



Federal Chamber of Automotive Industries

New Vehicle Receiving & Inspection Procedures

Effective May 2014

Revision 16.05.2014 (v.8)

Table of Contents

Glossary.....	ii
1. Introduction.....	1
2. Receiver Carrier Relationship	2
2.1 The carrier representative is expected to:	2
2.2 The receiver is expected to:	2
3. Wharf to PDI.....	4
4. Vehicle Survey Report Form (VSR) Figure 1. Or Electronic Proof of Delivery (EPOD).....	6
5. Five Digit Damage Code System	8
6. Items to be noted on the Survey Report	11
7. Deliveries Out Of Normal Hours	12
8. Vehicle Survey.....	13
8.1 Inspection Process.....	15
9. Interior Inspection	16
10. Severe Damage. Vehicles with severe damage should not be delivered to the Receiver. Refer Manufacturers' policy.	23

Glossary

“Receiver” may be read as manufacturers, importers, distributors, carriers, dealers, body builders or agents thereof, who accept delivery of the vehicle.

“All parties” is defined as manufacturers, importers, distributors, carriers and dealers.

“Manufacturer” may be read as distributor or importer.

Trained Personnel – competent trained staff in inspection and receiving procedures.

“VPC” should be read as Vehicle Processing Centre.

“VSR” should be read as Vehicle Survey Report.

“EPOD” should be read as Electronic Proof of Delivery

If there is any inconsistency between the terms and conditions of this manual and any federal or state law then the federal or state law will take precedence over this manual to the extent of the inconsistency.

1. Introduction

This manual covers the minimum procedures required for the receiving and inspection of all new vehicles. Individual/carrier/manufacturer/dealer agreements may also be in place with additional requirements.

Inspection includes Interior and Exterior condition of vehicles (refer to sections 8 and 9).

Most rejected Transit Claims are a result of improper inspection procedures and or incorrect paperwork or notations.

Use of the information in this manual will ensure proper receipt and inspection of vehicles, prevent claim rejections and facilitate claim payment.

It is a requirement that all personnel who inspect vehicles on receipt are competent and trained in the procedures and requirements of this manual. It is the responsibility of the person taking receipt of a new vehicle, to inspect it to these standards at the time of receipt (or agreed alternative timing) and record transit damage on the VSR (Vehicle Survey Report) or Electronic Proof of Delivery (EPOD) systems, where/when available.

The Receiver must ensure that they provide appropriately trained personnel to carry out the inspection jointly with the Vehicle Carrier's representative. If no personnel from the Receiver is provided, the Carrier representative will sign off the vehicle recording any damages. *(Refer section 7 on out of hour's delivery.)*

It is also important that the people responsible for the transportation damage repair order preparation and for transportation claims processing be competent with carrying out these procedures.

Federal road transport laws referred to as 'chain of responsibility' laws impose duties on each party in the transport chain who are in a position to influence the safety and regulatory compliance of road transport operations. This means that responsibility for complying with the laws extend to each vehicle manufacturer and importer as well as other parties involved with the packing, loading, consigning and receiving of road freight. 'Contracting out' of responsibility for compliance is prohibited.

2. Receiver Carrier Relationship

To ensure a fast and efficient delivery of vehicles, a spirit of co-operation must exist between Receiver's and Carrier's personnel.

2.1 The carrier representative is expected to:

- Ensure that the vehicle is able to be adequately surveyed.
- Understand that at the time of pickup of the vehicle, an agreed survey process has to be completed, with any damage notation made to the VSR/EPOD.
- Ensure that all personnel are trained and competent in the procedures and inspection standards contained in this manual.
- Deliver vehicles during working hours or at the agreed time for acknowledged After Hours Deliveries.
- Upon arrival, advise the Receiver's office when vehicles will be ready for inspection.
- Unload the vehicles from the transporter.
- If required, assist in the washing process of the vehicles (the Carrier representative assistance will be limited to hosing only as opposed to physical washing and does not incorporate the removal of protective plastic sheeting). High pressure washing is excluded. The Receiver is to provide the equipment and washing facilities. This should take a maximum of 5 minutes per vehicle.
- Remain for a reasonable time for the inspection to be carried out, (reasonable time being 5 minutes per vehicle for inspection of clean vehicles).
- Sign and date the VSR/EPOD after the inspection is completed and all notations and comments, if any, are recorded.
- Leave the Receiver with the Receiver's copy of the VSR or equivalent documentation. This will not be applicable with EPOD.
- Comply with all relevant legislation including chain of responsibility.

2.2 The receiver is expected to:

- Ensure that the vehicle is able to be adequately surveyed.
- Keep the Carrier informed of the hours that personnel will be available to receive and inspect vehicles.
- Sign and date the VSR/EPOD (hand written or electronic signature as appropriate) after the inspection is completed and all notations and comments, if any, are recorded.

- Ensure that there is adequate access to their premises for safe loading and unloading of vehicles being delivered. Where there is insufficient space on the premises to allow access of the transporter and or a safe unloading area is not available, it is the responsibility of the Receiver to ensure that there is an agreed alternative area available to safely unload vehicles being delivered compliant with all relevant legislation.
- The vehicle inspection must be undertaken at the location where the transport company has been instructed to deliver the vehicle. Please refer to the specific manufacturer's vehicle delivery claims criteria (if any), for further details.
- Where the Receiver's premises is located on busy streets or highways and the Carrier personnel are required to manoeuvre their transporters to difficult or busy areas, it is the responsibility of all parties to ensure that no member of the general public, Carrier's or Receiver's personnel are endangered by being exposed to vehicle movement or possible obstruction of normal traffic or pedestrian flow.
- If the authorities allow access for the Carrier transporters, the Receiver is required to liaise with local authorities to ensure that all trees, power lines and signs in their area are of the required height. This is to ensure that there is no damage caused to vehicles coming into contact with these items.
- At no time is either the Receiver's or Carrier's personnel to be requested to drive any vehicle on any road or highway without being supplied a Trade Plate. The Trade Plate is affixed to the vehicle as per the regulatory requirements for the State or Territory in which the Receiver is located. .
- Comply with all relevant legislation.
- Provide competent personnel to inspect vehicles at the unloading area as per inspections standards contained in this manual.
- When notified of the arrival of the Carrier representative, respond and inspect the vehicles in a timely manner, taking no more than a reasonable time for completion of inspection, (reasonable time being 5 minutes per inspection of a clean vehicle).
- Wash vehicles on receipt, if required, as per Section 8.1.1

3. Wharf to PDI

When collecting new vehicles from the wharf set down area, the Carrier's representative is to complete an inspection of the vehicle in line with the following requirements:-

The inspection is to be conducted from a distance of one (1) metre proceeding in a clockwise direction.

