Supply Chain Management – Transportation Quality & Claims

VEHICLE SHIPPING MANUAL
North America

Last revised December 2023 - Version 9.6
Updates to this manual will be based on bulletins and business/policy/network changes.
All previous bulletins are replaced by this document.
For the latest version of this manual please visit:
Stellantis Extranet: https://gsp.extra.chrysler.com/qlty/vsm/index.html
or
VIN Tracking https://www.iclfca.com/webapp/home.xhtml
Please note: bulletins sent out throughout the year will only be posted on VIN Tracking.

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Table of Contents

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 at any time demonstrate that employees possess vast knowledge on all general sections, in addition to the particular ones regarding the type of service provided to Stellantis.

All haul-away trucks must have a color copy of Section 10: Vehicle Loading Sheets.

Section 1 – General Rules

1.1. Clothing and Behavior of Personnel

- Providers are extensions of the Stellantis network and must appear professional when interacting with customers. Providers must wear clean working clothes at all times (no oil/grease stains).

- Anyone who enters the yard area where vehicles are stored (drivers, administrative personnel, external persons, etc.) must adhere to the following requirements, to prevent damage:
- Wear clothing without accessories such as buttons, rivets, zippers and buckles (both in metal and plastic), keys, sharp objects, bracelets, rings, exposed Velcro-type clothing closures.
    - Wear high visibility and non-metal zipper jackets.
    - Wear suitable protections for watches and belts with buckles.
    - Never wear waist-bags or document-bags in the belt.
- Independent of safety regulations applicable to the compound, the personnel working in the facility (except for administration personnel working in office) must always wear high visibility trousers and jacket, bright colored shirts or vests with reflective strips.

- Gloves are NOT to be worn inside Stellantis vehicles.

- The usage of clean gloves is required in the Refueling Area. Dirty gloves must be disposed of immediately.

- 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.

- Clipboards must not have exposed metal edges. Any metal edge must be covered with duct/electrical tape.

- The compound manager must ensure a sufficient availability of high visibility and anti-scratch jackets, so that everybody entering the compound can be equipped with it (external companies, compound controllers, etc.). The compound managers must also ensure the effective use and enforce the use of this clothing.

- The compound managers are responsible and therefore penalized if unauthorized personnel are present with non-compliant clothing in any areas where vehicles are stored.

1.2. Vehicle Handling Rules

a) Maximum speed allowed for handling vehicles is

15 miles per hour or 25 km per hour.

b) It is strictly forbidden to:

- Smoke, eat, lean against, or lounge in the vehicle, or the use of cell phones (including Bluetooth headsets), tablets or any electronics devices at all times.
- Leave items/debris in the vehicle.
- Speed, rev the engine, or spin the tires.
- Let a vehicle idle excessively.
- Operate or transport four-wheel drive units in 4-LOW.
- Push the vehicles for manual starting.
- Use vehicles in storage for towing, shuttling persons and/or material transport.
- Have any passengers in a vehicle (except for training purposes).
- Use 4-way hazards.
- Disable ship-mode.
- Use the interior dome lamp.
- Overtake other vehicles.
- Press the accelerator while starting the vehicle.
- Drive with wipers raised.
- Remove the ignition key while the vehicle is in motion.
- Drive with windows covered with snow/ice (see page. 50, letter i. for snow removal process).
- Drive the vehicle with open doors/trunk.
- Manually adjust electric mirrors.
- Open the sunroof/convertible top.

c) For fully discharged battery,

- Once vehicle is removed from ship/train/haul-away truck, the compound management must then report vehicle to OBT. A dead battery due to electrical accessories left on is the responsibility of the vehicle handler.

d) It is strictly prohibited for anyone to start a vehicle by jump starting, pushing, or pulling.

e) Vehicle exhaust systems reach high temperatures, for this reason, they must not be in contact with potentially flammable materials, such as dry leaves, paper or fuel oils.

f) Vehicle handlers must ensure all accessories are turned off when exiting the vehicle.

g) Once the engine has been turned off, the keys/fobs must be removed and placed in:

The cup holder or center console if no cup holders are available. If fobs are not present see section 2.2C, bullet #5).

When haulaway drivers are away from the equipment for one hour or more, ALL key fobs must be removed from ALL vehicles loaded on haulaway and kept in the driver's possession at ALL times. Key fobs are never to be left in the cab of the haulaway.

h) Vehicle handlers must keep carpets, seats, dash and side panels free from grease, dirt, mud and other foreign matter.

i) No device, stickers, labels or any marking shall be placed on windows, panels or any part of the vehicle body to identify any issue or status.

j) At no time should a provider attempt to buff, touch up, or repair damage on a vehicle without Stellantis consent.

k) At no time shall tire pressure be increased or decreased for any reason while vehicle is within logistics flow. Only contracted service providers are allowed to adjust tire pressure for in-transit vehicles.

l) For all vehicle breakdown information, refer to "In-Transit Breakdown/Repair Procedure" (Section 1.3).

m) For haul-away shipments, the facility manager is responsible for providing computer generated load sheets (vehicle shipment listing).

n) At no time shall a vehicle be entered or exited through any means other than the driver's door.

o) It is imperative that the complete VIN on the vehicle shipping order (VSO), the VIN plate located on the left front instrument panel, the Monroney Label (US & Canada), and the Certification Label all match to prevent miss-shipping vehicles. The Certification Label can be found on the rear of the driver's door.

p) Logistics documents (VSO, etc.) are to be placed in the center console or passenger floor. Do no leave documentation on the dash or seats due to possible damage.

q) Ensure the vehicle is in the "P" (park) position prior to turning off the ignition to prevent a drain on the battery.

r) Ensure the vehicle headlight switch is in the "Off" or "Auto" position at all times.

1.3. In-Transit Breakdown/Repair Procedure

This policy covers Stellantis vehicles that experience in-transit damage, such as glass damage, tire damage, no start condition, missing keys/fobs or a dead battery. This also includes any damage requiring replacement or repainting.

a) When a damaged vehicle 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 OBT. To gain access to OBT, please see Section 9. When reporting the unit, a picture of the VIN plate must be included and a picture of the odometer if possible.

b) The facility operator must then notify by traceable means the next provider in the supply chain of the vehicle status.

c) 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.

d) An inspection must be transmitted into OBT to document the current condition of the vehicle. A supplemented inspection must be entered to verify repair completion.

e) 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.

f) 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 in OBT. Please see Section 5 for a listing of Stellantis hold codes.

g) Repair agent will repair the vehicle at the provider's location except when the Stellantis In-Transit group dispatches to an off-site for repair. In the case a vehicle is taken off-site the on-site 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 OBT.

h) 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 on-site repairs. This is to document the condition of the vehicle once it is repaired in the yard or upon return to the facility. Facility operator must also send a 2V "In-gate" message or other appropriate facility "In-gate" message to OBT.

i) The facility operator is then required to remove the hold code in OBT and enter the vehicle into shippable inventory. When a provider causes major damage to a vehicle on the way to a dealer, the vehicle should not be delivered to the dealer. Contact the OBT In-transit Repair Team immediately for disposition. (**intransit-repairs-nafta@fcagroup.com**).

j) If the battery is dead due to vehicle shipping negligence, the provider is liable for the claim.

k) Reporting an incident does not determine liability for an issue. Proper inspection entry and notification is required.

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

m) Tire Specific Information

- Providers will not attempt to repair or change flat tires
- Under no circumstances should a vehicle be driven on a flat tire.
- If a vehicle is on a railcar or vessel 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. Report the damage as an exception when the inspection is submitted into Stellantis.
- Any vehicle that has been resting on its undercarriage must be reported before moving on to the final destination.
- 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 Stellantis audit for a period of one year.

n) Glass Specific Information - A cover or plastic shield must be immediately applied to the broken window area and affixed by the provider to protect the interior.

o) Key Specific Information:

- At no time should a Slim Jim or any type of tool be used to access a locked vehicle.

- Should a vehicle be found without keys after loading on board the vessel, provider should contact Stellantis Damage Prevention Specialist for awareness.

p) According to the Dealer Policy Manual, all dealers and repair facilities must retain salvageable material for 45 days from claim payment date. If the carrier has not picked up the material within the 45-day time limit, the dealer/repair center may scrap the items. Parts that are considered salvage parts are:

-Battery	-Bumper/fascia
-Carpet	-Fender
-Hood	-Door
-Seat cover	-Grille
-Radiator	-Tailgate /Lift gate or Deck lid
-Vinyl /Conv. Top	-Wheels
-Radio / Navigation & DVD System	-Outside mirrors

- Vendors must request salvage parts in writing from the dealer by traceable means.
- Carriers must pay core charges to dealers when picking up salvage items that carry a core charge.

Section 2 - Vehicle Inspection Standard

2.1. Inspection Guidelines

At every handover, one vehicle inspection must be conducted on each unit to detect damages. Findings should be reported using the appropriate methods indicated in this document in Section 3.

2.1.1 Three-point VIN Check prior to shipping

a) The 3-point VIN Check process consists of checking the VSO, Cert Label, and Monroney label are present on each vehicle. The 3-point check is in place to prevent a Federal Mandated non-compliance to occur. The inspection must be performed by all parties involved to ensure the following:
   - I/ JB / JS / GE status vehicles are not shipped to the dealer.
   - VSO / Cert Label / Monroney must be present on the vehicles before shipment from the Origin location.
     - An exception: BUX vehicles do not require Monroneys.

b) If the criteria mentioned above is not met, please contact the following individuals, in the following order:
   1. Yard Manager
   2. Regional Manager
   3. Stellantis Representative

c) In the event vehicles are shipped without performing the 3-point check inspection process and a violation or a noncompliance is filed against Stellantis, Stellantis will extend such claims, liabilities, losses, damages, penalties, fees or expenses to the responsible party.

d) Miss-shipments:
   - Yard Managers are responsible to ensure vehicles are staged correctly.
   - Carriers (Haul-away, Drive-away, and Railroads) are responsible to double check the staged vehicles prior to shipping to ensure they are shipped to the correct facility.
   - Origin Ramps are responsible to ensure the KZ'd shippable vehicles are being loaded.
   - Destination Ramps / Carriers are responsible to ensure the KZ'd shippable vehicles are being delivered to the corresponding dealer.

e) If the instructions above are not followed, Stellantis will exercise its right to charge the parties at fault for the cost to move the miss-shipped vehicles to the correct location.

2.1.2 Inspecting for Damage

It is the service provider's responsibility to perform a thorough inspection of the vehicle regardless of any environmental conditions and lighting. Following this procedure does not absolve the provider of liability.

a) Inspection should be performed at:

- The end of the ramp or staging area for vehicles on loading/unloading by truck.
- Designated First Point of Rest or Last Point of Rest area respectively for vehicles just unloaded or ready to be loaded (by train or by vessel).

b) The inspection consists of a complete walk-around assessment of the exterior, visible areas of the vehicle's undercarriage, such as exhaust pipes, the underside of the fascia (front and rear), as well as tires and wheels.

