claims Group Contact List				
NAME	**TITLE**	**eMAIL**	**DESK**	**CELL**
Erika Mercado	Manager	eam10@chrysler.com	(248) 576-8729	(248) 766-0398
Jon Urban	Damage Prevention Specialist	jon.urban@chrysler.com	(248) 512-9086	(248) 202-3277
Kevin Lewis	Damage Prevention Specialist	kl360@chrysler.com	(248) 576-8575	(248) 613-6549
Scott Blaser	Damage Prevention Specialist	sb1340@chrysler.com	(248) 576	(248)
Wendy Forsythe	Claims Supervisor	wendy.forsythe@chrysler.com	(248) 512-6471	*
Jessica Kasperek	Claims Analyst	jessica.kasperek@chrysler.com	(248) 576-8687	*
Amanda Caudill	Claims Analyst	AC1280@chrysler.com	(248) 512-1134	*
Charles Schmidt	Damage Prevention – Dealer In-transit Support Supervisor	CLS9@chrysler.com	(248) 576-8564	*
Juan Francisco Angeles	Manager – Mexico	ja1213@chrysler.com	*	*

OVERALL CONTACT LIST:

This list includes Chrysler, Insight, & Providers: Please reference https://www.insightnl.com/inl/secure/index.jsp under the "Chrysler Carrier Contact List" in the announcements section of VinVision.

If any contact information is inaccurate or missing please send an email to network_management@insightnl.com

The below numbers are for catastrophic events only.

Chrysler Group LLC - Assembly Plant Emergency Phone Numbers	
BELVIDERE ASSEMBLY PLANT	(815) 547-2604
BRAMPTON ASSEMBLY	(905) 458-2800
CONNER AVENUE ASSEMBLY PLANT	(586) 497-3070
JEFFERSON NORTH ASSEMBLY	(313) 956-7414
STERLING HEIGHTS ASSEMBLY	(586) 978-6041
TOLEDO ASSEMBLY PLANTS	(419) 727-7700
WARREN TRUCK ASSEMBLY	(586) 497-3070
WINDSOR ASSEMBLY PLANT	(519) 973-2050
CHRYSLER TECHNOLOGY CENTER	(248) 576-5557
SALTILLO ASSEMBLY PLANT	52 844 411 2500 x 2431
TOLUCA ASSEMBLY PLANT	52 722 279 5345