The inspection must be completed without moving the vehicle for the purpose of the survey. Where any damage is found to exist, the vehicle is not to be moved and the appropriate wharf representative is to be advised.

Upon acknowledgment and signature being obtained from the wharf representative, the vehicle is to be quarantined for shipment until advice is received from the Distributor / Manufacturer that the damage is consistent with the first and original wharf survey. This advice is to be in writing / email from the Distributor / Manufacturer or designated authority.

Both the Wharf designate and the Carrier's representative may make notations in the comments area at the bottom of the relevant VSR/EPOD. If there are any comments required about the damage, the representatives are to sign their notations.

The following **MUST NOT** be noted and will not be accepted as transit damage claims:

- Any damage not visible by a standard survey as outlined above.
- Manufacturing and material defects such as paint runs, dirt in paint, paint defects including blemishes under clear coat and poor metal finish including imperfect pressing.
- Inside outwards dents.
- Leading door edge chips other than drivers side passenger door

Where upon moving the vehicle from the set wharf set down stack and prior to approaching the ramp of the car carrier trailing equipment, damage detected under the front / rear bumper is to be advised to the wharf representative.

Where a dispute of the damage arises, the first and original survey document is to be provided by the Manufacturer / Distributor to provide clarity on this matter. This advice is to be in writing / email from the Distributor / Manufacturer or designated authority.

If the damage has been missed on the first survey, then footage of the vehicles movements at the wharf is to be viewed – in the event that the Carriers representative has followed the above process, then the damage will be deemed to have occurred whilst in the hands of the wharf designate and no carrier damage will be deemed to have occurred.

At all times, the Carriers representative should visually inspect for any damage to the following areas (which could be reasonably viewed from the driver's door) but not limited to:

- Driver's seats
- Cockpit area – centre console, dash board, steering wheel and driver's carpet
- Driver's side door sill and trim
- Minimum of 2 sets of keys or Smart Key Fob.

4. Vehicle Survey Report Form (VSR) Figure 1. Or Electronic Proof of Delivery (EPOD)

The VSR is the form that is provided to accompany all new vehicles distributed by the Manufacturer and despatched from nominated compounds, where such movement is authorised by the Manufacturer.

The VSR is a multi-part document allowing for recording of damages and proof of delivery sign off. The document provides copies for the Receiver, the Carrier and the Carrier's representative.

In most circumstances the delivery and damage will be recorded via EPOD, an electronic version, with the same requirements as the 'paper' VSR.

Example Only:

A DIVISION OF TOLL TRANSPORT PTY. LTD. A.B.N. 31 006 604 191

VEHICLE IDENTIFICATION No.				MODEL	COLOUR	DEALER CODE	DESPATCH LOCATION		CODE	VEHICLE SURVEY REPORT RECEIVER'S COPY				
DEALER							DESPATCH DATE		YARD LOCATION					
							HAULIER CODE		HAULIER NAME					
							TRUCK No.		DRIVER NAME					
REMARKS:							SPECIAL DELIVERY INSTRUCTIONS							
							TICK / POSITION ON TRUCK							
CARRIER			DRIVER/CARRIER SIGNATURE		RECEIVER		RECEIVER SIGNATURE		Date of Delivery / /		Time of Delivery am/pm			
AREA DESCRIPTION	CODE	SEVERITY	AREA DESCRIPTION	CODE	SEVERITY	AREA DESCRIPTION	CODE	SEVERITY	AREA DESCRIPTION	CODE	SEVERITY			
LEFT/PASSENGER SIDE			REAR END (cont.)			RIGHT/DRIVER SIDE (cont.)			FRONT END (cont.)			INTERIOR (cont.)		
Fender — Left Front	A1		Tail Lamp/Rim — Left	D7		Door — Right Rear	K5		Air Dam (Skin)	P4		Mirror — Interior	U9	
Pillar — Windshield, Left Front	A2		Tail Lamp/Rim — Right	D8		Rocker Panel — Right	K7		Bull Bars	P5		Radio Speakers	W1	
Mirror — Outside Left	A3		Bumper Cover — Rear	D9		Extension — Roof, Right Rear	K8		Air Cleaner/Intake	O9		Radio/Tape Player/CD Radio	W2	
Door — Left Front	A4		Cab — Rear Panel	F1		Quarter Panel — Right	K9					Seat — Front Left	W3	
Pillar — Left Centre	A5		Door — Rear Cargo, Left	F2		Wagon — Right Side Window	L2					Seat — Front Right	W4	
Door — Left Rear	A6		Door — Rear Cargo, Right	F3		Fender — Right Front, Upper	L3					Seat — Rear	W5	
Rocker Panel — Left	A7					Fender — Right Front, Lower	L4		UNDERHOOD			Trim Panel — Left Front	W5	
Ext. — Roof Left Rear	A8					Door — Right Front, Upper	L5		Battery/Clamps	R1		Trim Panel — Left Rear	W7	
Quarter Panel — Left	A9					Door — Right Front, Lower	L6		Engine Compartment — Oilhead	R2		Trim Panel — Right Front	W8	
Wagon — Left Side Window	B2					Door — Right Rear, Upper	L7		Battery Card	R3		Trim Panel — Right Rear	W9	
Fender — Left Front, Upper	B3		UTILITY/TRAY BODY			Door — Right Rear, Lower	L8		Battery Voltage	R4		Interior — Other	X1	
Fender — Left Front, Lower	B4		Quarter Panel — Left (Utility)	G1		Cab — Rear Corner, Right	M1					CD Stacker	X2	
Door — Left Front, Upper	B5		Wheel Action — Rear Left	G2		Cab — Side Right	M2							
Door — Left Front, Lower	B6		Chassis Rails	G3		Running Board/Step — Right	M3							
Door — Left Rear, Upper	B7		Utility tray — Interior	G4					ROOF					
Door — Left Rear, Lower	B8		Quarter Panel — Right (Utility)	G5					Drip Rails	S1				
Cab — Rear Corner, Left	G1		Wheel Arch — Rear Right	G6					Luggage Rack (Roof)	S2				
Cab — Side Left	C2								Roof Panel	S3				
Running Board/Step — Left	C3								Spoiler/Deflector — Roof	S4				
			BOOT/CARGO						Sunroof/Top	S5		UNDERCARRIAGE		
			Tyre Wheel — Spare	H5					Vinyl/Convertible Top/Tannear	S6				
			Toots/Jack	H6					Phone/Fax Antenna	S7				
			Wheel Covers/Trim Rings	H7		FRONT END						Catalytic Converter	Y1	
			Cargo/Boot Carpet	H8		Radio Antenna	N1					Exhaust Sys. (Underbody)	Y2	
			Cargo Area — Other	J9		Glass — Windshield	N2		INTERIOR			Frame	Y3	
						Wipers — Windshield	N3		Carpet — Front	U1		Suspension System	Y5	
						Hood Panel	N4		Carpet — Rear	U2		Tyre/Wheel — except spare	Y6	
REAR END			RIGHT/DRIVER SIDE			Hood Panel/Hood Extension	N5		CB Mtr/Telephone	U3		Fuel Tank	Y7	
Glass — Rear	D1		Fender — Right Front	K1		Grille	N6		Cigarette Lighter	U4		Undercarriage — Other	Y8	
Roof/Lid/Tailgate/Hatchback	D3		Pillar — Windshield, Right Front	K2		Headlamp/Rim — Left	N7		Dash/Instrument Panel	U5		Exterior — Other	Y9	
Spoiler/Deflector — Boot	D4		Mirror — Outside Right	K3		Headlamp/Rim — Right	N8		Headlining	U6		Tie Down Points — Front	Z1	
End Panel — Rear	D5		Door — Right Front	K4		Bumper Cover — Front	N9		Keys	U7		Tie Down Points — Rear	Z2	
Wiper — Rear	D6		Pillar — Right Centre	K5		Cover/Net Panel	P3		Owner Max/Restriction Booklets	U8		LPG Tank	Z3	

IMPORTANT: TO AVOID NOTING ERRORS Shaded Areas - Commercial Vehicles Only. **NOTE MULTIPLE/DAMAGES/ITEMS APPLICABLE TO THE SAME AREA BELOW**

- Enter applicable DAMAGE TYPE CODE and SEVERITY CODE from tables below.
- Determine "Right" and "Left" as if sitting in driver's seat. Also be careful in selecting "Front", "Rear", etc.

DAMAGE TYPE CODES				COMMENTS
SPECIAL CODES/ITEMS		OTHER THAN SPECIAL CODES/ITEMS		SEVERITY CODE
35 Chipped Adjacent Edges	38 Hardware Exterior - Missing	01 Bent	07 Gouged	LENGTH OR DIAMETER
25 Decal/Paint Stripe Damaged	39 Hardware Exterior - Loose	02 Broken (Except Glass)	08 Missing (Except Moulding/Emblem)	1 - Minor, no cost
30 Fluid Spillage	10 Interior - Stained/Soiled	03 Chipped (Except Glass & Panel Edge)	11 Punctured	2 - Less than 2 cm
21 Glass Broken	41 Marker Light - Damaged	06 Cracked (Except Glass)	12 Scuffed	3 - 2 cm. up to 6 cm.
22 Glass Chipped	18 Moulding/Emblem/Weatherstrip - Damaged	03 Cut	09 Scuffed	4 - Over 6 cm. up to 15 cm.
40 Glass Cracked	29 Moulding/Emblem/Weatherstrip - Missing	14 Dented	13 Torn	5 - Over 15 cm. up to 30 cm.
23 Glass Scratched	19 Moulding/Emblem/Weatherstrip - Loose	15 Dented - Paint/Chrome - Not Damaged	42 Fuel Brake Dust Contamination	6 - Item may require replacement/severe damage/missing.
37 Hardware Exterior - Damaged		16 Battery voltage below specified value		

PLEASE USE SPECIAL RULER PROVIDED ON RIGHT HAND SIDE OF SURVEY REPORT TO MEASURE LENGTH OR DIAMETER OF DAMAGE TO BE RECORDED

TG 780 Effective 12/02

5. Five Digit Damage Code System

The damage code system used by the Carrier and Manufacturer is composed of five (5) digits. The damage code system has been designed to simplify notations on the VSR (Vehicle Survey Report) and to facilitate the use of computer processing.

Use of the code allows a detailed description of the damaged area, by damage type and the extent or severity of the damage and/or missing parts.

The five-digit damage code is made up of the following:

Damage Area Code	first and second digits	Alpha/numeric
Damage Type Code	third and fourth digits	numeric/numeric
Damage Severity Code	fifth digit	numeric

Damage Code Example

The left rear door is dented about ten (10) cm in length.

This damage is to be noted as follows: A6 04 3

A6	Door left rear
04	Dented
3	over 8cm up to 15cm

Damage code notation errors account for the majority of transportation claim rejections. Damage codes written on the VSR cannot be changed after the vehicle has been accepted and the Carrier's representative has left the Receiver's premises. The Carrier's copy of the VSR is used to verify the claim submitted by the Receiver.