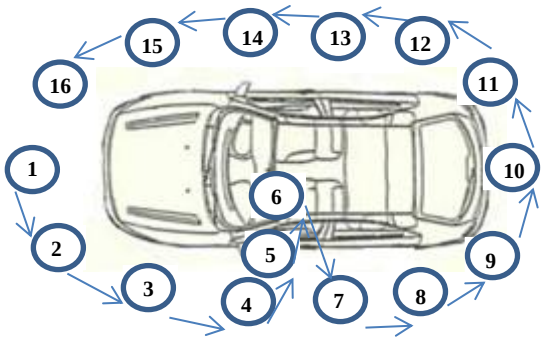
c) It is recommended to carry out the inspection at a distance from approximately 0 to 5ft (0 to 1.50m) away from the vehicle.

d) When inspecting the vehicle, use reflection of the light (from front to rear and up to down) to detect damage, particularly dents.

e) For an effective inspection of the underside of the fascia (front and rear), as well as the rocker panel, it is allowed to bend over and touch these areas or use the aid of a telescopic mirror.

f) Inspection time is limited to 3 minutes for each vehicle when inspecting in-transit (does not pertain to final dealer delivery).

g) US, Canadian and Mexican Dealers have up to 15 minutes per vehicle or 60 minutes per load; after this time, US, Canadian and Mexico dealers may be charged for waiting time.



h) The vehicle is divided in to two control areas for inspection that correspond to two visibility levels of a potential damage:

1. Area A: upper part of the vehicle, from wheel housing area to the roof, inclusive of front and rear bumpers.

2. Area B: lower part of the vehicle, from wheel housing area to the main frame member, comprehensive of wheels. For pickup trucks, the box is considered to be area B as well.

i) Inspections shall always be entirely impartial.

j) Do not walk between vehicles if there is inadequate space to ensure that there is no contact with the adjacent vehicle(s).

k) Do not use clipboards with metal clips and/or any sharp objects.

l) Do not apply markings of any kind to the vehicle (i.e. grease pencil). Temporary stickers to outline damages for pictures are allowed but must be removed after the pictures are taken.

m) Do not leave any inspection detail, notes, etc. in or on the vehicle prior to final delivery to dealers.

n) At no time should inspections be shared or forwarded between service providers.

o) Ensure all possible opening on the vehicle are closed (windows, sunroof, doors, trunk, hood, sliding windows, sliding roof tops).

p) It is absolutely forbidden to leave any goods and/or objects inside the vehicle.

q) Verify headlights are in the OFF or AUTO position, vehicle is in PARK, Dome Lamp and all storage compartment lights are OFF, HAZARDS are off.

r) Inspect for dirt, fallout and other contamination (see section 2.2.h). For extreme cases - enter VIN into OBT ITR.

s) Inspect all windows for any damage/cracks, if found - enter VIN into OBT ITR for repair. Cover the damaged window(s) to ensure no water seepage.

t) For electric vehicles it is mandatory to check the underbody with the aid of a telescopic mirror.

2.2. Conducting inspection

Below is a detailed listing of all areas of the vehicle to inspect:

a) <u>FRONT OF VEHICLE</u>

- 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, including the front windshield and roof. The roof is not hidden damage and must be inspected. The use of a telescopic mirror is permitted when inspecting the roof. Avoid inspecting the roof by climbing on the sill and/or on the tires.

b) SIDE OF VEHICLE

- From side of the front windshield, inspect the windshield and the hood.
- Inspect the fender and view down the front fender, door and quarter panel for any dents.
- Inspect tires and rims (uneven wear, abrasions and/or punctures): damages around the lug nuts and the immediate outer circle that expands to the edge of this area are not transportation damages (in red).

- Reaching the door areas, check the doors, panel edges, door glass and molding.
- From the quarter panel, look down the side of the vehicle for any damages.

c) INTERIOR OF VEHICLE (after opening driver's door)

- Open the driver's door checking for damages such as chips, scratches, dings. Inspect the door edge and rocker panel. The areas in red are not transportation related.

- Check for soiling and any signs of vandalism or abuse on the door panel and in the driver's area. Any other conditions found in this area need to be addressed on a case by case basis to determine if it is transportation related.

- From the driver's area and without sitting (if no need to), take a cursory view of glove or console compartments (do not open), all trim panels, headliner, carpets and upholstery.

- Ensure seat protection and floor cover is on and fully applied - driver's / passenger's seat cushion backs.

- Verify presence of all keys/fobs.

All keys/fobs must be connected and located in the cup holder or center console if no cup holder is available, unless authorized by Stellantis. Do not separate fobs sets or break their link.

If the fobs are not visible,

- Press the vehicle ignition button, if the vehicle starts, continue to ship as normal. Do not report to OBT In-Transit Repair.

- Press the vehicle ignition button, if the instrument panel displays "key fob not detected", report to OBT In-Transit Repair. To gain access to OBT, please see Section 9.

- Press the vehicle ignition button, if the instrument panel does not display any sign of power, please report a "no start" to OBT In-Transit Repair. To gain access to OBT, please see Section 9.

Some Fleet customer vehicles may have extra sets of keys.

d) REAR OF VEHICLE

- Inspect the trunk lid/hatchback area, rear lamps, rear end panel, upper filler, rear glass window and roof.
- Inspect the bumper, bumper guards/strips, lower filler panel.
- Look at the back-end part of the exhaust pipe.
- Perform a cursory view of the entire rear end (include the roof and rear window).

e) DOORS/TRUNK AREA INSPECTION

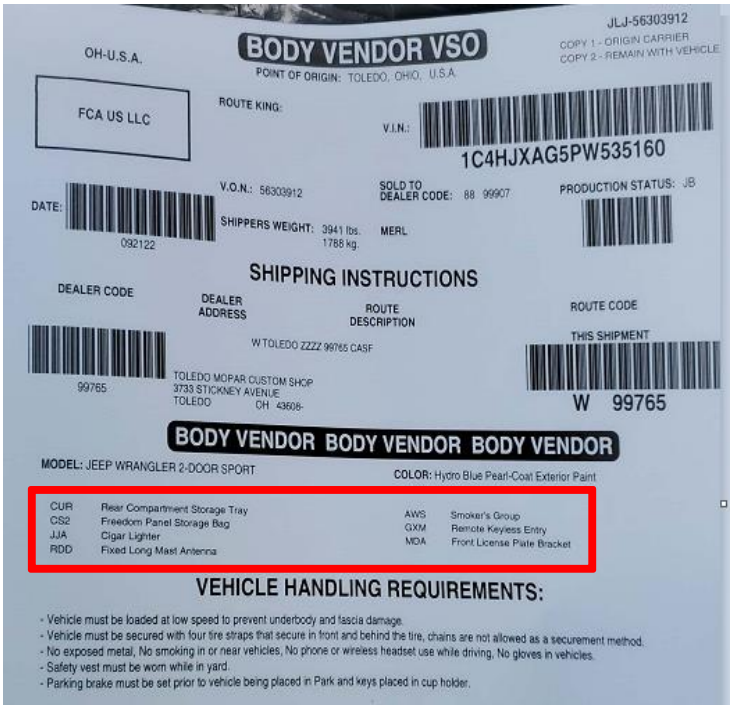
- Do not open passenger doors even if seals are not present.

If "Do not open" labels are present on passenger doors and trunk, follow these instructions:

- Intact seal: leave the door/trunk closed, without breaking the seal.
- Broken seal: inspect interior area of the vehicle to detect eventual transport damages or missing parts.

f) LOOSE ITEMS BAGS/BOXES

Using the Vehicle Shipping Order (VSO – see below photo) that can be found in the center console or the passenger floor, validate that all loose ship items listed on the VSO (items listed within red box) are present within the vehicle.



Report if bags/boxes/items are open/broken or missing, by using:

- **[AIAG CODE]**

  Area Code 23 to identify the damage area and
  - Type Code 03 if the bag is cut (open).
  - Type Code 08 if the bag/items are missing.
  - Severity Code 6 (missing).

Only the Dealer or Vehicle Processing Centers (Port of Exit or Port of Entry in agreement with market requirements) is allowed to inspect the content of the bag against the Vehicle Shipping Order and claim any missing items.

At no time should loose-ship items be left on vehicle seats due to the risk of seat deformation/indents.

g) TRANSIT FILM (wrap guard) or FULL BODY COVER (if present) on body

- The protection should not be removed from the vehicle unless the parties suspect there is damage under the film/body cover OR the film is causing damage to the vehicle due to wind, dust/dirt, water retention).
- If transit film or body cover 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, using damage codes indicated in Section 5. In case the parties suspect damages under the film, they are authorized to remove the film in order to examine the body of the vehicle.

- Any light damages (severity 1 and 2) found under undisturbed protective film and not visible will not be considered as transportation damages.

h) SOILING

- In case extreme soiling/ice/snow prevents the parties from inspecting portions of the vehicle, areas unable to be inspected must be reported as any other damage using the proper Damage Type (stained or soiled). The parties must provide pictures to Stellantis' Claim Management group within 48 hours to certify the conditions of the vehicle.
- Transport damages (reasonably not detectable due to vehicle condition at delivery) found afterwards on those soiled areas will be charged to the party delivering the vehicle soiled or covered with ice/snow. Soiling does not apply to vehicles being delivered to final dealer/destination; dealer/final destination must wash and thoroughly inspect the vehicle.
- Dealer/final destination may STI vehicles due to heavy build-up of ice/snow.

2.3. Conditions Not Considered Transportation Damages

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

b) 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 the specific manufacturer's policy.

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

d) Missing moldings, emblems, decals, etc., when there is clear evidence of no installation (i.e., holes not drilled for installation, or holes with no screws installed).

e) Peeling, runs, sags, blisters of foreign material in paint or chrome.

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

g) Minor damage, as identified by the manufacturer, to painted surfaces protected by Wrap Guard/Transit/Shipping film, where the Wrap Guard/Transit/Shipping film shows no obvious signs of impact or abrasion.

h) Missing contents of sealed plant-provided loose ship bags/boxes.

i) Incorrect parts or options claims – mis-built vehicles.

j) Minor surfaces scratches or scuffs that do not catch the nail on painted parts that can be buffed out or polished out as part of "New Vehicle Prep" process. The guiding rule is that without contrast of color, meaning that base coat/primer or bare metal is not visible, the damage is not attributable to transportation.

k) Wheel damages around the lug nuts and the immediate outer circle that expands to the edge of this area, or tire installation damage.

l) Damages noted at factory gate (End of the line) inspection.

m) Plant-authorized known quality problems or repetitive damage.

n) Vehicle interior damages other than driver area, as defined by the manufacturer, unless there is clear evidence of theft/vandalism or carrier negligence.

o) Chips on panel edges

- Other than driver's door, rearward edge.

Section 3 - Exception Reporting

3.1. General Inspection Reporting

a) The condition of the vehicle must be reported into Stellantis' Vehicle Inspection & Claims System-OBT using the five-digit damage coding system, or into Stellantis' Claim Management System using the six-digit coding system.

These codes can be found in Section 5. Code cards may be purchased from the AIAG website (http://www.aiag.org) under product code "M-22". 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 also in Section 5.

b) 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 Section 2. The guideline can be found on the AIAG website (http://www.aiag.org) under product code "M-22".

c) One complete inspection must be completed and transmitted within one business day (Monday to Friday) of receipt, except for vehicles arriving to First Point of Rest where the inspection and transmittal of exceptions must be completed within 2 business days from the date on which vehicles are unloaded and released to the port.

d) The actual inspection date sent to OBT must be the date the vehicle was inspected.

e) All inspections (clean or damaged) must be transmitted into OBT by the receiving provider. A clean vehicle is defined as a unit that does not have any damages/exceptions noted during inspection.

f) Any time hidden damage to a tie down slot is identified, all claim responsibility will be placed upon the previous haul-away provider. Liability will transfer from one provider to another at handover.

g) When a vehicle is delivered to a compound/yard:

- Notification of all exceptions must be sent by the yard /receiver within one business day of delivery, by traceable means to the delivering party. Delivering provider must notify Stellantis of compound not complying with this notification procedure.
- For severity 3 or greater damages, the vehicle must be held where the carrier parked the vehicle for deliverer verification for one business day from the time of notification and only moved into a designated sick bay area if it impedes normal traffic flow. When a vehicle in this condition is delivered by an ocean carrier to a port (Last Point of Rest), the vehicle must not be moved.
- After this period or if the delivering party does not verify the noted exception the vehicle can be shipped to the next location.

- US, Canadian and Mexico-North bound vehicles- Yards only - Severity 3 or greater exceptions must be reported to OBT in-transit team for possible repair.
- Facility managers are responsible to identify all carriers entering the facility and ensure they are notified of all severity damages. Failure to notify the correct carrier will result in responsibility of any claims to fall on the facility provider.

h) When a vehicle is picked up from a compound/yard:

- Drivers must note all exceptions on the load sheet and leave a copy of it with the compound manager, security officer or a designated compound representative the compound manager determines.
- US, Canadian and Mexico-North bound vehicles- Yards only-all severity 3 or greater exceptions must be reported to OBT for repair as per Section 1.3. Yards must put these vehicles on an AA hold.
- If the facility operator has a stricter verification policy, the impacted providers must be notified in writing. The stricter policy must not impede vehicle flow. Please reference Section 5 for "Severity" definitions.