APPENDIX H: Repair Locations & Vehicle Drop off Form

City	State	ZIP	Contact	Phone	Fax
FAIRBURN	GA	30213	TAMMY SMITH / BODY SHOP M	770-357-2120CELL6785397580	770-357-2109
LEES SUMMIT	MO	64081	STEVE NINER	816-525-1100	816-251-1027
BREWERTON	NY	13029	TRACY ROSS	315-698-7518	315-698-7997
VANCOVER	WA	98662	VIC MISTRY / KELLY	360-816-7898	360-892-8937
ALBERTVILLE	AL	35950	BARRY HOLCUME	256-878-0281	256-891-0330
BRIDGETON	MO	63044	RICH HAMPTON--BODY SHOP	314-291-2050	314-291-3329
BALTIMORE	MD	21226	DAVID TINGLER	443-463-8477	410-354-8812
ROCKFORD	ILL	61108	Dan Riggins	815-229-2000	815-229-2331
REDFORD	MI	48239	JERRY RANSFORD	313-937-2900/CELL7345640476	313-937-7932
AURORA	OH	44202	RANDY MONTGOMERY	330-562-2600	000-000-0000
BILLINGS	MT	59101	RANCE SAVAGE	406-208-9718	406-252-0564
PHOENIX	AZ	85015	KENA WOLF	602-336-3097	602-336-1548
BLOOMINGTON	MN	55431	TERRY GROLLA / CELL 612-327-6	952-888-9541	952-238-4304
COLUMBUS	OH	43299	IKE EVERSOLE	614-888-2331	614-888-5849
EDMOND	OK	73114	HARVEY WREATH	405-302-5990	405-302-5998
MONTREAL	CA	H4W2N3	DANIEL SAULNIER	514-748-2955	514-748-8667
RENO	NV	89506	GARRETT BIRD	775-828-2437	775-828-2438
BURTON	MI	48529	BEN ASHLEY	810-742-6700	810-742-9105
KOKOMO	IN	46902	TODD COPELAND	765-457-1189	765-454-5372
GRANDBURY	TX	76049	TODD SHEPHARD	817-279-0635	817-573-1877
LA MESA	CA	91942-2921	DAVID WETZEL	619-667-8350	619-463-8387
GLEN CARBON	IL	62034	DON HUNSCHE	618-656-6070EXT265	618-692-7378
LAS VEGAS	NV	89121	SAM GORDON	702-460-3519	702-432-2491
MAUMEE	OH	43537	KEVIN VESTAL	419-893-0241	419-887-6046
NEWTON	MA	2460	CHRIS HUBBARD	617-454-2934	617-244-8739
LEWISBURG	WV	24901	TERRY HANNA	304-645-5603	304-647-3514
AURORA	CO	80012	BRUCE WESTFALL	303-418-2126	303-340-4603
REGINA	CA	SR42P4	KEVIN TAYLOR / MGR	306-502-5411	306-525-4140
GARDEN CITY	MI	48135	JAMES LESPERANCE / TIM LARS	734-421-5704	734-525-7021
PRINCE GEORGE	VA	23875	AP GOODWIN	804-733-4664X3318	804-732-2120
MONTGOMERY	AL	36116	MACK MCULLOUGH	334-288-3399	334-288-7330
AURORA	CO	80011	SHAWNA OR KEVIN	303-326-6172OR6170	303-343-2325
ST JOHN	CA	E5R1J2	GARY MAHER	506-632-3207	506-632-1015
APPLETON	WI	54913	JOE DEBRUIN	920-739-6381	920-739-5454
ARLINGTON	TX	76012	JACK MORGAN	817-588-5261	817-461-5618
ELK GROVE	CA	95757	CHUCK HOLL	916-405-2616	916-405-2692
BRISTOL	TN	37620	AARON UTSMAN	423-652-1100	423-652-0778
LONDONBERRY	NH	3053	PETER MAGRATH	603-765-0339	603-656-5125
MISSISSAUGA	ON	L5L 2M4	ROY GRINGMUTH / MGR	905-828-2004	905-607-4861
ELGIN	IL	0	JOHN PARSONS	847-697-0900	847-695-5799
COLUMBIA	SC	29172	MICHEAL COFFEE	803-779-7300/6566	803-461-7736
WARREN	MI	48092	DAVE LILLYSTONE	586-264-1605/EXT5720	586-276-0130
GREEN COVE SPRINGS	FL	32043	MIKE FITZGERALD	386-328-3080EXT1500	904-284-2152
GLADSTONE	MO	64118	JASON BREWER	816-455-3500	816-414-3547
TRACY	CA	95377	STERLING ADAMS	916-417-4574	916-417-4574
BLOOMFILED HILLS	MI	48302	TIM SULLIVAN BODY DEPT	248-409-2465/TIMCELL2488775	248-409-2408
ORLANDO	FL	32817	VINCE PENNAN	407-275-3200/EXT4526	407-249-3310
ABERDEEN	WA	98520	ROD PUTT	360-538-8650	360-533-4285
WORCESTER	MA	1605	SCOTT RANDALL	508-595-3297	508-798-0288
DELTA	CO	81416	TOM ELKINS	970-874-4407	970-874-3124
NITRO	WV	25143	JACK REED	304-755-1211	304-755-7776
TAMPA	FL	33614	TOMMY GOMEZ	813-249-0404/EXT112	813-872-0345
SURREY	BC	VER 0H9	RICK PHILLIPS / HOUSE DOLKAI	604-581-2231	604-582-4385
LAPEER	MI	48446	DENNIS LEDER / LISA	810-664-2900/CELL5869809625	810-245-5960
CHATTANOOGA	TN	37402	JOHN GRAY	423-267-1104	423-267-9242
ST. CHARLES	MO	63376	STEVE JEFFERSON	636-397-4444	000-000-0000
SOUTHAVEN	MS	38671	RICHARD THOMPSON-ASST MG	662-349-3006EXT325	662-349-7000
MORROW	GA	30260	BODY-JAY BUTTS/ SERVICE - TH	678-251-2295/SERVICE7709684	678-466-1624