Other areas that cause claims to be rejected or adjusted are:

- **Incorrect severity code.** On the right hand side of the VSR there is a ruler to correctly measure the size of the damage.
- **Incorrect damage area code.** Each panel or area of the vehicle is represented by a specific code, often the left and right are incorrectly marked down. Determine the left from the right as if sitting in the driver's seat. Also be careful in selecting front and rear.
- **Incorrect damage type code.** Damage type codes are listed at the bottom of the VSR, careful attention is needed to correctly describe each type of damage.

- Writing of comments in the lower right hand portion of the VSR (comments area) does not constitute a valid record of damage, (e.g. stone chip on rear of vehicle), each area must be defined within the body of the VSR using the correct location and codes.

Examples of damage areas and types are listed and illustrated further in this manual.

6. Items to be noted on the Survey Report

The following **MUST NOT** be noted and will not be accepted as transit damage claims:

- Any damage not visible by a standard survey as outlined in Section 8.
- Manufacturing and material defects such as paint runs, dirt in paint, paint defects including blemishes under clear coat and poor metal finish including imperfect pressing.
- Inside outwards dents.
- Leading door edge chips other than drivers side passenger door

Items that **CAN BE** noted in the delivery **COMMENT** area at the bottom of the VSR and will be considered on a case by case basis.

- Environmental / Industrial fallout, also including but not restricted to: bug or insect marks and excrement on glass, paint or other parts of the vehicle. Immediate attention to cleaning the contamination must be undertaken on receipt of the vehicle to prevent consequential damage. If unsure of the correct rectification procedure please seek the immediate advice of the Manufacturer / Distributor.
- Driver side passenger door leading edge
- Isolated stone chips.

7. Deliveries Out Of Normal Hours

Prior to commencing vehicle deliveries out of hours, the Receiver must provide written confirmation to the designated Carrier that they accept such vehicle deliveries to occur.

If the Receiver wishes to make a claim for transport damage for a vehicle delivered out of hours then the Receiver must advise the Carrier, in writing by ,midday on the day immediately after the receipt of the vehicle or as per individual Carrier / Manufacturer Agreement .

A Carrier representative may visit the Receiver and inspect the damage or may request photographs for verification.

If the damages are accepted, the Carrier should arrange for confirmation in writing as per Individual / Carrier / Manufacturer Agreements. Time frame e.g. within 24 hours of notified damage.

The Receiver is to lodge the transit damage claim using the correct procedures as per the Manufacturer / Carrier policies.

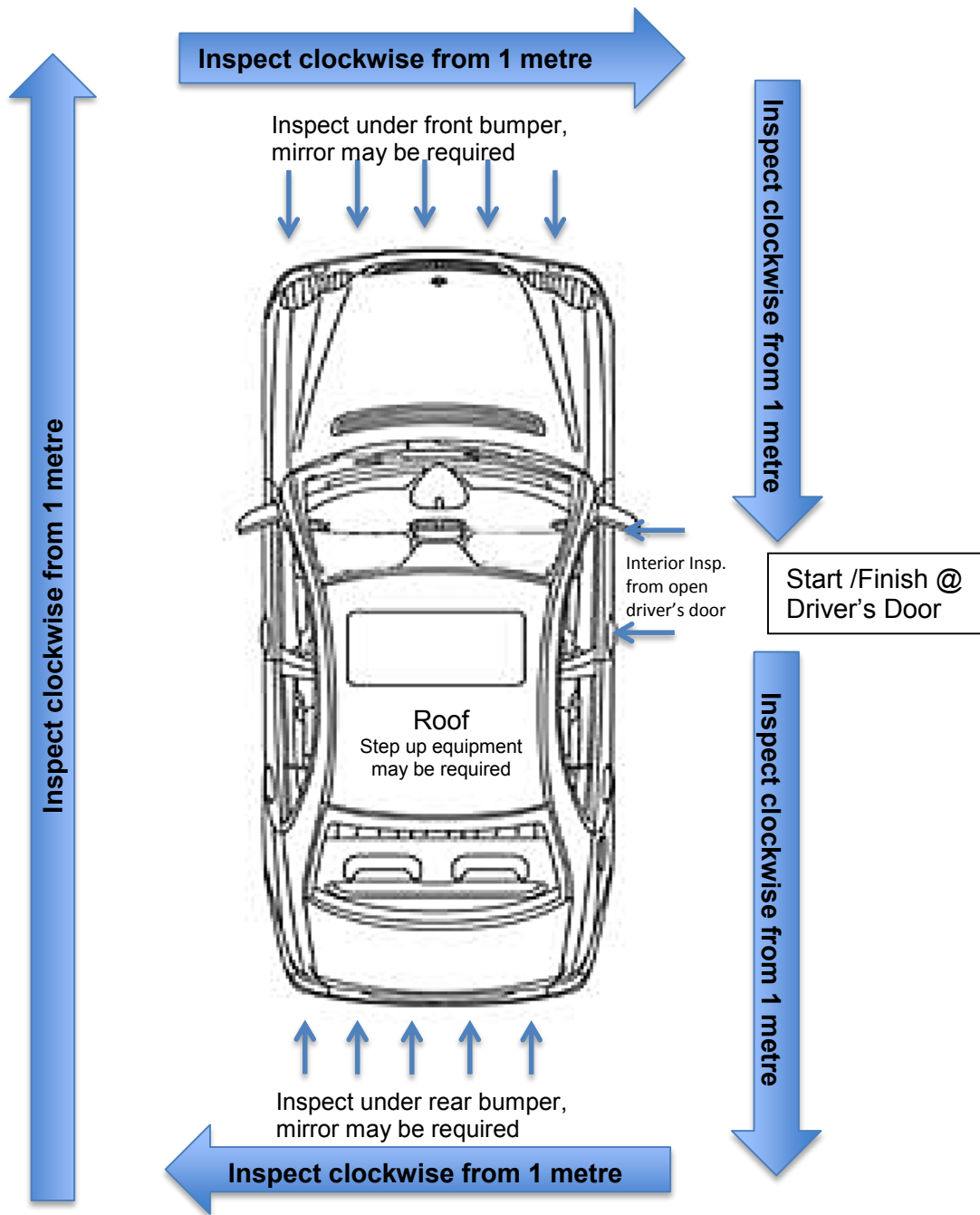
8. Vehicle Survey

When receiving a new vehicle during the Receiver's business hours the designated Receiver's representative must inspect the vehicle immediately for transportation damage. The inspection must be completed and proper notations are to be recorded onto the VSR/EPOD. Out of Hours deliveries refer Section 7.

