

Transport Quality Manual

Chapter 8. Survey Standards

Issue 11 – August 2011



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8.1. Definitions

Exception: An identified irregularity, damage or defect on the product
Damage: i.e. chip / scratch / broken
Defect: i.e. dirt in paint

Vehicle Loss and Damage Report (VLDR): Document used to record exceptions found on a vehicle during transit from passed to sales to before the designated end point as specified by JLR.

Manufacturing Passport: Document used to record any exceptions on a vehicle, deemed customer acceptable (CA), when passed to sales (Used for Certain Markets).

8.2. Scope & Damage Interpretation

8.2.1. Scope

All new products on first delivery from manufacturing plant.

This TQM is valid world wide, throughout the whole transport process from production to customer for all contractually bound partners of JLR. Any deviations from the TQM must be authorised by JLR.

8.2.2. Purpose

To improve/secure the quality of the product and transport from factory to customer by ensuring a common standard process including survey standard for both the quality survey at factory and at transport handover points.

8.2.3. General Survey

Objective:

- Identification of damages
- Identify shortages on / in vehicle if visible
- Identify interior or exterior contamination
- Provide support in establishing damage liability

8.2.4. Vehicle Receipt

Recording inspected vehicles by documenting the Vehicle Identification Number (VIN). Shipping labels on all vehicles will have the VIN displayed with Barcode.

The VIN plate located on the bottom right hand corner of the front windscreen, as viewed externally, can be used to validate the shipping label accuracy. Report any mismatches.

8.2.5. Checking Area

Where operationally possible checks should be undertaken outside in normal daylight conditions. Sufficient lighting conditions where possible with enough room around the vehicle. The vehicle to be checked must be in its finished build condition and be on ground level.

Inspections outside normal daylight conditions must be carried out with a minimum 1,000 lux illumination. Day light tubes recommended; the use of sodium lighting is not permitted.

8.2.6. Vehicle Inspection Rules

Extracted from Appendix 29 – Common Paint Inspection Process & Standards

This is a one person process (May be a two person process to ease volume constraints, one person per side incorporating transportation restrictions ie, lockdown – only open drivers door)
Five minute total evaluation (to include documentation where required, *i.e. a vehicle inspected by two people can take 2.5 Mins*)
Vehicle to be clean & dry (where possible - may not be clean and dry during transportation)
All vehicle inspections to be undertaken in a manner that minimises contact with the vehicle (Touch to confirm issue if required)
All metal items such as watches, rings, belt buckles etc to be removed or appropriately covered over (Ref. Chapter 1 – Transport Quality)
View each panel separately (*Considering parking/space constriction*)
View each panel from 1 Meter (arms length – wherever possible) with validation (validation – not detection) of concerns allowed at no closer 50cm eye height (generally from standing position – bending allowed to view bottom half of panels, spoilers etc)
View each panel straight on and from 30 to 45-degree angle (this can be done at the four corners of the vehicle – "gun-sighting" – viewing along length of vehicle allowed) paying particular attention to panel edges
View each panel in the best available light with good illumination to roof and sides of the vehicle (a minimum of 1000 lux, day light tubes recommended, the use of sodium lighting is not permitted)
Vehicle to be inspected in the prescribed manner (see Inspection Process 8.2.7)
Use of agreed objective standard to determine need for rework (Refer to Appendix 29: Attachment 2 – Severity Levels)

8.2.7. Inspection Process

Extracted from Appendix 29 – Common Paint Inspection Process & Standards

When the vehicle is in transit mode, only the drivers' side door is accessible during inspection. Only the area within reaching distance of the drivers' seat should be inspected.

Approach the vehicle from the front, start inspection on the bonnet (hood) outer and continue around the vehicle in an anti-clockwise direction as prescribed below:-

