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Issuer (dept,name,CDS-id) Outbound Logistics	Reg.No. 1	Security Class Proprietary	

**U.S. DEALER VEHICLE INSPECTION PROCESS AND INLAND TRANSPORT DAMAGE CLAIMS PROCESS INSTRUCTIONS**

**Instructions for qualified inspection personnel  
Assessment of transport damages and Damage Claim Process:**

***This instruction is valid from October 1, 2018***

**This U.S. Dealer Claim Process replaces all previous U.S. Dealer Claim Processes  
This procedure is valid for NEW CAR deliveries.**

**NOTE: ALL DAMAGE MUST BE REPORTED IMMEDIATELY (24 HOURS AFTER DELIVERY OR NEXT BUSINESS DAY) TO UNICAR CLAIMS MANAGEMENT via E-MAIL [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com)**

**[6 Important Items to Remember :](#)**

- 1. All damage must be reported immediately to Unicar Claims Management.  
via E-MAIL [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com)**
- 2. Follow U.S. Dealer Inspection Process**
- 3. Delivery Receipt (Bill of Lading) must be signed by Driver and Retailer with codes noting the damage (found in AIAG table)**
- 4. VCR form (Vehicle Condition Report) must be completed and signed by Driver and Retailer.**
- 5. Photo must be taken of damage.**
- 6. IMPORTANT NOTE: PAYMENTS ARE MADE ELECTRONICALLY. RETAILER MUST STATE THEIR BANK ACCOUNT NUMBER AND THEIR SWIFT CODE (INTERNATIONAL BANKING TRANSACTION CODE) ON THEIR INVOICE TO [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com) PLEASE CONTACT YOUR BANK TO COORDINATE AND ENSURE YOU HAVE A SWIFT CODE SET UP.**



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### **U.S. DEALER INSPECTION PROCESS**

The Process begins with a complete inspection of the vehicle at the time of delivery. This is very critical. Without a completed Carrier’s Delivery Receipt, AND VCR (Vehicle Condition Report)- with the damage noted and coded properly by the person inspecting the vehicles , along with the Driver’s signature and date, You have NO CLAIM. The person inspecting the vehicle must also note any damages and sign the delivery receipt. You MUST note on the original delivery receipt if the rap guard IS damaged. The Carrier’s Delivery Receipt and inspection is a legal document that is necessary and critical to obtaining reimbursement for transport damages. Do the inspection at the time of delivery, note and code ALL damages properly, including damages to the wrap guard and you should have a claim on which you can collect. You MUST have all damage codes on the delivery receipt (refer to AIAG damage code table for respective codes) and VCR form.

**NOTE: The damage codes to be used for the VCR are on the Vehicle Condition Report .**

**NOTE: The damage codes to be used on the delivery receipt you will find on AIAG Damage Code Table .**

**NOTE:** If damage is found under the rap guard, with no sign of impact to the rap guard it is a WARRANTY issue. If loose or flapping rap guard causes damage to the vehicle it is also a WARRANTY issue.

#### **STI : Deliveries after opening hours**

If delivery is made after opening hours and it is no longer possible to make a joint handover, the vehicle can be discharged provided that the vehicle is stored in safe conditions. **You have 24 hours from the date of the delivery and Retailer’s next business day to notify the Carrier and Unicar Claims Management via e-mail.**

Carrier and Unicar Claims Management both require notification in the form of an e-mail explaining the damage. VIN #, date of delivery, and trip/load number. A copy of the e-mail clearly showing the date e-mailed, MUST be submitted along with the back-up information to process the claim.

**E-mail: [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com)**

**AND**

**The appropriate contact for the carrier who delivered the VIN from the list below.**

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Fleet Car Carriers:  
claims@fleetcar.com

Diversified Automotive:  
Teri.Bastek2@diversifiedauto.com  
Max.Hourigan@diversifiedauto.com

Deluxe Auto Carriers:  
Claudiadd@deluxeac.com  
Judy@deluxeac.com

Moore Transport:  
claims@mooretransport.com

Virginia Transportation:  
Quality@VirginiaTransportation.com

United Road:  
CSI@unitedroad.com  
zvandommelen@unitedroad.com

Auto Carrier Express (ACE):  
adria@acecarrier.com

Champion Auto Carriers:  
cindyg@championautocarriers.com

L. Hansen's Forwarding (Canada):  
claims@lhf.com  
lerese@lhf.com

Hansen & Adkins Auto Transport:  
Claims@hansenadkins.com



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**Hidden Damage:** *(this is any damage found not visible during the normal inspection of a live delivery).* **You have 48 hours from the date of delivery to notify the Carrier and Unicar Claims Management of any hidden damages.** Please be aware, Carrier and damage, VIN #, date of delivery, and trip/load number. Notification for Carrier and Unicar Claims Management are provided below. A copy of the e-mail clearly showing the date e-mailed, MUST be submitted along with the back-up information to process the claim.