Both the Receiver's and the Carrier's representative may make notations in the comments area at the bottom of the VSR/EPOD. If there are any comments required about the delivery, the representatives are to sign their notations.

Survey to be conducted from a distance of one (1) metre proceeding in a clockwise direction.

Inspection Process Diagram A



8.1 *Inspection Process*

8.1.1 On receipt, if the vehicle(s) require washing, the Receiver is to provide the area and the equipment required. The Carrier's representative will assist in the washing of vehicles (as outlined in section 2.1) if required to do so.

8.1.2 Vehicles that are delivered, still covered in the protective coating, or plastic wrap guard, are not to have any of the protective coating or the wrap guard removed for the inspection process.

It is the responsibility of the receiver to inspect for disturbed or damaged protective coating (e.g torn, ripped, scuffed, scratched, stained, soiled, punctured, loose, lifted, sliced, cut, removed, reapplied, etc.) to ensure that there is no possible transit related damages.

For vehicles that have the plastic wrap guard applied, it only requires removal if there is evidence of damage caused to the plastic sheeting and it requires the removal of the plastic sheeting to ensure that the damage is recorded correctly on delivery.

Paint defect and scratches located after removal of any protective coating indicates the vehicle was damaged prior to the application of the protective coating and is not to be claimed as transit damage and should be handled as per Individual / Carrier / Manufacturer Agreements.

8.1.3 The inspection of the vehicle(s) is to take place at a distance of **one (1) metre**. Minor scratches and scuffs that cannot be seen from a distance of **one (1) metre** are not be accepted as transit damage. Adequate step up equipment is to be used to safely inspect high panel roofs. Inspection includes under bumper examination by use of either mirrors or hand.

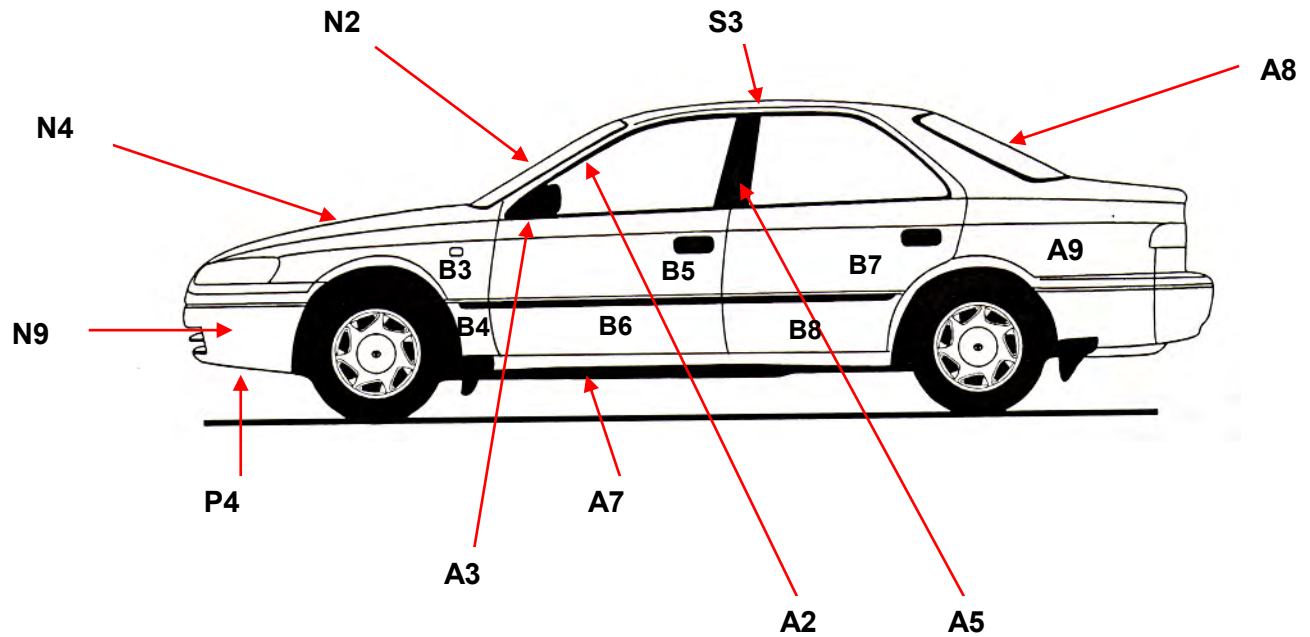
8.1.4 It is prohibited to inspect vehicles using the following methods:

- checking under blue light
- on hoists or over pits
- with a magnifying glass
- climbing or leaning on vehicle
- with the hand, as this will scratch the surface (with exception to under bumpers)
- use of finger nails.