1. Inspect Bonnet Outer panel for exceptions

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2. Inspect Front Bumper/*Grille* for exceptions (a mirror can be used to inspect the gravel guard)
3. Inspect Front Bumper for Lashing Eye (where applicable)
4. Inspect LH A Post for exceptions
5. Inspect LH Wing / *Side Vent* / Wheel arch / claddings for exceptions
6. Inspect LHF Wheel for exceptions
7. Inspect LHF Outer Door Panel / claddings for exceptions
8. Inspect LH Mirror Housing for exceptions
9. Inspect LHF Inner Door Panel for exceptions
10. Inspect LHF Door Opening for exceptions
11. Inspect LH Sill for exceptions
12. Inspect LHR Outer Door Panel / claddings for exceptions
13. Inspect LHR Inner Door Panel for exceptions
14. Inspect LHR Door Opening for exceptions
15. Inspect LHR Quarter Panel / Body side panel / Wheel arch for exceptions
16. Inspect LHR Wheel for exceptions
17. Inspect Boot lid / Upper Lower Tailgate Outer Panel / claddings/spoilers for exceptions (as applicable)
18. Inspect Rear Bumper for exceptions
19. Inspect Boot lid / Upper Lower Tailgate Inner Panel for exceptions (as applicable)
20. Inspect Boot lid / Upper Lower Tailgate Opening Panel for exceptions (as applicable)
21. Inspect Roof / Roof Spoiler for exceptions
22. Inspect RHR Quarter Panel / Body side panel / Wheel arch for exceptions
23. Inspect RHR Wheel for exceptions
24. Inspect RHR Outer Door Panel / Claddings for exceptions
25. Inspect RHR Door Opening for exceptions
26. Inspect RHR Inner Door Panel for exceptions
27. Inspect RH Sill for exceptions
28. Inspect RHF Outer Door Panel / Claddings for exceptions
29. Inspect RH Mirror Housing for exceptions
30. Inspect RHF Inner Door Panel for exceptions
31. Inspect RHF Door Opening for exceptions
32. Inspect RH Wing / *Side Vent* / Wheel arch / Claddings for exceptions
33. Inspect RHF Wheel for exceptions
34. Inspect RH A Post for exceptions
35. Inspect location of key.
36. If applicable, locate VLDR and / or Manufacturing Passport. Exceptions documented on the VLDR are to be reported to Jaguar and Land Rover, Poundgates and the liable party (where possible).
Exceptions documented on the Manufacturing Passport are to be validated but NOT reported.

8.2.8. Typical Damages

All parts must be checked for the following typical damages (damage classification) and if found reported via the use of a VLDR.

B – Broken: Impact causing fracture of component.

C – Chip: Splitting off in paintwork is caused through mechanical forces or pressure and are of differing depths, sizes, found commonly on doors, boot/bonnet lids and sill/rocker surfaces. Can be caused during

panel fit in assembly. Stone-chips are point form damages in the paintwork, sometimes through to the bare metal as the consequence of a stone impact, further damages can occur in glass, plastic and chromium plated parts.

D – Dent: Dents are impressions /indentations or warping in the outer surface of metal or plastic parts into the parts interior.

G – Glass: Impact damages only to be classed as transit damage. This is clearly identified by cobweb effect to glass fragments. Stress fractures and linear fractures emanating from the stress point on the edge to seal to metal point inwards across the glass. Glass damage which cannot be categorised as either impact related or a stress fracture must be recorded for further investigation.

I – Interior: Dirty Interior, driver's zone only is classed as transport concern. Other zones have restricted entry for transport due to transit mode lockout or door seals fitted.

M – Missing: Item not in vehicle following check of vehicles. Limited to main cabin items or known fitments.

S – Scratch: Linear formed mechanical damages of the paintwork surface of differing depths.

F - Ferrous Oxide Contamination: Shifting/flying rust is a corrosion caused by the diffusing of iron or steel particles in the paint surface which circulate in the atmosphere (frequently caused though rail wagon brake blocks/overhead cabling).

Dirt and mud ingress from transport and/or storage areas.

8.2.9. Severity Levels

1. Small scratch/ dealer touch up/component replacement - non critical-repair on delivery
2. Scratches and panel paint-repair intervention required before delivery - More than one panel review requirement to return car for controlled repair.
3. Panel replacements-repair intervention before delivery - controlled repair at all times, return to centre of excellence for repair when ever feasible and cost neutral.
4. Sub standard - Controlled assessment and repair. More then one panel replacement large fixed panel replacement. Controlled disposal route post repair. Order replacement required.
5. Write off - recovery back to UK for disposal or Lloyds witnessed disposal in market. VIN plates and chassis and ECU removal required before scrapping.

CA: is used to note exception(s) which are customer acceptable. CA will only be used on the Passport.

The allowable paint scratch or chip is stipulated in the Global Ford Consumer Product Audit (Attachment 2 in appendix 29 – Common Paint inspection Process and Standards).