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

- Multiple damages on the same panel, regardless of severity.
- Missing keys.
- Locked vehicles with keys inside.
- Glass damage regardless of severity.
- Tire and wheel damage which prohibits safe movement of the vehicle.

j) If a vehicle is noted as damaged by the receiving party, accountability lies with the delivering party until proven otherwise. Stellantis will not act as an arbitrator.

k) Please refer to section 9 for instructions on how to establish an interface with Stellantis' OBT system for sending inspection information to Stellantis.

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

m) Contact your Stellantis claim analyst in order to resolve the dispute. The parties should transmit all the documentation and pictures to Stellantis' claim system for further analysis.

3.2. Special Rules for Port Inspection

- VEHICLES DEPARTING ON OCEAN/NAVAL CARRIERS (Export)These rules only apply to Ocean carriers and Vehicle Processing Centers. Truckload carriers delivering to VPC must follow the general rules stated in Section 3.1.
- Port processor should stage all vehicles at the designated Last Point of Rest area two business days prior to loading of vessel.
- The Ocean carrier's surveyor should commence preload transportation inspection of all vehicles within two business days of loading of vessel.
- In the case of a holiday within this two business day period, the preload inspection may commence a day earlier.
- The ocean carrier must present a document including the VIN and associated damage; this document must be used to perform a verification inspection conducted by the VPC or Port of Exit and mutually agreed upon by both parties.

- The ocean carrier must transmit the agreed upon inspection through OBT for Stellantis contracted carriers (by the end of the second business day) so that the complete inspection process takes place within two business days of loading of the vessel.
- If the parties cannot agree on damages noted the Damage Prevention Specialist and carrier representative must be notified via email.
- The notification must include one up-close picture taken from 3 ft. away.
- For any vehicles that are delivered to the port after the vessel's cut off-time and cannot be kept for the inspection verification, a notification must be sent to Damage Prevention Group. The Damage Prevention Group in conjunction with Intl Operations will determine whether or not vehicles have to be held at the port. In either case, Stellantis will notify both the VPC and the ocean carrier.
- In the case Stellantis' instruction is to load vehicles on the vessel without completion of the inspection process, the ocean carrier must retain Stellantis' approval document so that they are not held liable for any damages.
- Cause and Repair Assessments will not be accepted as valid declinations, examples include: OTTD (other than transportation damage), OTMD (other than marine damage), WPO (will polish out), BTUP (brush, touch-up), etc.

a) VEHICLES DELIVERED BY OCEAN/NAVAL CARRIERS (Import)

- These rules only apply to Ocean carriers and Vehicle Processing Centers. Truckload carriers delivering to VPC must follow the general rules stated in Section 3.1.
- Stevedores should stage all vehicles at the designated First Point of Rest area.
- Vehicle Processing Center's /Receiver's surveyor should commence discharge transportation inspection of all vehicles within one business day of discharge of the vessel. A Discharge Sheet must be presented including the VIN, associated damage and pictures to the ocean carrier; this document must be used to perform a verification inspection conducted by the ocean carrier and must signed by both parties.
- Within 24 hours (excluding, Saturday, Sunday and public holiday) from the end of inspection, the surveyor must transmit the agreed upon inspections through OBT.
- The complete inspection process must take place within two business days of discharge of the vessel. In the case of a holiday within this two business day period, the inspection transmission may end a day later.
- If the parties cannot agree on damages noted the Transportation Quality Specialist and carrier representative must be notified via email. The notification must include one up-close photo and one photo of the entire panel.
- Once the inspection process has finished, the Vehicle Processing Center / Receiving party must file and submit the Transportation Damage documentation to:
    - Astrea, for Vehicles built in European plants. Documents must be submitted within 7 calendar days, and must include in addition to the Discharge Sheet verified by the receiver and deliverer, the Damage Form (Scheda Dani) per VIN, Repair Estimate per VIN, and pictures per VIN.

3.3. Special Rules for On-Rail Inspection

- When the loader is not contracted by the railroad, an on-rail inspection at origin (survey type 07) must be performed by receiving party or their agent and provided to the loader prior to moving the railcar. This inspection pinpoints damages that have occurred while loading and is used to identify and correct any tie down and clearance issues that could

result in damages, so that they can be corrected prior to moving the railcar by the loader. This survey is considered the handoff to the railroad & any damages noted will be considered loader's liability.

- Stellantis requires an "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 (code per the AAR standard jump choke codes) and parking brake issues.
- The "08" code must be verified by a third-party inspection agent and transmitted electronically into OBT.
- Pictures of any severity 3 or greater exceptions of a repetitive nature should be taken and submitted to Stellantis Damage Prevention Group.
- All exceptions noted on rail must be forwarded to the railroad/loading agent responsible for loading the railcar, along with photos of severity 3 or greater damage.
    - 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. Claims resulting from these exceptions will be filed against and deemed to be the responsibility of the originating railroad.

3.4. Special Rules for Deliveries to Final Dealers

a) All carriers must contact each of their dealers and review the delivery process. The following information should be made available to all delivering drivers, so they are familiar with the specific dealer needs before they arrive to 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.
- If "Subject To Inspection" is allowed, refer to Section 3.5 for further requirements.

b) The dealer has the right to inspect the vehicle and call the exceptions while walking around the vehicle together with the delivering driver. Exceptions are to be noted on the carrier's "Delivery receipt/Delivery Device".

c) The driver may not pre-note any "Previous" exceptions on the new delivery receipt.

d) After sign off by both the dealer and driver, the delivery receipt must not be altered in any way by either party.

e) All writing must be legible.

f) Stellantis will determine carrier's responsibility for anything noted on the ePOD/Delivery Receipt meeting the transportation damage guidelines and additional information on a given VIN.

g) A dealer cannot refuse a vehicle delivery. If a dealer attempts to refuse a delivery, the carrier should contact Stellantis Vehicle Logistics Operations. See Section 9 for web address to access a full contact list.

3.5. Special Rules for Dealer "After Hours" Deliveries

a) Carrier must submit an 05" inspection into OBT upon delivery. Carrier must input all 05" dealer/final destination delivery exceptions into OBT regardless if the vehicle is delivered clean or damaged. If Subject To Inspection (STI) delivery, the carrier must give the dealer their allowed two business days to respond with any exceptions found and then immediately submit an 05" inspection. This is vital in Stellantis' reporting and claim forecasting model. Special Rules for Dealer "After-hours Delivery."

b) It is the carrier's responsibility to draw up and have a signed STI agreement with the final destination facility, which includes:

- Vehicle placement.
- Key and document placement.
- Means of exception notification.
- Any other pertinent information/restrictions.
- Updated dealer contact information [name(s), email(s) & phone number(s)] for proper notification of an STI delivery.

c) The driver must sign and date the delivery receipt/ePOD to identify each VIN as delivered. They must also note that it is an STI delivery and indicate the time of delivery but must not note any exceptions. The delivery receipt/ePOD must be provided/transmitted to the dealer and Stellantis at the time of delivery.

d) The dealer has the right to inspect the vehicle and note all damages on the carrier's delivery receipt. The dealer has the right to wash the vehicle before the inspection.

e) The dealer has two business days to notify the carrier of any damages found via traceable means, as specified in the STI agreement. Writing must be legible on the delivery receipt.

f) Carrier is responsible for anything noted on "Delivery Receipt" meeting the transportation damage guidelines unless documentation can be provided to prove prior damage.

3.6. Special Rules for Hidden Damage on Dealer Deliveries (also applicable to First Point of Rest at International Ports).

a) 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) Roofs and tires are not considered hidden damage.

d) Any damage deemed to be hidden must be reported to carrier within two business days of delivery. Writing must be legible on the delivery receipt.

e) The carrier has two business days from the date of dealer's notification to meet with the dealer and view the damages.

Section 4 - Transportation Claim Process – Final delivery

4.1. Life Cycle of a Transportation Claim

a) Vehicle gets damaged in transit.

b) Dealer /repairing agent submit a Transportation Claim Request within 14 calendar days of the vehicle delivery date through Digital Imaging Application.

c) Stellantis Transportation Claim Request team approves, requests more info or rejects TCR based on info provided in DealerCONNECT within 2 business days.

d) If STI TCR is authorized (PA – Preapproved) dealers may allow 2 business days for carriers to review the vehicle before repairs begin depending on vehicle status (not for sold vehicles).

e) Dealer or repair agent has 30 days after vehicle delivery and 5 days after repairs are complete to submit the Transportation Claim into Stellantis DealerCONNECT Global Claim System.

f) In the case of an auction or salvage unit, a Loss of Sale claim will be assessed to the responsible provider via Stellantis' Claim Management System.

g) If the damage being claimed matches the inspection information in Stellantis' systems, the claim is paid by Stellantis and sent to Stellantis' Claim Management System for recovery from the appropriate provider.

h) If the inspection data is entered correctly and timely, claims will be filed with the appropriate provider.

i) A transportation claim is sent by Stellantis' Claim Management System to the provider (via EDI or an email or web link, dependent on how each provider is set up) who delivered the vehicle to the location where the damage was first noted.

j) Provider is assessed a claims management fee of $30 USD and Canada, CAD based on Stellantis corporate conversion rate; 180 MXP for Mexico. Provider is responsible for all repair costs to damaged vehicle.

k) US/CAN claims should never include GST/HST or any other taxes. This pertains to US/CAN carriers only.

l) If set up on EDI, provider's system must automatically respond to Stellantis' Claim Management System with a "review" response.

m) Provider then processes claim and responds accordingly with a "pay" or "decline" response.

n) If receiving email notifications provider must log into Stellantis' Claim Management System with a "review" response.

o) If provider declines a claim, they must upload all supporting documentation to Stellantis' Claim Management System electronically. There will be no paper declinations accepted.

p) 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.

q) If a claim is re-filed 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.

r) Provider submits payment to Stellantis to complete the process. Refer to paragraph "Claim Processing and Payment".

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

t) Specifics about Major Damage Claims:

- This associated cost will be the responsibility of the damaging provider via a transportation claim.
- When the dealer repair cost exceeds the Major Damage state/province damage threshold the following guidelines shall apply:
- Stellantis Damage Prevention Group will then classify the vehicle as:
  - Sell as New - Provider will receive claims for repairs and survey fees.
  - Auction Unit - repair and sell at auction. Stellantis files a Loss of Sale Claim with provider for a flat 10% (percentage determined by Stellantis) of MSRP. Provider will also receive claims for repairs and survey fees.
  - Sell for Salvage Parts – Vehicles will not be titled. Vehicle is dismantled and all salvageable parts are sold. Stellantis files a survey claim and a Total Loss claim - provider pays invoice minus destination and dealer holdback, plus all associated freight costs. The provider will receive the guaranteed salvage amount when Stellantis receives it from the salvage company. Any additional amount received will be split (50/50) between the provider and the salvage company.
  - Total loss - units are scrapped. Stellantis files a Total Loss claim, provider pays the invoice amount for US/CAN, destination cost and dealer holdback, plus all associated freight costs. Associated survey fees may apply.

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

Claims Processing & Payment

u) Time Limitation on Claims Processing

- All claim declinations and supporting documentation must be electronically uploaded to Stellantis' Claim Management System within 30 days of claim receipt.
- The time limitation for providers to resolve claims is 30 days.
- If the filed claims are not resolved in 30 days, the claim automatically defaults to the provider in possession of the claim and payment is required.
- If a fully documented claim goes over 60 days, Stellantis reserves the right to withhold payment on services rendered to compensate for the outstanding claims.
- Payment for fully documented claims is expected prior to 60 days.
- In the event a provider rejects a claim due to lack of documentation filed, the claim will not be considered against the provider's performance.

v) 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 Stellantis' Claim Management System.

w) It is the provider's responsibility to 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.

- Declination letter (optional) – must include provider name, VIN, claim number, detailed reason for declination.
- Preload 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.
- Inspection report – can be provided from 3rd party inspection agency.
- 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.
- Delivery Receipt/ePOD receipt – must be legible, and required for clean delivery or STI without notification.
- Untimely STI or hidden damage notification – proof of untimely notification.
- Proof of notification

x) Requests for Repair Order (RO) - Repair agents are required to send the RO to providers upon request as follows:

- 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.

- Providers will need to supply the following information when requesting an RO: dealer, VIN, exceptions, date requested dealer contact, and provider requesting.