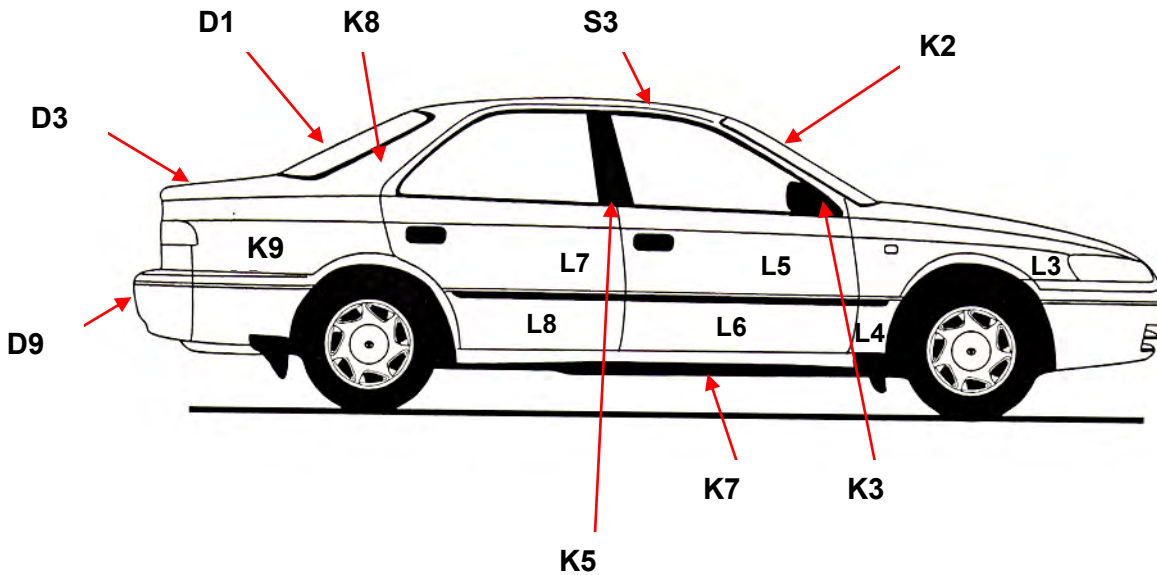
9. Interior Inspection

The receiver should visually inspect for any damage to the following areas (which could be reasonably viewed from the driver's door) but not limited to:

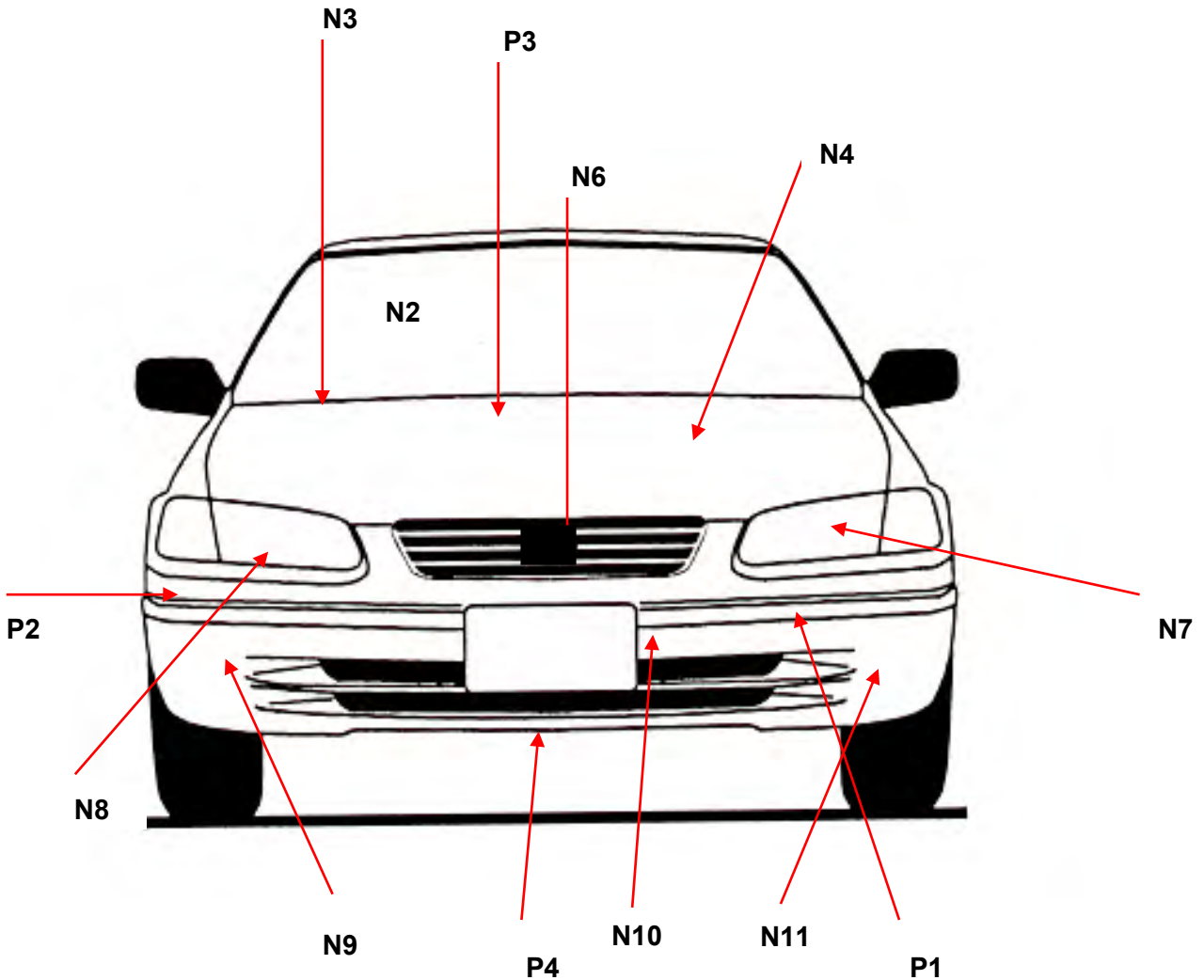
- Driver's seat
- Cockpit area – centre console, dash board, steering wheel and driver's carpet
- Driver's side door sill and trim
- Minimum of 2 sets of keys or a remote if the remote is the key