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8.3. VLDR (Vehicle Loss and Damage Report)

The following details are mandatory when completing a VLDR:

- VIN number
- Model
- Destination
- Type of damage (Refer to 8.1.7. Typical Damages)
- Place of damage (two digit code)
- Length/size (Approximation in millimetres)
- Area of responsibility (location of survey)
- Consigning Transport carrier
- Formal notification to liable party should be made by receipt and operational areas responsible for product delivery
- Photos required for vehicles with severe damage

8.3.1. Typical Transport Damage

- Damage as a result of impact creating distortion
- Damages where the wax is also damaged
- Damages underneath torn/damaged protection covers/foils
- Damages underneath damaged paintwork
- Broken parts
- When glass is broken with obvious evidence of a third party/impact
- Ferrous oxide corrosion
- Damages which have been investigated and recognized by JLR and the liable party as transport damage

8.3.2. Not Typical Transport Damage

- Damage in body gaps
- Blemishes on metal or plastic surfaces which are protruding away from the vehicle
- Areas on the surface that is difficult to access during the transport process
- Damages when the wax is undamaged
- Damages underneath undamaged protection covers/foils (excepting dents)
- High frequency, repetitive damages in the same zone with similar appearance which have been acknowledged by JLR as a manufacturing / product issue
- Blemishes underneath undamaged paint surfaces, (e.g. May appear as light or shallow dents) where the panel condition is recognized by manufacturing
- Damages (from tools etc) that can occur during product assembly
- Scratches in glass Cracks in accessory parts (normally from manufacturing stress)
- Dents and scratches around the lug nut area of the alloy wheel which can be caused during fitment
- Acidic contamination
- Painted body in-white condition. (Paint or lacquer overspray)
- Paint mismatch
- Technical paint issues e.g. paint drips and dirt in paint

8.3.3. Supply of Information on Repetitive Issues

Where repetitive damages are occurring, service providers are to support investigations with evidence to establish and eliminate the route cause. VIN numbers and photographs are critical to drive root cause resolution.

8.3.4. Audit Responsibility

It is the duty of the service provider to maintain the standards of inspection undertaken on their behalf. Regular and recorded audits are to be undertaken by the service provider. JLR reserves the right to undertake periodic audits of all records, methods and checker training undertaken by supervisory company.

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8.3.5. Example VLDR

Vehicle Loss and Damage Report
Meldung über Transportschäden/
- verluste
Informe de Daños y Falta

Vehicle's Destination Country/Bestimmungsländ/Pais de Destino del Vehículo.
Destination

Model	Model										
Serial No.	X	X	X	X	X						

8 	48 	55 	56
57 	58 	59 	60
			61 "Miscellaneous" for badges lettering etc

Inspection Location/Ort der Prüfung/Lugar de Inspeccion	1 Plant	2 Port of Exit	3 Port of Entry	4 Final Destination												
			Inspection Location													
Damage Code/Schadenscode/ Tipo de Daño B = Broken/Zerbrochen/Roto C = Chip/Lackabplatz/Desconchado D = Dent/Delle/Abbildung G = Glass/Glas/Cristales I = Dirty Interior/Verschmutzung Innenraum/Suciedad Interior M = Missing/Fehl/Feridas S = Scratch/Kratzer/Raya Severity Code (For British Use Only) 1 Small defect/tear or touch up/component replacement 2 Scratches and dents (paint repair) 3 Panel replacement (not sub-standard) 4 Sub-standard 5 Write-off	Position Code	Damage Code	Dimensional/Severity Code	Position Code	Damage Code	Dimensional/Severity Code	Position Code	Damage Code	Dimensional/Severity Code	Position Code	Damage Code	Dimensional/Severity Code				
				11	S	2										
Remarks/Bemerkungen/Observaciones			Remarks/Observations													
Mode of arrival Beförderungsmittel Medio de Transporte																
Delivering Carrier (Name)/Anlieferer/Transportista	X															
Truck No/Ship Kennzeichen/Schiff Camión N°/Buque/Vagon	Delivering carrier / designated collection point															
Signature/Unterschrift/Firma	Delivering carrier signature / Representative at collection point															
Name(Print)/Ilebar/Nombre y Firma	Delivering carrier name / Representative at collection point															
Receiving Carrier Name/Empfänger/Nombre Transportista Receptor	Receiving carrier															
Name of Inspector/Name des Prüfers/Nombre del Inspector	Receiving carrier signature															
Signature/Unterschrift/Firma	Date															
Date/Datum/Fecha	Date															

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FPR receipt (First Point of Rest) or any other surveys

When carrying out the TRANSPORTATION DAMAGE inspection: - Vehicles MUST NOT be washed or de-waxed prior to the inspection.