Hidden damage is damage that could not be found during normal delivery inspection, for example damage to undercarriage or insides of tires/wheels ONLY.

**E-mail: [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com)**

**AND**

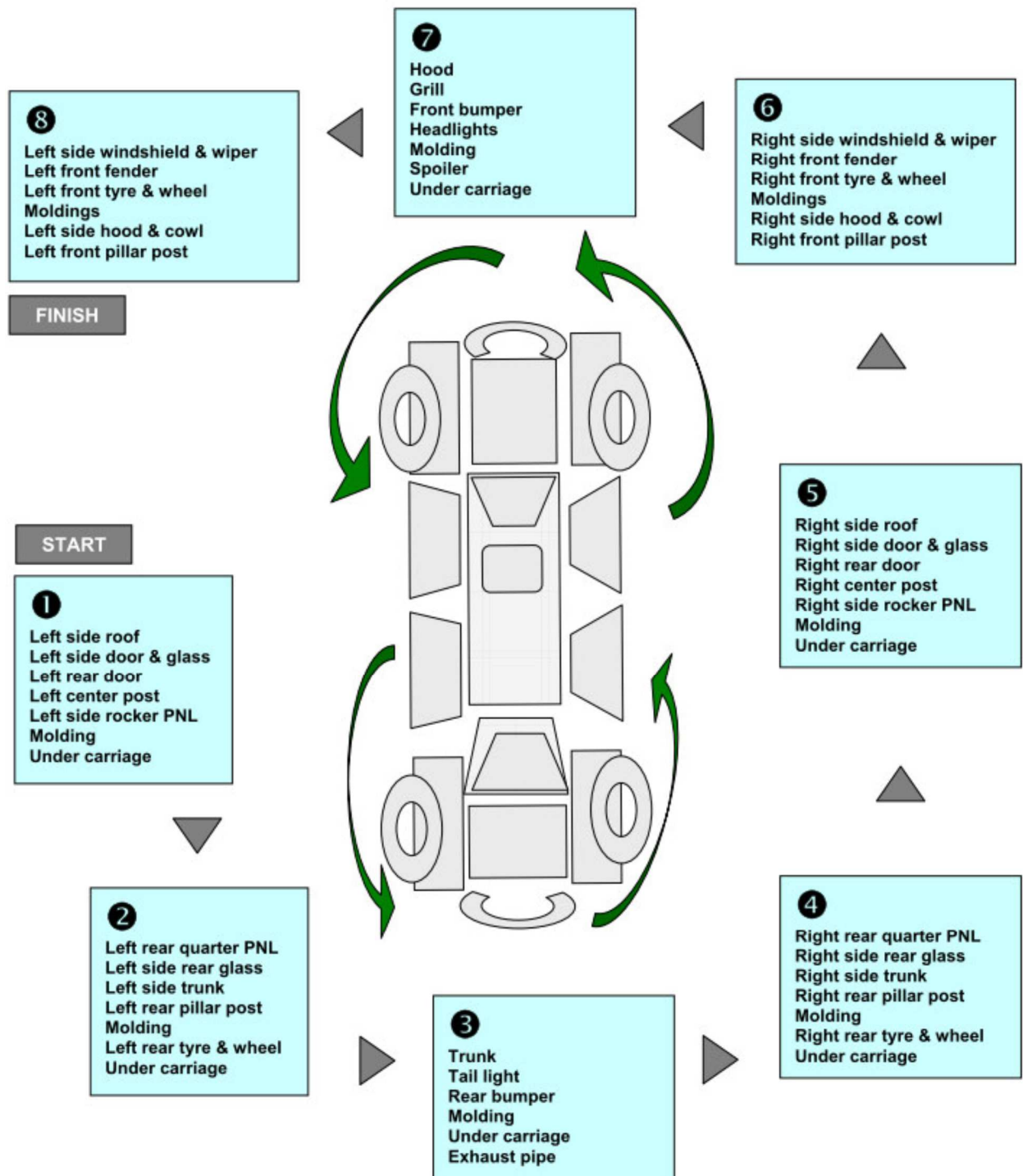
**The appropriate car hauler**

The vehicle must be thoroughly inspected by walking around the vehicle and inspecting the areas of the vehicle as listed on the "Vehicle Inspection Procedure". Next page details "Vehicle Inspection Procedure" areas of car which should be inspected upon delivery along with "Damage Assessment" with definitions on Transport Damage and Non-Transport Damage. These two pages are your guidelines for inspection they do not need to be submitted when processing a claim. This can also be found on VRC2 and: <http://www.ucmglobal.com/volvo>.



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### Vehicle Inspection Procedure





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## Damage Assessment

Definitions	Transport Damage	Warranty Defects
<b>Exterior paint surface:</b> section of vehicle visible when all doors and lids are closed	<ul style="list-style-type: none"> <li>• Scratches (caught by fingernail )and paint chips which would require repaint (picture)</li> <li>NOTE! Damage to any surface which was covered by vehicle cover/rap gard is accepted as a transport damage if the cover/rap gard shows signs of being affected</li> <li>• Scratches on unpainted bumpers, moldings, inserts etc., which have damaged the texture</li> <li>• Dents</li> <li>• No transport claim accepted for polished out scratches</li> </ul>	<ul style="list-style-type: none"> <li>• Paintwork damage caused by loose vehicle cover or loose rap gard(vehicle report mandatory in TIE ( = technical information exchange)</li> <li>• Polished out scratches (“hair line scratches”), To be polish out in the ordinary PDS process. No warranty claims accepted. (picture)</li> <li>• Scratches on unpainted bumpers, mouldings etc which have not damaged the structure</li> <li>• Dents, outwards and wavy panels (stress marks)</li> </ul>