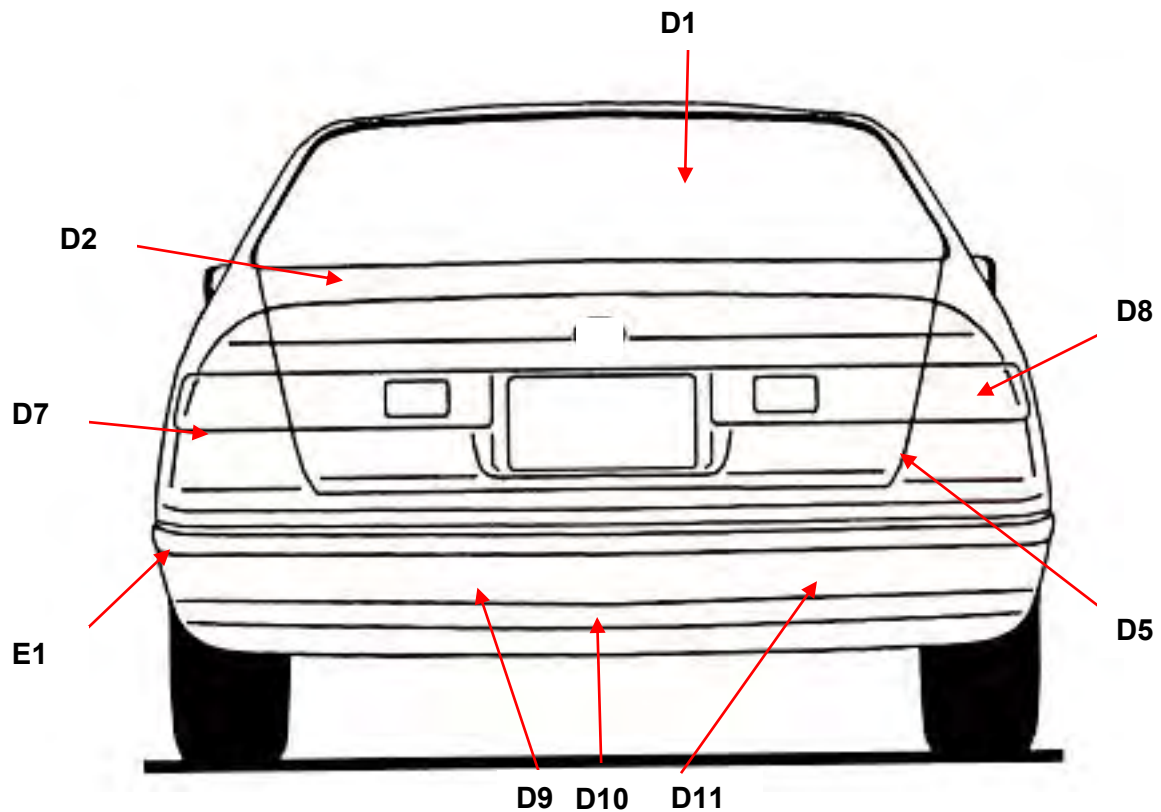
- A2 PILLAR W/SHIELD LEFT FRONT
- A3 MIRROR OUTSIDE LEFT
- A5 PILLAR LEFT CENTRE
- A7 ROCKER PANEL – LEFT
- A8 EXTENSION ROOF LEFT REAR
- A9 QUARTER PANEL – LEFT
- B3 FENDER – LEFT FRONT DOOR, UPPER
- B4 FENDER – LEFT FRONT DOOR, LOWER
- B5 DOOR – LEFT FRONT, UPPER
- B6 DOOR – LEFT FRONT, LOWER
- B7 DOOR – LEFT REAR, UPPER
- B8 DOOR – LEFT REAR, LOWER
- P4 AIR DAM (SKIRT)
- N2 WINDSHIELD
- N4 BONNET
- N5 HEADER PANEL/HOOD EXTENSION
- N9 BUMPER COVER – FRONT
- S3 ROOF



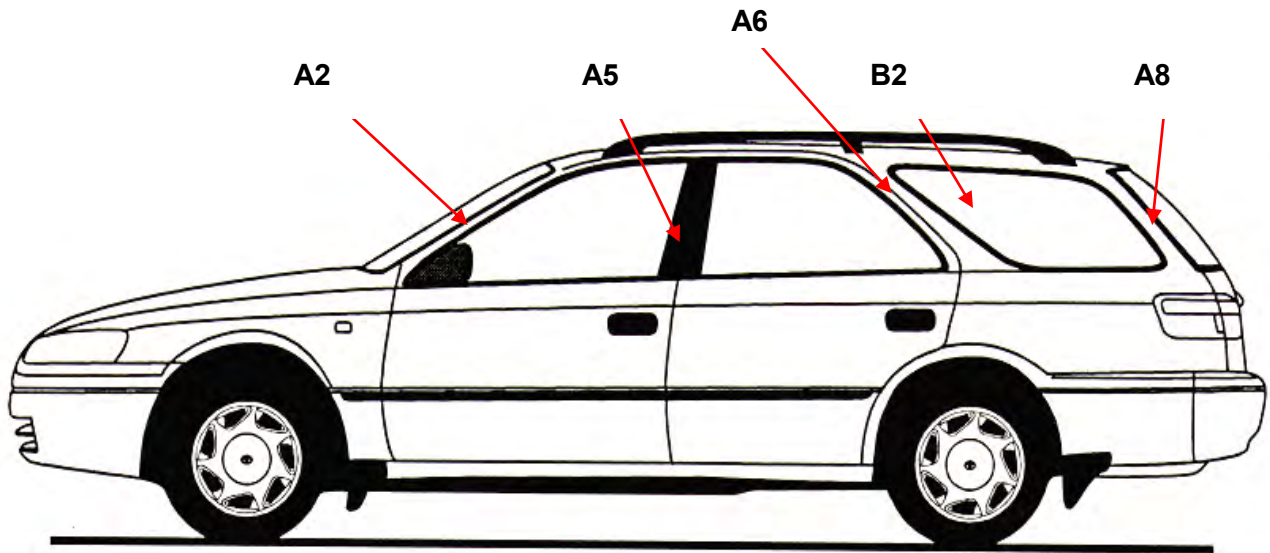
- D1 GLASS – REAR
- D3 BOOT LID/TAILGATE/HATCHBACK
- D9 BUMPER/COVER – REAR
- K2 PILLAR W/SHIELD RIGHT FRONT
- K3 MIRROR OUTSIDE RIGHT
- K5 PILLAR RIGHT CENTRE
- K7 ROCKER PANEL – RIGHT
- K8 EXTENSION – ROOF RIGHT
- K9 QUARTER PANEL – RIGHT
- L3 FENDER – RIGHT FRONT, UPPER
- L4 FENDER – LEFT FRONT, LOWER
- L5 DOOR – RIGHT FRONT, UPPER
- L6 DOOR – RIGHT FRONT, LOWER
- L7 DOOR – RIGHT REAR, UPPER
- L8 DOOR – RIGHT REAR, LOWER
- S3 ROOF PANEL (TURRET) REAR