BOISE	ID	83709	MICHELLE LAWLEY	866-799-0493	208-947-6569
ELKRIDGE	MD	21075	CHARLIE LYNCH	410-796-8899	410-799-3731
NORTH DIGHTON	MA	2764	STACEY VIVEIROS / FRED MORS	508-977-4505CELL5088890670	508-821-7542
HATFIELD	PA	19440	WENDY KINNAN	267-954-1035	267-954-1090
PLANTATION	FL	33313	DAVID VEIGH	954-328-5274CELL	954-327-4054
WOODHAVEN	MI	48183	MIKE BRIGHT	734-362-3100	734-362-3176
BELMONT	NC	28012	ELIZABETH SAWYER	704-825-0333	704-825-1520
STOCKTON	CA	95205	GERALD YOUNG	209-943-2778	209-943-4758
LAKE ORION	MI	48359	BRUCE REXFORD / CARRIE	248-276-6653	248-340-0105
SAN BERNARDINO	CA	92408	NANCY GARCIA	909-884-8255	909-884-4675
RIVERSIDE	CA	92504	ROBERT GILLUM 951-688-620(	951-688-6200EXT1402	951-688-4863
WINSTON SALEM	NC	27106	TIM ZIGLAR	336-759-0599	336-201-5998
MANSFIELD	MA	2048	JOHN CAMPBELL	508-339-8181	508-261-9471
NEW ORLEANS	LA	70128	VICKI CASTANEDA	504-207-3000	504-243-1773
ALEXANDRIA	VA	22303	ALEX MENDEZ	703-329-8600	703-960-4128
DORAL	FL	33172	ANGEL PEREZ	305-470-8000/CELL3052130403	786-336-1661
HUMBLE	TX	7338	MANNY POVEDA	281-319-9691	281-446-6674
LAKEVIEW	OR	97630	JIM	541-947-5243	541-947-5254
AUBURN	WA	98002	ELIJAH COLE	253-854-0444	253-735-0721
RIVERSIDE	CA	92504	ROBERT TAFOLLA	951-602-9031	951-689-1658
ROCHESTER HILLS	MI	48307	ED TIBBITT	888-435-3039	248-652-9668
ROCKWALL	TX	75087	SHAWN BARGE	469-698-2100	972-290-2293
SCARBOROUGH	ON	12F 4A7	BILL DUNCAN	416-298-7600	416-298-9331
SKOKIE	IL	60077	MIKE JOZWIAK	847-975-0812	847-982-1086
SHERWOOD PARK	AB	7T8 0E1	SHANE SHENNAN	780-410-4110	780-410-4119
VALLEJO	CA	94590	TOM CANAVESIO	707-644-4044	707-644-4044
BRIDGETON	MO	63044	JUANITA RICHARDSON	314-298-3368	314-298-3348
STONE MOUNTAIN	GA	30087	WALLY HARPER	770-972-7767EXT225	770-978-2693
LITTLE FERRY	NJ	7643	TONY MERCURIO	201-440-3760	201-440-2831
BALTIMORE	MD	21224	RON JACOBS	410-282-9600/CELL4439041825	443-549-0102
GREENWOOD	IN	46142	DAVE SHOEMAKER	317-885-3686	317-885-3687
HAMBURG	NY	14075	GARY BROWN	716-648-6948EXT231	716-648-6925
WEST SENECA	NY	14224	JIM MILLER	716-668-3700X3048	716-608-0783
WARREN	OH	44484	LARRY SWIGER	330-399-6659	330-399-5428
LONDON	ON	N6J-2N4	DAVE DOUGAL	519-686-1988	519-686-9776
WINDSOR	ON	N8R1A7	PETE TROTECHAD	519-979-2213EXT600	519-979-9784
TOLEDO	OH	43615	TOM DAVIES / ERIC GAMBRELL	TOM-419-8427881/ERIC419842	419-841-7525

Chrysler Group LLC - Damaged Vehicle Drop off Form

To: Chrysler Repair Facility

From: Trucking Company: _____

Contact Name:_____

Phone:_____

eMail address: _____

Subject: Damaged vehicle VIN(s): _____

This document is a standard form used for Chrysler's carrier to drop vehicles at your facility due to it being damaged in transit to the dealer. Please ensure the vehicle, now in your possession is secure and if any broken glass exists, please cover the opening with a piece of plastic immediately using 3M No. 225 type tape (blue painters tape). Also please contact Fenkell Automotive Services, at (586) 276-1700 to confirm you are in receipt of the vehicle. Please be prepared to provide the VIN, pictures, and an estimate of the repairs to claims@fenkell.com

If you have any questions please contact me immediately.

Thank you,

Chrysler Damage Prevention Group

APPENDIX I: VEHICLE LOADING SHEETS

The following pages contain a summary page for Rail, Haulaway, and Ocean as well as Vehicle Loading Sheets for each Chrysler Group LLC vehicle.

This information is intended to assist all providers in understanding the specifics of each vehicle in order to help reduce the potential for damage.

Please contact the Damage Prevention contacts listed in this manual with any questions or concerns.