<b>Exterior/interior components</b>	<ul style="list-style-type: none"> <li>• Dents on exterior components</li> <li>• Damage to interior parts on driver side</li> <li>NOTE! Damage to driver side interior which was covered by protection is NOT accepted as a transport damage if the protection is not affected</li> <li>• Other damage to interior trim caused by break-in or vandalism</li> <li>• Paint chips that cannot be repaired by touch up, requiring panel refinish.</li> <li>• Paint chips on driver door edge</li> <li>• Other damage with traces of external influence which must be rectified by replacing the component.</li> <li>Example: scratches on bumper near lashing eye and broken parts.</li> </ul>	<ul style="list-style-type: none"> <li>• Uneven surface of component (picture) both interior and exterior</li> <li>• Damaged interior (except on driver side) with no signs of vandalism or break in.</li> <li>• Paint chips on edges of boot lid, tail gate, bonnet, petrol cap, doors (except driver door)</li> <li>• Obvious assembly damages such as scratches, which run underneath mouldings, bumpers and stickers/decals</li> </ul>
<b>Windshield, glasses, sunroof glass</b>	<ul style="list-style-type: none"> <li>• Broken or cracked glass and plastic panels not caused by material defect with evidence of external impact</li> </ul>	<ul style="list-style-type: none"> <li>• Stress crack on glasses, plastic panels, windshield, sunroof or other exterior plastic panels which are caused by material or manufacturing defect Example: Crack on glasses which no impact point, extending inwards from edge</li> </ul>
<b>Hidden surfaces</b>	<ul style="list-style-type: none"> <li>• Major significant damage such as scratches and dents on the undercarriage and spoilers, with traces of external influence (picture)</li> <li>•No chaffing marks accepted as a transport claim</li> </ul>	<ul style="list-style-type: none"> <li>• Chaffing marks on undercarriage, underneath spoilers (picture)which can't be caught by fingernail no repair is required</li> </ul>