- 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.

- Providers cannot use the request for RO as a means of delaying or trying to subvert the claims payment process.

y) Stellantis 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.

z) Payments

- Provider accepts responsibility for a claim. (via EDI or via Stellantis' Claim Management System).

- Stellantis will not refund claims paid in error.

- Stellantis expects payment from the carrier with whom the contract agreement is held. If any 3rd.party providers are used by the contracted carrier or service provider, the carrier or service provider must address the situation with the responsible party.

When paying in USD funds - USD Wire/ACH Payments:
JPMorgan Chase Bank – N.A. (NY)
One Chase Manhattan Plaza
New York, NY, 10005

- When creating USD ACH credit transactions supply the following ABA: 028000024
- When creating USD wire payments supply the following ABA 021000021 or SWIFT ID: CHASUS33
- For ACH and Wire payments, include 20000011067496 in the account field.
- Account Name: FCA US LLC.

When paying in CAD funds - CAD Wire/ACH Payments:
RBC Royal Bank
Global Banking Service Centre
10 York Mills Road, 4th fl.
Toronto, Ontario
M2P 0A2

Bank ID: 003
Transit:07922
Account Number (CAD): 1054378
Beneficiary Name: FCA US LLC
Beneficiary Address: 1000 Chrysler Drive, Auburn Hills, Michigan 48326
Branch address: 245 Ouellette Ave, Windsor, Ontario N9A 7J2
ROYAL BANK SWIFT: ROYCCAT2
US Correspondent for RBC: JP Morgan Chase Bank, New York
Swift BIC: CHASUS33
Fedi ABA: 021000021

- Stellantis requires all providers to pay via wire/EFT. In the case that that a provider or their third party needs to send a check, it must be sent via expedited mail (and be traceable) to the following address:

FCA US LLC.
800 Chrysler Drive
Auburn Hills. MI
48326
CIMS: 483-00-20
Attn: Tom Chirco

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

ab) Stellantis is required by law to track all damages and repair amounts.

ac) Containerized Shipments:

- Worldwide Vehicle Logistics will not accept any claims, filed on units containerized for shipping, after the origin port Preload inspection is performed.

- If the damage has not been noted prior to origin port loading the claim will be charged back to the Dealer or Distributor.

4.2. Major Damage

a) A vehicle will be deemed to have "Major Damage" if such vehicle has incurred Transportation Damage, the total repair cost of which exceeds the amount specified in the applicable laws of the destination U.S. state or country of such vehicle, except that:

- With respect to a vehicle for which Canada is the destination country, such vehicle will be deemed to have Major Damage if such vehicle has incurred Transportation Damage that:

- The total repair cost of which exceeds $1000CAN, excluding the cost of any replacement bolt-on parts (i.e. parts that are able to be replaced by identical manufacturer's original equipment, including (without limitation) glass, bumpers, fenders, and doors) but including (without limitation and for the avoidance of doubt) any costs of further preparation or modification (e.g. painting) of such replacement bolt-on parts. In addition, the total repair cost with bolt on parts included cannot exceed $3,000CAN.

- Must be repaired by any type of body filler or welding

- Damage to the frame, other than tie-down hole elongations (provided there are no crack, tears or separations evident).

- Damage to steering or suspension that can't be corrected by replacing bolt on parts.

b) With respect to a vehicle for which Mexico is the destination country, whether a vehicle has Major Damage will be determined by receiver (Stellantis) in its sole discretion after reviewing such vehicle.

c) With respect to a vehicle for which no applicable Laws pertaining to Major Damage exist in the destination U.S. state or country of such vehicle, such vehicle will be deemed to have Major Damage if such vehicle has incurred Transportation Damage:

- The total repair cost of which exceeds five percent (5%) of such vehicle's manufacturer's suggested retail price (MSRP), excluding the cost of any replacement bolt-on parts but including (without limitation and for the avoidance of doubt) any costs of further preparation or modification of such replacement bolt-on parts; or

- The cost of exterior replacement parts of which exceeds ten percent (10%) of such vehicle's MSRP.

d) Notwithstanding the foregoing, a vehicle will be deemed to have Major Damage if such vehicle has incurred Transportation Damage:

- That must be repaired by welding or cutting.

- To such vehicle's frame (other than tie down hole elongation to the extent such elongation has not caused any cracks, ripping or separation in, of or to such vehicle's frame).

- To such vehicle's steering or suspension that cannot be repaired by replacement bolt-on parts; or

- That receiver deems a safety risk.

e) Whether vehicles have Major Damage will be determined by the receiver on a case-by-case basis in accordance with the foregoing.

f) If a vehicle is deemed to have Major Damage, as determined by receiver in accordance with section above, then shipper/Carrier will be responsible for all costs incurred by receiver in connection with the Transportation Damage to such vehicle, including (without limitation) all costs to repair/replace the Transportation Damage, transportation costs, storage costs, inspection costs, depreciation charges, and processing fees, plus a loss of sale charge in an amount equal to ten percent (10%) of such vehicle's MSRP.

g) Carriers will be responsible for the cost of transporting the vehicle to Company Car at the Lapeer Road Marshaling Center for newly launched vehicles that deemed by Stellantis cannot be sent to auction.

4.3. Total Loss

A vehicle is deemed as Total Loss, if it:

a) Has incurred transportation damage, the total repair cost exceeds forty percent (40%) of the vehicle's MSRP

b) Has been tipped ninety (90) degrees or more on its side.

c) Has had its wheels removed, allowing such vehicle to rest on its undercarriage at any time during transportation.

d) Stellantis determines the unit to be a safety and/or quality risk.

e) Any vehicle that is stolen and leaves the premises may be scrapped.

f) Stellantis determines the unit must be scrapped due to being a special edition unit.

g) Whether vehicles are Total Losses will be determined by Stellantis on a case-by-case basis in accordance with the foregoing. If a vehicle is deemed a Total Loss, Stellantis will coordinate scrap of the vehicle and the Carrier will be responsible for all costs incurred by Stellantis /receiver in connection with such Total Loss, including (without limitation) the entire invoice amount for US/CAN of such vehicle, transportation costs, storage costs, inspection costs, depreciation charges, teardown costs, towing fees, impound fees, recovery fees, clean-up fees and processing fees. Carrier and/or insurance company will not take title to any total loss vehicle.

4.4. Filing a Major Damage Claim on Import Vehicles

a) Purchaser must send a damage notification to the Selling party that includes
   - Estimate.
   - Photos.
   - VIN.

b) Purchaser must classify major damage vehicles as scrap or broker.

c) International Inventory team will remove the Major Damage vehicle from the purchasers account and divert the vehicle into the scrap or broker account.

d) Purchaser will present to the Seller an itemized list of all cost incurred (vehicle price excluded).

e) Seller will reimburse Purchaser the cost of the itemized list by creating a manual claim on behalf of the Purchaser.

f) Seller will recover the itemized amount and Cost of vehicle from the carrier that damaged the vehicle.

4.5. Stolen/Lost & Recovered Vehicle Procedure

Stellantis has launched standardized forms for reporting all stolen/lost & recovered vehicles in our logistics network by our North America service providers. These forms utilize the Microsoft Forms platform and provide Stellantis with a standardized process of receiving all notifications of stolen/lost and recovered vehicles.

There is also a new dedicated email address for submitting the required Stolen/Lost & Recovered Vehicles forms and any additional communication needed regarding the vehicles; SRV@Stellantis.com

Service providers are required to report all stolen and recovered vehicles using the links below.

URL to Stellantis Stolen/Lost Vehicle(s) Submission Form:

https://forms.office.com/Pages/ResponsePage.aspx?id=zdVS2ExyKEGIEv-l2z-FB3eN_hW5ULFAhb_tGLTNwhdUOFE1TFpMS0RHRzM3ODU4TVg0MURYQ1pVWiQlQCN0PWcu

URL to Stellantis Recovered Vehicle(s) Submission Form:

https://forms.office.com/Pages/ResponsePage.aspx?id=zdVS2ExyKEGIEv-l2z-FB3eN_hW5ULFAhb_tGLTNwhdUM1dJMlpENVdPRk8wWE9TSVJIUElPSEtQOCQlQCN0PWcu

URL to access overview/training deck on how to complete each form:

https://shiftup.sharepoint.com/:p:/r/sites/TransportationQuality/_layouts/15/Doc.aspx?action=view&sourcedoc=%7Bfffe1642-4040-4377-8442-af2499c1a250%7D&wdOrigin=TEAMS-ELECTRON.teamsSdk.openFilePreview&wdExp=TEAMS-CONTROL&wdhostclicktime=1665163137683

Any questions please contact Nicholas Gabriel; Nicholas.Gabriel@Stellantis.com – Transportation Quality Stolen Vehicle Lead and SRV@Stellantis.com

4.6. Derailment Procedure

a) The steps below are to provide a process for notification when railcars involved in a derailment.
   - The provider will transmit a "UA" hold code and a "32-02-6" exception code.
   - With direction from Vehicle Logistics Operations, the provider will transport all vehicles involved in the derailment to a point, or points, as instructed.

b) All vehicles involved in the derailment must be handled as per the major damage procedure.

c) The provider that caused the derailment will absorb all costs associated with transporting damaged vehicles.

d) 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.

Section 5 – Hold and Inspection Codes

5.1. Stellantis Hold Codes

a) All holds must be placed on a valid route segment.

b) Providers are encouraged to contact Rubicon or Vehicle Logistics Operations to verify which of the code(s) to use and when to send.

c) Dealer holds are authorized either by Vehicle Logistics Operations or Rubicon personnel only.

d) Provider does not need to terminate a "GE" hold. Rubicon 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.

e) Any other reported hold codes such as "AA" will require a 550T transaction to terminate the hold.

Per the US and Canadian In-Transit Damage process (See Section 2), providers must send the AA hold to OBT.

HOLD CODES

The hold codes below require authorization from Vehicle Logistics Operations or Rubicon.

HOLD CODES	DESCRIPTION	RAIL-RR/HAULAWAY HL
BV	VEHICLE PREP HOLD	RR/HL
GK	FLEET SALES HOLD	RR/HL
MR	MANUAL CREDIT RELEASE	RR/HL
MS	MISSHIPPED VEHICLE	RR/HL
NP	NO PRICING AVAILABLE	RR/HL
NR	KZ NOT RELEASED FROM PLANT	RELEASING PROVIDER
SA	VEHICLE SCRAPPED	RR/HL
WA	PLANT PROGRAM REPAIR	RR/HL

The hold codes below do not require authorization:

HOLD CODES	DESCRIPTION	RAIL-RR/HAULAWAY HL
AA	IN-TRANSIT REPAIR	RR/HL
FF	HOLD FOR DIVERSION	RR/HL
FM	FORCE MAJEURE	RR/HL
GD	FINANCE HOLD	RR/HL
GE	QUALITY AUDIT HOLD	RR/HL
HH	DEALER HOLD	HL
MB	INCLEMENT WEATHER HOLD	RR/HL
MJ	MAJOR DAMAGE	RR/HL
ML	MONRONEY LABEL REQUIRED	RR/HL
PB	RETURNED TO PLANT	HL
PI	PENDING INSTRUCTION	HL/RR
SB	PENDING MOVE TO AUCTION	RR/HL
ST	STRIKE HOLD	RR/HL
TH	TRANSPORTATION HOLD	RR/HL
VG	STOLEN VEHICLE	RR/HL
Y5	HAIL DAMAGE	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
X2	PORT INVENTORY STATUS-VEHICLE ON HOLD
X4	PORT INVENTORY STATUS-VEHICLE IN PROCESS
X5	PORT INVENTORY STATUS-VEHICLE CLEARED FOR SHIPMENT
X6	PORT INVENTORY STATUS-VEHICLE LOADED ON VESSEL
X7	PORT INVENTORY STATUS-VEHICLE PENDING DAMAGE REPAIR
X8	PORT INVENTORY STATUS-VEHICLE CLEARED FOR SHIPMENT(WITH EXCEPTION)

EDI/TRANSACTION CODES

EDI CODES	
CODE	DESCRIPTION
670	OBT 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

