

**To: Volvo Truck dealers, Body builders, Importers and Sales units on DDU-markets**

***Purpose of this instruction:  
- a uniform and more standardised way of handling Cargo insurance claims***

This instruction is applicable in case you upon delivery of a truck chassis discover transit damages. Demands for transit damages must be sent to Volvo Logistics **without any delay and within 7 days after arrival** of the vehicle (See B).

Claims below EUR 100 per chassis will not be accepted because of administrative cost reasons.

All trucks (except from Gothenburg) are leaving the factory with a form called VCR (Vehicle Condition Report), in which transit and non-transit damages have to be filled in at every hand over of the vehicle. The purpose of the VCR is to identify transit and non-transit damages at every stage of the distribution chain. The VCR is available, together with full instruction, at Volvo Logistics home page [Vehicle Condition Reports : Volvo Logistics - Global](http://www.volvologistics.com) (www.volvologistics.com).

In order to determine whether a damage is payable under the transport insurance, please revert to **"Instructions for inspection personnel"**. Instruction available at Volvo Logistics home page [Inspection Personnel Assessment : Volvo Logistics - Global](http://www.volvologistics.com)

Items mentioned in the left column are considered to be transit damages, which can be claimed under the transport insurance. Items mentioned in the right column are considered to be either specification deviation or service warranty failures and must be claimed according to point **A**.

## Procedure

### **A. Non-transit damages**

Remarks noted at delivery mentioned in the right column of the “Instructions for inspection personnel” are non-transit damages and must be claimed as either specification deviation or service warranty failures. Routines for these kinds of damages are to be found in Volvo Truck’s Warranty binder.

### **B. Transit damages noted at delivery**

**B1** All new chassis must be inspected for external transit damages in line with the procedures outlined in the document [“Instruction for inspection personnel...”](#) together with the delivering driver upon delivery.

For chassis delivered out of working hours, remark must be done the next morning with immediate notification to carrier and VLC.

**B2** Whenever transit damage is noted as described under B1 following steps must be strictly followed:

**B2A.** Make a note on the freight document i.e. CMR\delivery note\waybill of the stated transit damage and ask for the driver’s signature. Give a copy to the driver.

**B2B** Fill in the VCR (Vehicle Condition Report). On the drawing, mark the position of the damage with a cross. Note the damage location code and the damage code in the bottom line. Ask for the driver’s signature and keep your copy of the VCR and give one copy to the driver.

**B2C** Take photos of the damage, minimum two pictures; One close up and one from 2 meter distance.

**B2D** Prepare an estimate of the repair costs (material and labour specified)

**B2E** Send the VCR, freight document i.e. CMR\delivery note\waybill, photos and repair cost estimation **without any delay and within 7 days of arrival** to the appropriate below contact.

**B2F** Once your claim notification has been received, Volvo Logistics will evaluate and when applicable give authorisation for repair where appropriate and you will receive an approval Case Id reference number.

**B2G** After repair the invoice have to be forwarded to the appropriate below claim adjuster within one month, together with the approval file number and copy of approval letter from claim adjuster (copy of the approval email). Please state the correct reference clearly on the invoice.

**C. In event of major damages exceeding EUR 2 500,-**

Volvo Logistics Corp., Risk Management dept./Insurance & Claim must immediately be notified. We will appoint a Lloyd's surveyor or organise an expertise together with the Carrier/Carriers Insurance Company when applicable. After agreement of all parties, you will be informed. Same procedure B2A-G applies.

**D. Hidden damage**

Hidden damage not noted upon arrival must be reported **within 7 days of arrival** to the carrier and Volvo Logistics. The damage may be required to be and agreed by a Lloyd's surveyor. (See C) Same procedure B2A-G applies

**E. Settlement**

All approved damages, where an invoice is issued, have to be addressed to the below-mentioned invoice address.

Please put the reference clearly on the invoice and attach a copy of the communicated approval.

**Invoice address:**

Volvo Logistics Corp.  
C/O Volvo Business Service  
405 08 Gothenburg, Sweden  
VAT No. SE556197973201

**F. Claim adjuster contact details:**

**Market:** France, Belgium, Spain, Portugal, Austria, Switzerland, Italy, Netherlands, Germany, UK, Ireland & Eastern European countries

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**Market:** Scandinavia, Russia, Baltic States & Former Soviet states

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