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<p><b>Interior surface &amp; trim:</b> section visibly when customer sitting in the vehicle</p>	<ul style="list-style-type: none"> <li>• Dirt, oil, grease or similar on the driver side. If on driver seat and driver door only accepted as transport related if protection is damaged</li> <li>• Water leakage caused by not properly closed window, door, sunroof, lids.</li> <li>• Missing or damaged standard equipment with evidence of being lost during transport. Such as remote keys, spare wheel or air compressor kit, jack, sealed bag with small loose part (e.g. Lockable wheel bolts, DVD, booklets,...)</li> <li>• Other damage to interior trim caused by break-in or vandalism.</li> </ul>	<ul style="list-style-type: none"> <li>• Dirt, oil, grease or similar on seats and interior panels (driver side excluded)</li> <li>• Water leakage caused by improper sealing due manufacturing defect and the consequential damages</li> <li>• Missing optional and standard equipment.</li> </ul>
<p><b>Tyres and Rims</b></p>	<ul style="list-style-type: none"> <li>• Scratches and chips on the rim sidewall (picture) If on edge on the rim then it shall also show impact On the tyre</li> <li>• Puncture, flat tyre with external evidence (bolts, screws, nails, etc.)</li> <li>• Cut in sidewall.</li> <li>• Deep cut or damage to tyre tread surface.</li> </ul>	<ul style="list-style-type: none"> <li>• Chafe marks from the wheel bolt equipment or roller test on manufactory process (picture)</li> </ul>
<p><b>Battery (non-starters)</b></p>	<p>If evidence of lacking stock maintenance or car being jumpstarted(Ex marking around battery ,battery cover lose)</p>	<p>If no signs of transport related nonstarters battery analyses should be done according to VIDA.</p>



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## **INLAND TRANSPORT DAMAGE CLAIMS PROCESS INSTRUCTIONS**

***NOTE: Unicar Claims Management must be immediately notified in event of major disclosable damage where the costs are estimated to exceed \$1,000 prior to repair beginning. If estimated costs are less than \$1,000 You may begin necessary repairs to the disclosable damage immediately. E-mail: [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com).***

1. Upon Delivery of Vehicles – Follow the **”U.S. DEALER VEHICLE INSPECTION PROCESS ”**
2. Complete a VCR form noting the damage and also make damage notation on the delivery receipt (bill of lading) using AIAG Damage Codes. Both Carrier and Retailer must sign the VCR and the Delivery Receipt. **Please observe that hidden/concealed damage shall be reported to the Carrier as well as to Unicar Claims Management within 48 hours from the delivery date. If you have received an STI delivery you have 24 hours from the date of the delivery and Retailer’s next business day to notify the Carrier and Unicar Claims Management via e-mail.**
3. Take photos that verify the damage. This is not an option. If you do not take pictures of the damage your claim will not be paid. At least 1 picture that shows the damage closely and 1 picture that show the area affected, i.e. the entire door, the entire bumper etc.

E-mail claim documentation to Unicar Claims Management. The following documents shall be included: **E-mail: [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com)**

VCR (Vehicle Condition Report), Delivery Receipt (bill of lading), Repair estimate and photos.





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4. Unicar Claims Management checks the documentation and revert with approval/decline or request for complementary information.
5. Payment of claims. After receiving the approval from Unicar Claims Management the dealer must issue an invoice to :

***Please always remember to include the VIN, Retailer Bank Account Number, Retailer Swift Code and below address on the invoice:***

***Unicar Claims Management  
Old Bank House,  
49 High Street,  
Earls Colne,  
Colchester,  
Essex CO6 2PB  
United Kingdom***

***All invoices should also state Unicar Claims Management's UK VAT number which is GB997944629***

**[This must be on the invoice and be e-mailed to  
volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com)**

**IMPORTANT NOTE: PAYMENTS ARE MADE ELECTRONICALLY. RETAILER MUST STATE THEIR BANK ACCOUNT NUMBER AND THEIR SWIFT CODE (INTERNATIONAL BANKING TRANSACTION CODE) ON THEIR INVOICE TO [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com)**

Payment will be effected within 30 days after receipt of dealer invoice.

## **CONTACT DETAILS**

**General questions regarding claims process and payments please contact:**

**Unicar Claims Management  
E-mail: [volvovehicle@ucmglobal.com](mailto:volvovehicle@ucmglobal.com)**



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### **SPECIAL INSTRUCTIONS**

#### **Major disclosable damage = Damage likely to exceed \$1,000.**

In event of major transport damage the dealer must notify Unicar Claims Management department immediately via e-mail. **E-mail:**  
**volvovehicle@ucmglobal.com**

A decision will be made regarding if there should be a survey or not. If a survey is needed Unicar Claims Management will involve a surveyor as well as invite the carrier to participate in a joint survey.