5.2. Inspection Type Location Codes

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		

5.3. AIAG - Area, Type and Severity Codes, Stellantis Specific Damage Codes and Jump Chock Codes

Damage Area Codes					
01	Antenna/Antenna Base	34	Rear Multimedia	67	Cigarette Lighter/Ashtray
02	Battery	35	Rocker Panel /Outer Sill Left	68	Carpet, Front
03	Bumper/Cover/Exterior, Front	36	Rocker Panel /Outer Sill Right	69	Center Post, Right
04	Bumper/Cover/Exterior, 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	73	Left Front Wheel/Rim
08	Door Back Cargo- Left	41	Charging Cable for Battery Electric Vehicle (BEV)	74	Left Rear Tire
09	Door, Cargo (Sliding) R/L	42	Splash Panel/Spoiler Front	75	Left Rear Wheel/Rim
10	Door, Left Front	43	Low / No Fuel	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	Truck Cab, Rear	79	Right Front Wheel/Rim
14	Fender, Left Front	47	Cargo Seal Missing / Broken	80	Cowl
15	Qtr. Panel or PU Box, Left	48	Left Front Interior Trim Panel	81	Gas/Battery Door/Fuel Cap
16	Fender, Right Front	49	Vehicle Not in Ship Mode	82	Fender - Rear, Left
17	Qtr. Panel /Pick-Up Box Right	50	Right Front Interior Trim Panel	83	Fender - Rear, Right
18	Front Floor Mats	51	Tonneau Cover	84	Tools/Jacks/Spare-Tire Mount & Lock
19	Rear Floor Mats	52	Deck Lid/Tailgate/Hatchback	85	SD/Multimedia Kit
20	Glass Windshield	53	Sun Roof/Glass Roof	86	Parking Sonar System
21	Glass Rear	54	Undercarriage/Other	87	Front Fascia Under Bumper (Chin Splitter)
22	Grille	55	Cargo Area, Other	88	Vehicle Shipping Order (VSO) / Cert Label
23	Accessory Bag/Box	56	Convertible Top/Soft Top	89	Trailer Hitch, Wiring Harness Tow Hooks
24	Headlight/Cover/Turn Signal	57	Wheel Covers/Cap	90	Frame
25	Lamps, Fog/Driving/Spot Lt.	58	Radio Speakers	91	Exhaust System
26	Headliner	59	Wipers, All	92	License Bracket
27	Hood	60	Jumped Chocks	93	Steering Wheel/Airbag
28	Keys	61	Box Interior, Pick-Up Truck	94	Seat, Left Front
29	Keyless Remote	62	Entire Vehicle	95	Seat, Right Front
30	Mirror, Outside, Left	63	Rails, Truckbed/Light Bar	96	Seat, Rear
31	Mirror, Outside, Right	64	Deflector/Spoiler, Rear	97	Carpet, Rear
32	Major Damage (OEM Use Only)	65	Luggage Rack /Strips/Drip Rail	98	Interior
33	Front Multimedia	66	Dash/Instrument Panel	99	Engine Compartment, Other

* Damage Code 62 "entire Vehicle" refers to instances where damage encompasses 3 or more panels of the vehicle, for example:
  - 3 or more panels are damged.
  - Overspray found on entire vehicle.
  - Vehicle covered in dirt.
  - Vehicle contaminated.
  - Thermal event (fire) occurred on vehicle.

Please contact Stellantis for direction if you are unsure if the damage found would be considered 'Entire Vehicle', code 62.

Damage Type Codes					
01	BENT	Deformed surface or part due to impact.	19	MOLDING / EMBLEM / WEATHER-STRIP LO	Loosening of the molding or emblem of a specific damage area resulting from impact to that part or an adjacent part. Do not use to describe molding or emblems improperly installed at the assembly plant.
02	INOPERABLE		20	GLASS CRACKED	Cracked but pieces remain together.
03	CUT	A smooth-edged serration (as if cut by a knife). Not a break or crack.	21	GLASS BROKEN	Glass has been broken as a result of damage to the glass or surrounding panel or molding.
04	DENTED - PAINT / CHROME DAMAGED	An inward depression of a painted or chrome surface with damage to the paint or chrome present.	22	GLASS CHIPPED	A small fragment of glass removed
05	CHIPPED - DOES NOT APPLY TO GLASS OR PANEL EDGE	An area missing paint caused by impact. Do not use to describe chipped panel edge (34).	23	GLASS SCRATCHED	A narrow linear exception.
06	CRACKED - DOES NOT APPLY TO GLASS	A narrow opening of flaw as a result of impact; the pieces remain together.	24	MARKER LIGHT DAMAGED	Damage to the marker light lens or bezel mounted on a specific area of the vehicle.
07	GOUGED	A groove or cavity causing damage to metal or plastic surface.	25	DECAL / PAINT STRIPE DAMAGED	Damage to a decal or paint stripe on the exterior of the automobile.
08	MISSING	Part or option is not present at time of inspection.	29	CONTAMINATION, EXTERIOR	Examples: Dirty, industrial fallout; iron rust particles; overspray; acid rain.
09	SCUFFED	A scrape mark that does not break the surface material.	30	FLUID SPILLAGE, EXTERIOR	Discoloration of an exterior painted or bright metal surface by a fluid substance or airborne material.
10	STAINED OR SOILED - INTERIOR	Discoloration of an interior surface by a foreign substance.	31	THEFT / VANDALISM	Unauthorized removal of any part of the vehicle / entire vehicle / damage caused by deliberate destruction to the vehicle or objects near the vehicle.
11	PUNCTURED	A hole caused by being pierced.	34	CHIPPED PANEL EDGE	The same as chipped, but along the edge of a panel, such as a door panel.
12	SCRATCHED - DOES NOT APPLY TO GLASS	A linear mark or cut in painted or chrome surfaces.	36	INCORRECT PART OR OPTION NOT AS INVOICED	Part is incorrect or option is incorrect. Not considered transportation damage.
13	TORN	Similar to cut, but edges of damage area are ragged.	37	HARDWARE - DAMAGED	Damage type not described by any other codes. Door handles, key locks, air horns, grab handles, etc.
14	DENTED - PAINT / CHROME NOT DAMAGED	An inward depression of a painted or chrome surface with no damage to paint or chrome.	38	HARDWARE - LOOSE, MISSING	Damage type not described by any other codes. Door handles, key locks, air horns, grab handles, etc.
15	FULL BODY CAR COVER - DAMAGED	Use when full body cover has transportation damage (does not pertain to to Wrap Guard/Transit/Shipping Film).	39	JUMPED CHOCKS	
16	THERMAL EVENT / FIRE	Used to document evidence of a thermal event, or fire is visible.	40	CHOCK SPACING ISSUES	
18	MOLDING / EMBLEM / WEATHER-STRIP DAMAGED	Damage to the molding or emblem of a specific damage area resulting from impact to that part or to a directly adjacent part.	41	END DOOR SPACING	

Severity	
1	DAMAGE UP TO AND INCLUDING 1" IN LENGTH / DIAMETER - LESS THAN 2.5 CM
2	DAMAGE OVER 1" UP TO AND INCLUDING 3" IN LENGTH / DIAMETER - 2.5 CM UP TO 7.5 CM
3	DAMAGE OVER 3" UP TO AND INCLUDING 6" IN LENGTH / DIAMETER - 7.5 CM UP TO 15 CM
4	DAMAGE OVER 6" UP TO AND INCLUDING 12" IN LENGTH / DIAMETER - 15 CM UP TO 30 CM
5	DAMAGE OVER 12" IN LENGTH / DIAMETER - 30 CM AND OVER
6	MISSING / MAJOR DAMAGE

Special Note:

Mutiple damages on the same panel, regardless of severity, need to be treated as a severity 3 or greater.

Stellantis Specific Damage Codes					
00-00-0	NO DAMAGE	60-39-6	JUMPED CHOCKS	87-XX-X	FRONT FASCIA UNDER BUMPER (CHIN SPLITTER)
02-02-6	HV BATTERY RECHARGE	62-02-6	INOPERABLE VEHICLE	88-08-5	CERT LABEL MISSING
32-02-6	MAJOR DAMAGE SURVEY / APPRAISAL FEE	62-29-1	AUSTRALIA SEED POD	88-08-6	VEHICLE SHIPPING ORDER - VSO MISSING
43-08-6	LOW FUEL - 1/8 OF A TANK OR LESS	62-29-2	BROWN STINK BUG		
47-08-6	CARGO SEAL MISSING / BROKEN	62-29-6	ENTIRE VEHICLE DIRTY (CONTAMINATION - EXTERIOR)		
49-08-6	VEHICLE NOT IN SHIP MODE	62-31-6	STOLEN VEHICLE		

Jump Chock Codes	
Holden (40-series)	**Chock/Securement Description**
60-40-#	Holden Grate Lock Chock
60-42-#	Holden Grip Lock Chock - 8 chock configuration
60-43-#	Holden Grate Lock Chock with Holden Block-Chock
60-44-#	Holden Grate Lock Chock with AVR supplemental
60-45-#	Holden Grip Lock Chock - 4 chock configuration
Holland (50-series)	**Chock/Securement Description**
60-50-#	VRS (Vehicle Restraint System) - Wabtec
60-51-#	Tri Lo Chock
60-52-#	Lock & Load Chock
Trinity (60-series)	**Chock/Securement Description**
60-60-#	Thrall Wedge Polymer Chock and Strap with Low Profile Winch
60-61-#	Thrall Wedge Steel Chock and Strap with Low Profile Winch
60-63-#	Thrall Wedge Steel Chock and Strap with HIGH Profile Winch
60-64-#	Trinity TTM Vehicle Restraint System
Wabtec (70-series)	**Chock/Securement Description**
60-70-#	Wabtec Non-metallic LoPro Chock
60-71-#	Wabtec Steel LoPro Chock
60-72-#	Wabtec Sta-Put Chock (with and without optional Strap)
60-73-#	Wabtec CoPoly Chock
60-75-#	Wabtec Hybrid Steel LoPro
60-76-#	Wabtec Non-metallic LoPro (Model II) Chock

Severity (Condition) Codes (0 thru 9)	Description
0	No chock damage
1	Broken chock
2	Chock cracked
3	Chock strap loose, fallen or twisted
4	Chock spacing
5	Chock not locked in track or disengaged
6	Chock missing
7	Mixed chock types on vehicle
8	Forward vehicle damaged by jumped vehicle
9	Rearward vehicle damaged by jumped vehicle

5.4. AIAG Grid Location

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 is required along with the current inspection area/type/severity codes.

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 counterclockwise 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/Deck lid).

Section 6 – Truck and Shuttle Transportation

6.1. Equipment Requirements

a) All carriers are required to be ePOD equipped.

b) Carriers are responsible to ensure their equipment does not damage vehicles. Stellantis Damage Prevention groups retains the right to prohibit the use of certain types of equipment which could potentially cause damage. Examples include but are not limited to:

- Age of equipment
- Amount of rust on the equipment
- Inability to load low profile vehicles without modifications.

c) Carriers are responsible for having proper documentation/certification in line with local regulations. For Mexico only, all carriers must comply and follow NEEC regulations.

d) Each provider is responsible for modifying and updating all equipment to ensure damage free vehicle delivery.

e) Sub-haulers and their equipment must meet all vehicle shipping standards, be approved prior to use, and be verified as stated above by the contracted provider for which they are working.

f) Each haul-away truck must have the following basic equipment:

- Additional ramps to comply with the minimum loading angle requirement of less than 4°.
- Strap only configuration equipment. Four straps are required for the transport of all vehicles. Additional straps must be available to replace worn ones.

g) It is strictly prohibited to do the following:

- Keep a repair kit for motor vehicles.
- Deflate tires to improve load factor.
- Use tow hook to improve load factor.
- Mix used vehicles with new vehicles on the same conveyance.
- Transport vehicles at more than 15° from horizontal.

h) Skids must be in good condition with no sharp edges to prevent cutting/gouging vehicle tires.

i) Skids must be fully extended with approach angles no greater than 4°.

j) No part of the vehicle, excluding the tires, may contact the skids, rig structure, or ground at any point in time.

k) Flipper plates, filler plates, and all other pivoting components in the wheel track must be flat and supported from both ends.

l) It is recommended to have stone shield skirts installed to protect vehicles from mud splash and stone damage.

m) Protective padding must be applied and maintained on all side structures of the head-rack and trailer.

n) Trucks and trailers must be routinely maintained to meet the appropriate regulatory standards, have no rust on flat parts, and have a clean and professional appearance to meet customer expectations.

o) All mechanical, hydraulic, and electrical devices must be fully functional and operating.

p) The driver must ensure truck functionality; check equipment assigned and travel documents.

q) 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.).

r) Equipment must be in compliance with all DOT standards.

s) All trucks must be in compliance with local environmental standards, legislative rules for each country and Stellantis requirements.