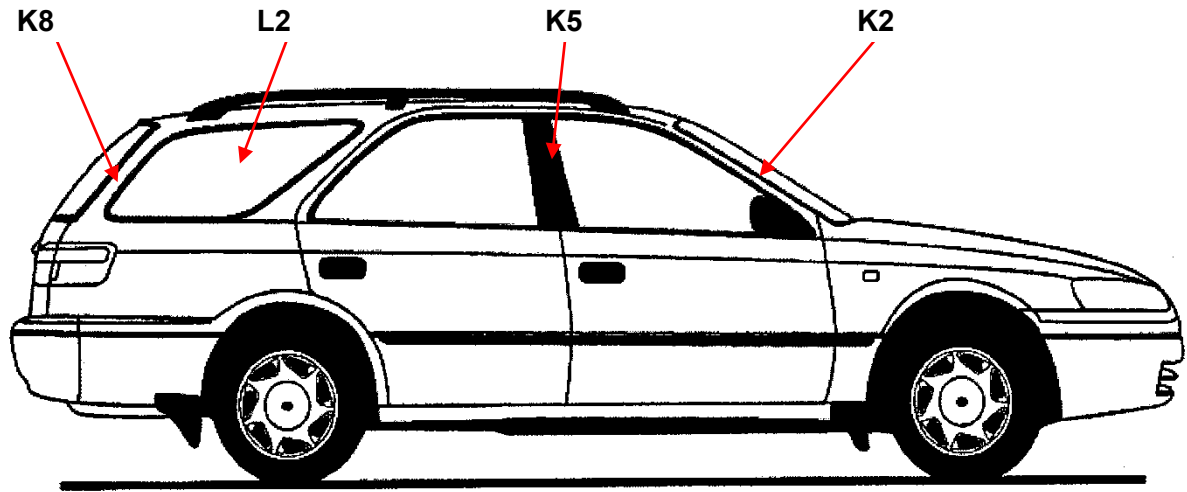
- P1 BUMPER/GUARD/STRIP – FRONT
- P2 PANEL BEHIND BUMPER – FRONT
- P3 COWL, VENT PANEL
- P4 AIRDAM (SKIRT)
- N2 GLASS WINDSHIELD
- N3 WIPERS
- N4 BONNET
- N6 GRILLE
- N7 HEADLAMP/RIM – LEFT
- N8 HEADLAMP/RIM – RIGHT
- N9 BUMPER COVER – LEFT
- N10 BUMPER COVER – MIDDLE
- N11 BUMPER COVER - RIGHT



- E1 BUMPER GUARD/STRIP REAR
- D1 GLASS – REAR
- D2 PANEL – REAR COMP FRONT
- D5 END PANEL – REAR
- D7 TAIL LAMP/RIM – LEFT
- D8 TAIL LAMP/RIM – RIGHT
- D9 BUMPER/COVER – LEFT
- D10 BUMPER/COVER – MIDDLE
- D11 BUMPER/COVER - RIGHT



- A2 PILLAR – W/SHIELD, LEFT FRONT
- A5 PILLAR – LEFT CENTRE
- A6 PILLAR – REAR
- A8 EXTENSION – ROOF LEFT REAR
- B2 WAGON – LEFT SIDE WINDOW



- K2 PILLAR – W/SHIELD, LEFT FRONT
- K5 PILLAR – LEFT CENTRE
- K8 EXTENSION – ROOF LEFT REAR
- K2 WAGON – LEFT SIDE WINDOW

10. Severe Damage

Vehicles with severe damage should not be delivered to the Receiver. Refer Manufacturers' policy as appropriate.

Where a Receiver wishes to reject a vehicle, whether on the basis of disputed ownership, minor damage, or any other cause, the following procedure is to apply:

- i. The Receiver is obliged to accept the vehicle, provided the delivery is consistent with the vehicle details and shipping instructions contained within the VSR.
- ii. In the event that a journey cannot be completed (e.g. accident, theft) en-route to the Receiver, the designated Carrier's representative will transport or have the vehicle/s transferred to the nearest Carrier compound.

The vehicles are then to be inspected by a Carrier representative, other than the driver, and the Manufacturer will be notified accordingly.

The driver will complete a full and detailed report of the incident to their respective management.

- iii. The Management of the Carrier will immediately notify the Manufacturer by telephone, with a confirming facsimile or email advising the extent of the damage to the vehicle/s and ask the Manufacturer if delivery is still required.
- iv. It is the Manufacturer's obligation to determine if the vehicle/s are still required to be transported to their destination (not the Carrier) and this is to be confirmed in writing by the Manufacturer.
- v. The Carrier will provide the Manufacturer in writing the following:
 - the Management Report detailing the extent of damage
 - the Driver's Statement (subject to privacy legislation)
 - the Region's response.
- vi. irrespective if the vehicle/s are accepted or rejected.
- vii. Should the Receiver take delivery of the vehicle/s the Transit Insurance and Claims Procedures will operate as per Individual / Carrier / Manufacturer Agreements.

AT ALL TIMES THE CARRIER MUST PROVIDE PROMPT NOTIFICATION TO THE MANUFACTURER AND KEEP THEM REGULARLY INFORMED