#### **Delivery of vehicles covered with snow, ice or being extremely dirty.**

During Winter time there might be deliveries where vehicles are in such condition that the normal handover procedures (see the "U.S. DEALER VEHICLE INSPECTION PROCESS") will be difficult or not possible. In such cases the dealer must make remark on the delivery receipt and also take photos to support the remark. The defrosting/cleaning of the vehicle should immediately be done enabling the visual inspection to be carried out in accordance with the guidelines. The dealer must thereafter immediately report and findings related to transport damage to the Carrier and Unicar Claims Management via e-mail to: **volvovehicle@ucmglobal.com**

**DAMAGED PARTS THAT CANNOT BE REPAIRED SHALL BE KEPT  
AVAILABLE  
FOR 3 MONTHS FOR INTERESTED PARTIES TO SURVEY**



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<b>AIAG - DAMAGE AREA – Codes to be used on Delivery Receipt (bill of lading)</b>	
<b>AREA CODES</b>	
1	antenna
2	battery/box
3	bumper/cover,extension front
4	bumper/cover, extension rear
5	bumper guard/strip, front
6	bumper guard/strip, rear
7	door-back cargo, right
8	door-back cargo, left
9	door-cargo, right
10	door, left front
11	door, left rear
12	door, right front
13	door, right rear
14	fender, left front
15	quarter panel/pick up box left
16	fender, right front
17	quarter panel/pick up box right
18	floor mats, front
19	floor mats, rear
20	Windshield front
21	glass back
22	grille
23	Accessory bag/box
24	lamp-head/turn signal
25	lamp-fog/driving
26	headliner
27	hood
28	keys
29	Keyless-remote
30	mirror-outside, left
31	mirror-outside-right
33	Audio/video player
34	TV/DVD screen
35	rocker panel, left
36	rocker panel, right
37	roof
38	running board/step left
39	running board/step right



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40	tires/wheel, spare
41	filler-above bumper
42	Splash panel front
43	bumper valance/filler, rear
44	Gas tank
45	Tail light/rim
48	trim panel, left front
49	CD Player separate unit
50	trim panel, right front
52	Decklid/hatchback
53	Sunroof/t-top
54	Undercarriage-other
55	Cargo area – other
57	Wheel cover/caps,rings
58	Radio speakers
59	Wipers –all
60	Special information
61	Box-pickup, interior
62	Catalytic converter
63	Roller bar/rails
64	Spoiler/deflector, rear
65	Luggage rack/strips
66	Dash/instrument panel
67	Cigarette lighter. Ashtray
68	Carpet, front
69	Pillar, right front
70	Center post/,pillar left
71	Corner post/ pillar right or left
72	Tire/ left front
73	Wheel/rim left front
74	Tire/left rear
75	Wheel/rim left rear
76	Tire/ right rear
77	Wheel/rim,right rear
78	Tire/right front
79	Wheel/ rim right front
80	Cowl/vent panel
81	Fuel cap/cover
82	Fender - rear left
83	Fender – rear right
84	Tools/jack
85	Communication/GPS unit
86	Parking sonar system
87	Panel – rear comp., front
89	Trail hitch / wiring harness/towhooks
90	Frame
91	Exhaust system
92	License – bracket
93	Steering wheel
94	Seat/front left



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95 Seat/front right
96 Seat/rear
97 Carpet/rear
98 Interior – other
99 Engine compartment - other

**AIAG-- DAMAGE DESCRIPTION**

**DESCRIPTION CODES**

1 bent
2 broken
3 cut
4 dented
5 chipped (except glass & panel edge)
6 cracked (except glass)
7 gouged
8 missing (except molding/emblem)
9 scuffed
10 interior-stained/soiled
11 punctured
12 scratched (except glass)
13 torn
14 dented paint/chrome not damaged
18 molding/emblem/weather-strip-damaged
19 molding/emblem/weather-strip-loose/missing
20 glass - cracked
21 glass - broken
22 glass - chipped
23 glass - scratched
24 marker light - damaged
25 decal/paint - stripe damaged
30 fluid spillage - exterior
34 chipped panel edge
36 part/option - not as invoiced
37 hardware exterior - damaged
38 hardware exterior - loose/missing

**AIAG -SEVERITY DESCRIPTION**

**SEVERITY CODES**

0 no exception
1 less than 1"
2 1" up to 3"
3 over 3" up to 6"
4 over 6" up to 12"
5 over 12"
6 item may require replacement/severe damage/missing