6.2. Loading & Unloading Procedure

PRIOR TO LOADING:

Refer to the individual Loading Sheets:
(https://gsp.extra.chrysler.com/qlty/vsm/index.html) prior to loading as there are specific requirements which should be followed for each model. Adherence to these guidelines is mandatory.

a) Park the haul-away equipment on a level, clean area and where specified by yard personnel.

b) If equipment allows it is recommended to turn off haul-away engine and ensure it remains off during loading/unloading.

c) All ramps must be fully extended and if necessary, must have extra ramps to access platforms for low profile vehicles.

d) All decks must be pinned during loading, unloading, and transport to protect the driver and the vehicle in the case of equipment failure.

e) All decks must be aligned and as level as possible.

f) All decks and ramps must be clear of tie down chains, hooks, straps, or other obstructions before loading or unloading can begin.

g) All vehicles must be inspected prior to moving.

h) Check to ensure all protective materials are in place prior to entering the vehicle, and if they are not, replace them to prevent damage/soiling.

i) Fold all mirrors inward.

j) All reflective panels/flags must be extracted or rotated to prevent any damage to motor vehicles during loading/unloading.

<u>DURING LOADING:</u>

k) Vehicles must be driven under their own power onto haul-away equipment.

l) Vehicles must be positioned in their designated location with front wheels straight.

m) Fully engage parking brake, shift vehicle into park (or 1st gear if manual transmission) and turn off vehicle before exiting.

n) 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.

o) Driver's side seat must be adjusted to provide for the safe movement of the vehicle but must be placed completely back prior to exiting the vehicle.

p) When starting the vehicle, the parking brake must be engaged and:

- In neutral with the brake pedal pressed for manual transmissions.
- In park with the brake pedal pressed for automatic transmissions.

q) Loads can have mixed securement methods, but individual vehicles must use one consistent tie down method.

r) Obey all speed limits of a maximum of 5 mph in the US, and 5 km/h in Canada and Mexico, unless otherwise specified for a particular vehicle.

s) During loading and unloading the driver must:

- Drive motor vehicles at low speeds in all situations, especially low-profile models.
- Drive engine only at low revolutions.

- Avoid sudden accelerations and decelerations.
- Avoid wheel slip and clutch abuse.

t) The following distances must be maintained when loading vehicles and during transport:

- Strap Only
  - 4" or 10.16cm between vehicles and structures both front and rear.
  - 3" or 7.62cm clearance between vehicle and deck.
  - 5" or 12.70cm clearance between top of vehicle and deck above.
- Chain (See Loading Sheets for specification):
  - 3" or 7.62cm clearance between vehicles and structures front and rear.
  - 3" or 7.62cm clearance between top of vehicle and deck above.
- Special care should be taken to accommodate vehicle spacing between the tractor and trailer. This will minimize the risk of damage due to dips in the road, tight turns, and to permit maneuvering without vehicles contacting one another.

6.3. Tie-Down Procedure

STRAPS

a) Straps must adhere to the guidelines outlined in this manual.

- Straps must run parallel with the tread.
- Straps must have rubber cleats to ensure they stay in place during transit.
- Straps can only tighten down at the front and rear of the tire.
- Straps may not wrap in front or behind the tire and pull inward or outward. (Lasso style tie down not permitted)
- 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 all movements by haul-away/shuttle all units must be secured with four straps.

e) Sufficient clearance must be maintained between vehicles to ensure damage free delivery.

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

g) 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.

h) Straps must never be twisted in the securement process.

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

CHAIN (See Vehicle Loading Sheets for specification):

j) The "R" hook is the only tie down hook authorized for use on Stellantis vehicles unless specified in Vehicle Loading Sheets. "J" hook can be utilized only for heavy duty RAMs.

k) Any time hidden damage to a tie down slot is identified, all claim responsibility will be placed upon the previous haul-away provider.

l) Chain length can be shortened by use of grab hook.

m) Chains and hooks must clear all components by at least two inches.

n) Bungee cords must be used to secure extra chain(s) from dropping down on vehicles below.

o) 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.

p) All vehicles loaded on haul-away equipment must be tied down with four "R" hooks and the chains must be pulled down evenly.

q) Over tightening securements to gain clearance is prohibited. Chains must not be tightened by driving or backing vehicles in the direction of chain pull.

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

s) 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.

6.4. Final Load Inspection

a) Remove key and place it in the cup holder (if applicable) or in accordance with the AIAG Key Placement Standard.

b) In the case of special motor vehicles, the vehicle should be locked, and the key should be kept in the possession of the driver.

c) Secure all ramps, chains, and straps.

d) Pin all decks.

e) Verify height and clearances.

f) Ensure paperwork is in order.

6.5. Drive-away

a) Drive-away personnel are required to obey all traffic rules and regulations.

b) Drive-away personnel are required to wear seat belts.

c) Vehicles must travel in a convoy, with a lead and trail vehicle, between facilities.

d) Vehicles are not to be driven on unpaved roads.

e) Vehicles must have an insured license plate.

f) Speeding, racing, or excessive idling are strictly prohibited

g) Drive-away personnel must have unrestricted driver's licenses.

h) Any damage to a vehicle during the drive-away process is the responsibility of the service provider.

i) If a vehicle becomes inoperable during the drive-away process, follow the in-transit repair process outlined in section 1.3 on page 5.

j) Service provider must perform inspection prior to moving the vehicle.

k) The provider will be held liable for any and all damage to a vehicle that occurs while in their possession. This includes accidents (regardless of fault), etc.

l) All vehicles as part of the caravan are to have a placard placed in the driver's side window that identifies the following; company name, company phone number and driver identification number.

Section 7 - Rail Transportation

In addition to the below requirements all providers must adhere to AAR processes, guidelines, standards, and regulations. For Mexico only, all providers must also comply and follow NEEC regulations.

7.1. 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) Tools used during rail loading or unloading must have protective covering.

e) Vehicle damage due to improper loading must be reported to the origin loaders and noted as an "08" inspection in OBT prior to securement release.

f) Portable/fixed rail loading devices (i.e., buck loaders) must not have an approach angle greater than 4°.

g) 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.

h) Loaders must ensure that the hinged "B" deck is properly adjusted prior to loading.

i) 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.

j) End doors must be secured when in the open position to prevent contact with the vehicles during loading.

k) Vehicles must not be driven at speeds in excess of 5 mph or 8 km/h on ramps and railcars.

l) One vehicle on a ramp at a time during loading/unloading.

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

n) 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. **(Exception: When driver's side door is too close on tri-levels)**

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

p) For Manual transmissions:

1. Fully engage parking brake.

2. Shift transmission into 1st gear.
3. Turn vehicle off.

q) For Automatic transmissions:
   1. Fully engage parking brake.
   2. Shift transmission to park
   3. Turn vehicle off.

r) 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. If load factor is not affected, bumper spacing should be a minimum 5" and 7" between the end doors and the vehicles loaded in the end position.

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

t) VIN on the VSO must match the VIN plate and the certification label.

u) Vehicle doors must remain unlocked during transit.

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

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

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

7.2. Securement of Vehicles on Multi-Level Railcars

a) All chocks must be inspected prior to securement.

b) See Vehicle Loading Sheets for chock requirements by vehicle type.

c) Tri Level Chocking
   - Chocks must be stored in storage pockets on the sides of the railcar.
   - Two tires on the same side of the vehicle must be chocked.
   - Do not over-tighten straps.
   - Chocks and straps must not contact the vehicle.
   - 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.

d) Bi Level Chocking
   - Chocks must be stored in preinstalled storage panels attached to the side screening.
   - 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.
   - Chock is positioned and secured in the grating and locked into place by rotating the locking lever. Lateral restraint paddle is to be touching the sidewall of the tire except for the inboard chock lateral restraint paddle which is not to be touching the tire.
   - Chocks must be placed within 3/4" of the tire.
   - Chock Body must maintain 2"+ clearance between chock body and closest point on vehicle body.

e) In-Transit Adjustment Process for Failed Chocks
   - All defective/unengaged chocks must be replaced.
   - If multiple failures have occurred, vehicles must also be inspected to ensure that a minimum of 3" of clearance remains between vehicles. If load factor is not affected,

bumper spacing should be a minimum 5" and 7" between the end doors and the vehicles loaded in the end position.

- If spacing is inadequate; the vehicles must be moved to restore sufficient clearances.

7.3. 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 and 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) Stellantis requires that rail impact speed be at no more than 4 mph.

7.4. Railcar Assessment

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, Stellantis 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, Stellantis 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.

7.5. Stellantis Chock Requirements

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

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

Section 8 - General Standard for Yards/Compounds

8.1 Requirements

8.1.1. Management Responsibility

The Yard Manager should complete daily reviews of the entire yard to identify risks and optimization opportunities. Management presence and leadership will aid in employee morale and behavior. Daily reviews will ensure standards are being adhered to and issues are being identified (heavy soiling, contamination, bird droppings, fallout, water infiltration risk, flat tires, etc.)

8.1.2. Design

a) Surface must allow for adequate drainage, be compact and stable. For best conditions, the yard/compound should be asphalt or concrete. Surfaces other than asphalt/concrete (millings, tampered earth, grass) must be approved by Stellantis.

b) No trees or any type of vegetation is allowed in yards/compounds.

c) Yard/Compound Management must ensure the yard/compound complies with local law regulations.

d) The yard/compound and the immediate surroundings must be protected from flooding, falling objects and chemical fallouts of any kind.

A minimum 15 meters or 16 yards clear space is required.

e) A minimum of 15 meters or 16 yards is required between vehicles and crops/farmland.

f) No industrial plants and/or deposits generating potentially dangerous emissions and working residues can be located less than 1.8 miles (3 kilometers) from the yard (ex. oil refineries, coal/fuel oil thermal power plants, plants emitting steel/cast iron/concrete/ceramic/etc. powders, chemical plants in general, waste landfills).

g) Special protection is required to keep debris away from vehicles when yards/compounds are temporarily under construction/maintenance.

h) Transit lanes and ramps must be built with no excessive unevenness, to prevent damage to the underbody of vehicles.

i) Yards/compounds should be divided into separate areas dedicated to:

- Car parking/storage.
- Loading/unloading.
- Sick bay area.

j) Each bay location should be clearly identified with white or yellow numbers/letters; also,

- Bay patterns should be either 90°, angled or herringbone patterns. Bay marking lines should be 4 inches wide.
- Bays should be a minimum of 10 feet 6 inches wide (inside of line to inside of line) by 18 feet in length.
- Aisles should be 24 feet wide for 90° parking layouts and 20 feet wide for herringbone patterns.
- Load lines should be 10 feet 6 inches wide (inside of line to inside of line).

k) Loading/unloading areas should be traced and properly numbered.

l) Haul-away loading areas should be at least 30.5 meters/100 ft. long, including a 7.6 meter /25ft. access aisle behind the actual truck parking bay to accommodate loading/unloading. Haul-away truck loading areas must be a minimum of 12 feet wide.

m) If the yard/compound area is used for shipping and arriving of vehicles by rail transportation, it must be equipped with fixed and/or movable ramps with slope not exceeding 14% (8°). The movable ramps used for access to rail car must be equipped with an operating adjustment system as well as belts and chains to fasten the ramp to the rail set.

Rail and haul-away loading/unloading equipment must be well maintained, without rough or jagged edges.

8.1.3. Equipment

Yards/compounds must have within the facility:

a) A roofed building, suitable for housing administrative/operating office.

b) Facilities must have accessible restrooms to use by all providers.

c) Fire extinguishers according to local regulations.

8.1.4. Safety/Security

The yard/compound must be a secured area to prevent theft of vehicles/accessories or acts of vandalism. The loss of Stellantis property will result in claim assignment in the amount of total goods lost with the liable service provider.

a) Fencing

- Fence should be 6-8 feet or 2-3 meters tall with three strands of barbed or razor wire at the top (see local law regulation).
- For Mexico only, yards must also comply with CTPAT and NEEC regulations.

b) Security guard (24 hours/7 days a week)

c) Highway style crash barriers/concrete jersey barriers should line the interior perimeter of the fence.

d) All entrance and exit gates should be equipped with double gates/sally ports/containment gates.

e) Gates should be equipped with a crash bar to withstand vehicle impact at 50mph/80kmh

f) Lighting is required to ensure proper night illumination in the yard/compound.

g) Video-surveillance system 24/7 in the entire area of the compound.

8.2. Storage

8.2.1. General/Parking

a) Vehicle should be positioned to:

- Prevent transit lanes being blocked.
- Allow access to fire suppression systems.
- Prevent any contact and damage of vehicles.
- Allow easy handling/inspections of vehicles.
- Allow circulation of emergency vehicles.

b) For Releasing Agents only: Bay location is to be transmitted to the rail loader/haul-away provider.

c) Distance between bumpers and body-sides must be at least:

- 20 centimeters or 10 inches between bumpers.
- 60 centimeters or 36 inches between body-sides.

d) Vehicles must be aligned, with driver side wheel in contact with the left line traced on the bay or load line.

e) For dual wheel trucks, left front tire on-line and dual rear tires straddling line.

f) Windows, hoods, doors, deck lids, sliding/sunroof, convertible top, glove boxes, lift gates, fuel door and trunk compartment must be kept closed. Use of any of the items listed or vehicle lights for the purpose of signaling/flagging is strictly prohibited.

g) Automatic sliding side doors must be closed to the "second click" - completely closed.

h) The parking brake on vehicles must be released and the gear lever:

- In P position for automatic transmissions.
- In 1st gear for manual transmissions.
- In 1st gear or in R in the case of Robotic transmission, Dual Logic, DFN or Selespped.
- In P position on TCT transmission (Dual Clutch).

i) Exterior mirrors must be closed if possible.

j) Vehicles with broken or non-working windows, moving parts showing closing abnormalities that are waiting to be repaired under the potential risk of water leakage, must be protected, or stored in a covered area. Damaged parts must be suitably protected, except for vehicles to be "sold as is/at best" and/or "to be scrapped".

k) Vehicle handlers must ensure door, floor, steering wheel and seat protection are in place to prevent soiling.

8.2.2. Maintenance of Compound/Yard

a) The yard/compound should be regularly maintained and cleaned. Quarterly yard condition audits (pavement & lighting) must be completed and submitted to Stellantis Damage Prevention Team. Yard must be swept monthly (Mexico yards, every week). Magnetic sweeper is recommended. Yard sweep invoices must be submitted to Stellantis Damage Prevention team monthly as proof the sweep was completed. Fasteners collected from yard sweeps must be held and returned to plant personnel identified by Stellantis Damage Prevention Team.

b) Parts subject to rust and equipment close to stored vehicles (ramps, skids, anti-hail netting structures, etc.) must be properly maintained.

c) Acoustic deterrent devices should be used where there is a large presence of birds.

d) Speed limit signs should be posted throughout the facility or stenciled (at least 4 feet wide) on pavement. Do not add poles if they are not currently in place, use stenciled pavement markings instead.

e) Obstructions within the facility should be highlighted with fluorescent paint and/or ground markers (construction cones, etc.) to ensure high visibility. This includes blind intersections.

f) Temporary posts with signage are prohibited unless referencing safety protocol.

g) It is the responsibility of the compound/yard manager to ensure that any areas with overhead obstructions are segregated from all haul-away traffic by fencing, cones, etc. as to prevent vehicle damage.

h) Fire extinguishers must be located at readily accessible sites throughout the yard/compound. Fire extinguishers must be inspected to ensure operation and are up to code (see local regulations).

i) In case of snow and icy conditions:

- Snow removal tool must be covered with a padded material.
- Do not use brooms or similar tools to remove snow or other material from vehicles.

- It is strictly forbidden to remove snow/ice off the windshield and/or rear window by:
  - Using the windshield wipers and/or rear window wiper.
  - Lowering the side windows of the vehicle.

- To prevent ice forming in all areas of yard, during the winter season, the provider should spread salt (or equally effective products) at least two days a week (consistent with the updating of weather forecasts for the area of yard/compound).

8.3 Vehicle Maintenance in Yards

8.3.1. Long Term Storage Maintenance

8.3.1.1 Long Term Storage Maintenance Overview

- All Long-Term Storage Maintenance is contracted to specific 3rd party service providers.
- Daily notification via email from Rubicon to the specific 3rd party service providers will identify vehicles that qualify for Long-Term Storage Maintenance.

8.3.1.2 Yards

- The below locations qualify for Long-Term Storage – Maintenance Schedule. Vehicles must be on a GE Hold or JS/KZ Status to qualify:

LOCATIONS
BUDD-YARD
COMODATO
MIDTEXS
MOTIPARK
OBICO2_SY
TAYLOR2_SY
TOLEDO OTTAWA LAKE
TRACOMEX SALTILLO

+ Saltillo Truck Assembly Plant & Saltillo Van Assembly Plant

8.3.1.3 Maintenance Schedule

	Long Term Storage - Maintenance Schedule (Vehicle must be on GE Hold OR JS status to qualify)	3 Months	6 Months	9 Months	12 Months	15 Months	18 Months	18 + Months Upon Removal
1	Add 3 gallons (11 litres) of fuel if fuel indicator light is illuminated.	X			X			X
2	Ensure all possible opening on the vehicle are closed (windows, sunroof, doors, trunk, hood, sliding windows, sliding roof tops).	X	X	X	X	X	X	X
3	Inspect for dirt, fallout and other contamination. For extreme cases - enter VIN into OBT ITR.	X	X	X	X	X	X	X
4	Inspect all windows for any damage/cracks, if found - enter VIN into OBT ITR for repair. Cover the damage window to ensure no water seepage.	X	X	X	X	X	X	X
5	Inspect tire pressure, compensate if necessary (+0/-5% max sidewall)	X	X	X	X	X	X	X
6	Advance or reverse the vehicle so the tires rotate 45 deg to prevent "flat spotting".	X	X	X	X	X	X	X
7	Close all HVAC vents, start the vehicle and allow HVAC recirculation mode to run for 5 minutes. Once completed, cycle air conditioning system for an additional 5 minutes to ensure proper lubrication and sealing	X	X	X	X	X	X	X
8	Inspect the removal date label for the protective shipping film and remove protective film as stated on the label. Contact Damage Prevention Team for further instructions.		X		X		X	X
9	Verify no liquid seepage from the cooling system, braking system, fuel system and lubrication system.		X		X		X	X
10	Verify intake path/exhaust is clear of any animals/animal nests.							X

8.3.1.4 Rules

- Vehicles out for repair (not on site) at the time of interval will not be included in the Long-Term Storage – Maintenance Schedule.
- Vehicles that cannot be located at the time of interval will not be included in the Long-Term Storage – Maintenance Schedule.
- Long-Term Storage – Maintenance Schedule to address 40% of all vehicles that qualify (August 23' – July 24').

8.3.2 12 Volt Battery Preventative Maintenance

8.3.2.1 12 Volt Battery Preventative Maintenance Overview

- All battery preventative maintenance is contracted to specific 3rd party service providers.
- Daily notification via email from Rubicon to the specific 3rd party service providers will identify vehicles that qualify for Battery Preventative Maintenance.
- Battery Preventative Maintenance Program is to address all vehicles with a 30-day dwell in one yard.
- Only JS/JB & KZ status vehicles qualify.

8.3.2.2 Yards

- Only the below locations qualify for Battery Preventative Maintenance:

LOCATIONS
23MOUND_SY
BELVIDERE
BLNTIFL
BLTMRMD
BRAMPTON
BRUNSWICK
BUDD-YARD
COMODATO
DAVISVILLE
DETROIT AXLE
DETRVER
JEFFERSON
MACK ASSEMBLY PLANT
MIDTEXS
MORTERM_SY
MOTIPARK
MOUNDRD_SY
OBICO2_SY
PORT OF PORTLAND
SALTILLO TRUCK
SALTILLO VAN
STERLING HEIGHTS
TAT
TAYLOR2_SY
TOLEDO NITRO CREEK
TOLEDO OTTAWA LAKE
TOLEDO OTTAWA SOUTH
TOLEDO RACEWAY YARD
TOLEDO SILVER CREEK
TOLEDO STICKNEY
TOLEDO SWANTON
TOLUCA
TRACOMEX SALTILLO
TRACOMEX TOLUCA
WARREN TRUCK
WINDSOR ASSEMBLY PLANT
WINDSOR CP
WLMNGPT

8.3.2.3 Equipment Required

To test battery:

- Midtronics Tester 1020, MDX-650P SOH (specific models must be approved by Stellantis Engineering).

To charge battery:

- Associated EQP 6066A charger (capable of charging 1 to 20, 12 V batteries in parallel. Charger has both Flooded/AGM setting. It can output supply setting with 30A and 60A).
- Associated Bus Bar EQP 6075S OR 6075CB (has 10 pairs of DC charging leads. Bus bar has microprocessor to monitor each circuit against overcharging - battery lab validated).

- Associated ESS 6008 Charger (used for single battery recharging or in vehicle charging. Charger has both Flooded/AGM setting. It can output supply setting with 60A).

8.3.2.4 Testing Procedure

- Technician hooks up battery tester to battery posts and begins test.

Note: ignition must be turned off.

- Technician documents all required information
- For battery to pass the test:

  Measured CCA ≥ rated CCA

  Measured Voltage ≥ 12.55 V

  Note: Do not use battery bad cell, replace, good, good-recharge, and frozen message on battery tester to determine next steps.
- For dual battery vehicles only, main battery is checked using tester. If main battery tested is good, then aux battery is considered good and does not require testing. If main battery tested is found to be below pass/fail limits, then both main and aux are removed from vehicle and sent to recharger for further evaluation.
- For Wrangler & Gladiator dual battery vehicles only, due to the location of aux battery in the vehicle, follow the below instructions:
  a. When main battery tested is good, then aux battery is considered good.
  b. When main battery measures between 12.2 and 12.55, replace the main battery alone and send removed main battery to recharger for future use.
  c. When main battery measures below 12.2, then both main and aux batteries are removed from vehicle and sent to recharger for further evaluation.

- For export market (Russia, Turkey & China) when the vehicle battery requires replacement, please ensure a blackout label is applied. Vehicles will be equipped with blackout label out of the plant.

8.3.2.5 Recharge Procedure

- All batteries including aux battery for dual battery applications removed from vehicle that require recharge to be brought back to contractor location.
- Removed battery from yard needs to be in ambient temp (20 - 25C) for at least 12 hours before charging.
- Place battery on recharging station.

- Set charger setting to AGM by default to avoid battery technology (Flooded/AGM) mix up at the charger.
- Set charger output setting to 30A or 60A. 30A setting for less than or equal to 5 units on charging station. 60A setting for greater than 5 units on charging station.
- Depending on the state of charge of the battery, recharging may take up to 24 hours. During charging, battery voltage is monitored, and voltage should not exceed 14.4 volts / 5 amps.
- After charging is complete, battery needs to be rested for minimum of 4 hrs.
- Battery should be tested again with handheld tester, pass limits after recharge are:

  Measured CCA ≥ rated CCA

  Measured Voltage ≥ 12.65 V
- All recharged batteries need to be marked with white paint dot near negative battery post. Note: only two paint dots (recharges) allowed per battery.
- Recharged batteries need to be stacked as below:
  a. Bottom layer batteries on wooden pallet
  b. Other two layers stacked with 1-inch-thick cardboard in between layers up to 3 layers.

  Note: Aux and Main need to be stacked separately.

8.3.2.6 Battery Replacement

- Replacement batteries need to follow FIFO process.

Note: No MOPAR battery older than 90 days from recharge date is allowed to be installed in vehicle.

- Replace battery with new OEM battery or Recharged battery.
- Battery should be tested again with handheld tester, pass limits after recharge are:

  Measured CCA ≥ rated CCA

  Measured Voltage ≥ 12.65 V

Note: In case of dual battery applications, both main and aux are tested after recharged and both main and aux need to be above pass / fail limits.

- Install battery in vehicle and verify all electrical accessories are off.

8.3.2.7 Rules

- Vehicles out for repair (not on site) at the time of the required battery check will not qualify for Battery Preventative Maintenance.

- Vehicles that cannot be located at the time of required battery check will not qualify for Battery Preventative Maintenance.

- It is understood that the Battery Preventative Maintenance Program cannot impede the flow of Vehicles in the Logistics network. Vehicle shipments take priority over the Battery Preventative Maintenance Program.

- Battery Preventative Maintenance program to address ≥ 25,000 vehicles in MY24' (August 23' – July 24')

8.3.3 Battery Electric Vehicle Recharge Procedure (BEV & PHEV)

During the transfer of vehicle possession from one service provider to the next, the receiving party must verify the high voltage battery state of charge is within the required threshold.

Please refer to the below Stellantis BEV & PHEV State of Charge matrix to identify the minimum state of charge threshold and amount of additional charge required.

Stellantis North America BEV & PHEV Recharge Matrix	ProMaster BEV	Wrangler PHEV	Pacifica PHEV	Grand Cherokee PHEV	Hornet PHEV
Critical "do not ship" threshold	≤15%	≤15%	≤15%	≤15%	≤15%
Recharge HV battery to:	35%	35%	35%	35%	35%
Recharge Timing Requirements (if recharge required)	Within 24 hours	Within 24 hours	Within 24 hours	Within 24 hours	Within 24 hours
North America Charge Port Configuration (Level 1 and Level 2)	Charge port: J1772 (Type 1) Power Type: AC	Charge port: J1772 (Type 1) Power Type: AC	Charge port: J1772 (Type 1) Power Type: AC	Charge port: J1772 (Type 1) Power Type: AC	Charge port: J1772 (Type 1) Power Type: AC
North America Charge Port Configuration (Level 3 and Level 4)	Charge port: CCS1 Power Type: DC	Charge port: CCS1 Power Type: DC	Charge port: CCS1 Power Type: DC	Charge port: CCS1 Power Type: DC	Charge port: CCS1 Power Type: DC

8.3.3.1 Vehicle Charge Indicators

Instrument Cluster High Voltage Battery Display

There is a battery display indicator located on the instrument cluster. The battery display will indicate the current State Of Charge (SOC) for the high voltage battery; with the percentage value located to the right of the symbol.

High Voltage Battery Display
Instrument Panel State Of Charge Indicator

In addition to the battery display in the instrument cluster, your vehicle is equipped with a visual SOC indicator. The SOC indicator is made up of five lights that are mounted to the top center of the instrument panel, which will illuminate when the vehicle is plugged into the charging system.

State Of Charge Indicator
The SOC indicator provides a visual indication of the high voltage battery's charge status during charging.

NOTE: The lights scroll one at a time when the vehicle is plugged in outside of its charging schedule time/ day of the week, and it is waiting on the schedule to begin charging. In extreme hot or cold environments, the lights on the SOC indicator may not illuminate. Charge status is available in the instrument cluster display. In the event of an error in the charging process, the outer two lights will blink. When the hood is open, the lights on the SOC indicator will not be illuminated.

8.3.3.2 High Voltage Charging Procedure

SAE J1772 CHARGING INLET

Your vehicle uses an industry standard SAE J1772 charge inlet (vehicle charge inlet) for both AC Level 1 (120 V) and AC Level 2 (240 V) charging.

Vehicle Charge Inlet

EVSE Charging Cordset

The Portable Charging Cordset (EVSE) is compliant with SAE J1772, and applicable for use with vehicles fitted with standard SAE J1772 charge inlets. The Portable Charging Cordset (EVSE) includes:

Charging Cordset

1 — Charge Connector
2 — Status Indicator Display
3 — Charge Cable
4 — AC Plug

Cordset Indicator Lights

1 — AC Power Indicator Light
2 — Fault Indicator Light
3 — Charge Active Indicator Lights

Charging Cordset Operation

1. Insert the AC plug prongs of the Portable Charging Cordset (EVSE) into a 15 A, or 20 A, 120 VAC, 60 Hz, grounded wall outlet. Do not use an extension cord, outlet/plug adapter, or a worn outlet. The Portable Charging Cordset (EVSE) will not operate safely unless it is plugged directly into the wall outlet.

   NOTE: The Portable Charging Cordset (EVSE) should be plugged into a dedicated circuit, not a circuit shared with other devices drawing electricity on the circuit.

2. Check to see if the Portable Charging Cordset (EVSE) is ready to charge by reviewing the indicator lights. After a brief self-check, where the indicator lights will flash, a green AC Power indicator light and two green Charge Active indicator lights indicate that the Portable Charging Cordset (EVSE) is ready for use.

3. If the Portable Charging Cordset (EVSE) is ready to charge, ensure the vehicle is in PARK, and then connect the charge connector to the vehicle's charge inlet. You will hear a "click" when the charge connector is inserted correctly and coupled with the vehicle's charge inlet.

Inserting The Charge Connector Into The Vehicle Charge Inlet

4. When the vehicle commences charging, the Charge Active indicator lights on the Portable Charging Cordset (EVSE) will cycle from left to right, and then both turn off. This pattern will repeat while the vehicle is charging. The lights are illuminated at the rate of approximately one cycle per second.

NOTE: The vehicle should start charging automatically. If not, please check the following:

5. To stop the charging process, disconnect the Portable Charging Cordset (EVSE) from the vehicle first, and then from the wall outlet. To disengage the vehicle coupler, push the button on the connector.

Removing The Charger Connector From

The Vehicle Charge Inlet

6. Close the inlet door when a Portable Charging Cordset (EVSE) is not connected to the vehicle.

8.3.3.3 BEV & PHEV Specific Guidelines

The vehicle operates extremely quietly. Observe extra caution for pedestrian traffic as they likely cannot hear you driving.

Turn-off the vehicle before exiting (to avoid battery drain).

If the vehicle's high voltage battery has been discharged, it will need to be recharged to a minimum operating State Of Charge (SOC) before the vehicle can be operated:

If the vehicle cannot be connected to a Level 1 or Level 2 charger where it is currently parked, the vehicle can be moved by connecting 12 Volt power to the vehicle's 12V battery posts and then shifting the transmission from PARK (P) into NEUTRAL (N). Power provided by the 12V cables will also allow the Electric Park Brake to be released. Carefully move the vehicle to a Level 1 or Level 2 charge location. While the vehicle is being moved, the external 12 Volt power must remain connected to the vehicle 12V posts.

The vehicle must be placed in neutral-lock and e-brake disengaged. If the e-brake is engaged, and the unit has no power, attempt to charge the 12V battery and then disengage the e-brake. If the e-brake remains locked, report the issue to Stellantis for immediate assistance.

Failure to put vehicle in neutral lock and release the e-brake may cause major damage to the vehicles' components.

8.3.3.4 HV Battery State Of Charge Reporting To ITR

During the transfer of vehicle possession from one service provider to the next, the receiving party must verify the high voltage battery state of charge is within the required threshold.

When service providers identify HV Battery ≤ 15% State Of Charge at a location (rail loading and destination facilities, offsites, ports, and truck distribution centers) the exception must be reported to that location's Yard Management team.

The location Yard Management Team is responsible for submitting the following area-type-severity- code to OBT ITR: 02-02-6 (HV Battery Requires Recharge).

Haulaway Carriers and Yard Managers should place vehicles, with damage conditions noted above, on AA Hold and transmit the EDI 550 hold messaging with the AA hold code to both OBT and Rubicon.

The Stellantis ITR team will determine whether to either dispatch the vehicle for recharge, or have the vehicle shipped on as-is. The responsible location Yard Management team that submitted the OBT ITR case will be notified via email.

At no time are service providers allowed to repair a vehicle outside of the above process. If repairs are completed outside of the above process, the service provider responsible for completing the repairs will be banned from transporting Stellantis vehicles.

For submitting damages to OBT ITR, an eSupplierConnect SID username is required. To obtain an eSupplierConnect SID.

For any questions, please contact Matthew McIntosh (matthew.mcintosh@stellantis.com) and Nick Gabriel (Nicholas.Gabriel@Stellantis.com).

8.3.3.5 Recharge Claim Submission Procedure

1. Service provider required to submit photo(s) for documentation that vehicle requires HV battery charging. Photo(s) of the below listed items are required:
    a. Photo of VIN sticker
    b. Photo of instrument panel displaying ≤ 15% HV battery state of charge

2. Service provider required to submit photo(s) after recharge process is completed:
    a. Photo of instrument panel displaying ≥ 35% HV battery state of charge (BEV).
    b. Photo of instrument panel displaying ≥ 35% HV battery state of charge (PHEV).

3. Service provider to document the following criteria using Microsoft Excel spreadsheet:
    a. VIN (Full 17 digits)
    b. Vehicle Model
    c. Service Provider (Company Name)
    d. Location Of Recharge (Yard Name, Port Name, Etc.)
    e. Location: Country
    f. Location: State/Province
    g. Location: City
    h. Date of recharge
    i. HV Battery Charge % (Prior To Recharge)
    j. HV Battery Charge % (After Recharge)
    k. Cost Per Recharge ($USD, CDN, Pesos)

DATA SUBMISSION:

1. Service provider required to submit Microsoft Excel spreadsheet on a monthly basis documenting all HV battery recharges preformed. All submissions to be received by Stellantis no later than the 7th day of the following month.

BILLING:

1. All battery recharge claims must be submitted to Transportation Quality Team on a monthly basis. Special Transport "ST" Payment will be created and issued to service provider for services performed.

Section 9 - Contacts and Access to Systems

9.1 Contacts

Name	Title	Email
Mark Roznawski	US/CAN/MEX - Transportation Quality & Claims Manager	Mark.Roznawski@Stellantis.com
Matthew McIntosh	US/CAN - In-Transit Repair Manager	Matthew.McIntosh@Stellantis.com
In-Transit Repair (US/CAN)	US/CAN - In-Transit Repair Team	Intransit-Repairs-Nafta@fcagroup.com
Nick Gabriel	US/CAN - Rail, Port, Vessel Quality / BEV / Stolen Vehicle Manager	Nicholas.Gabriel@Stellantis.com
Edward Scott	US/CAN - Haulaway & Yard Manager	Edward.Scott@External.Stellantis.com
Tom Chirco	US/CAN - Transportation Claims Manager	Tom.Chirco@Stellantis.com
Wendy Forsythe	US/CAN - Transportation Claims Supervisor	Wendy.Forsythe@External.Stellantis.com
Jessica Kasperek	International TCR Claims Analyst	Jessica.Kasperek@External.Stellantis.com
Rafael Zarate	MEX - In-Transit Repair & Port Manager	Rafael.Zarate@Stellantis.com
Ana Isabel Patino Degollado	MEX - Transportation Quality & Claims Manager	Ana.Patillo@Stellantis.com

9.2. Gaining access to VTC (Claims System), Rubicon and OBT In-Transit Repair

VTC access is available at the following website: https://www.fenkell.com/vtc/login.seam?cid=1574, VTC EDI manual is available in this website. Contact Wendy Forsythe – wendy.forsythe@external.stellantis.com

Rubicon access is available at the following website: https://www.iclfca.com/webapp/home.xhtml

OBT In-Transit Repair access can be obtained by:

- Identify your company Security Administrator (SA) for eSupplierConnect.
- Have the SA establish a W-ID for any individual who will be reporting units in need of in-transit repairs into OBT.
- Send the W-ID along with the corresponding name to stacy.smith@stellantis.com and matthew.mcintosh@stellantis.com stating person needs to be added to OBT In-Transit Repair provider support profile.
- Stellantis CA will assign the appropriate role to the W-id to obtain access to report units in OBT.

Section 10 – Vehicle Loading Sheets

Please use the below link to utilize the Stellantis Vehicle Loading Sheets.

- https://gsp.extra.chrysler.com/qlty/vsm/pdf/Stellantis%20Vehicle%20Loading%20Sheets%20-%20December%202022.pdf