PLANT ITEMS (Submitted to Jaguar Cars Ltd or Land Rover)	TRANSPORTATION DAMAGE (Jaguar or Land Rover Transit)
Manufacturing production press marks. Panel flex undulations. Plastics moulding deviations. Excess under body wax/sealant wax.	All major damage and minor dents and scratched from impact, collision or contact related, which reasonably could occur during handling activities.
Hidden paint damage that cannot be seen with all the doors, tailgate/boot and bonnet closed, with the exception of paint damage within the driver's door aperture.	Paint damage that is visible with all the doors, tailgate/boot and bonnet closed. Paint damage within the drivers' door aperture. Sill damage unless pre recorded
Paint chips on the edge of panels that are a direct result of an adjacent panel touch condition or fitment of panels, trim or component installation, wheel fitment or any physical paint chips which are not accessible during transit (excluding drivers' door rear side edge and leading edge of passenger door behind the driver's door). Technical paint issues e.g. paint drips and dirt in paint	Chipped paint with evidence of impact, not pre recorded.
Visual blemishes on unpainted bumpers, unpainted exterior trim or unpainted exterior plastics that cannot be detected by touch (typically plastics). Paint Colour mismatches.	All abrasions/scuff marks/texture finish damage on bumpers or exterior trim that can be detected by touch. Implosions with impact evidence
Interior scratches on window glass, lights, indicators, windscreen stress cracks originating from hidden edge. Stress implosions.	Exterior scratches / broken / cracked window glass (none stress related), cracked lights and indicators. Evidence of impact.
Plant Shortages	Any items missing after accepted by sales with evidence of unauthorized entry
Broken interior components and wheel trims inside the vehicle that would not have been fitted.	Items including indicator stalks, gearbox shifts, door handles, switches damaged due to negligent handling, in drivers cockpit area.
All items under film / protective wax (intact / unmarked)	Transit underbody damage that is reported within 5 business working days of delivery.
Soiled interior components that are not within reach of the driving position, such as passenger seats, passenger door trims, carpets in the passenger foot wells etc, except on unauthorized entry into the vehicle.	Soiled interior components that are within reach of the driving position, such as driver's seat, driver's door trim, carpet in the driver's foot well etc. Post formal protection review.
Tyre damage except sidewall.	Tyre sidewall damage and or wheel rim damage.
Dents and scratches around the lug nut area of the alloy which can be caused during fitment (Refer to 8.3.3. - Not typical transport damages).	Dents and scratches on alloy wheels which cannot occur during fitment.

Items in sealed areas are excluded from Transit claims unless there is evidence of seal damage / tampering.
Normal repair authority, warranty, service or transport is required before any repairs are commenced.

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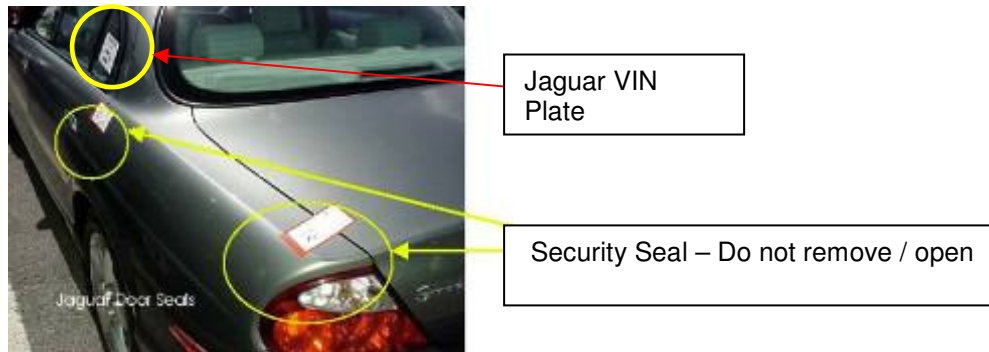
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8.4. Loose Item Check

Whilst in transit, only the drivers' side door can be opened to operate the vehicle or to perform the loose item check.



Check that the following parts are present. All models, irrespective of model or territory:

- Validation of Vehicle Identification Number (VIN) - Check at each contract hand over. No deviation is accepted for this item. Match between window visible VIN plate and the printed delivery label. Report all mismatches
- Ignition smart key / infra-red fobs and spare set
- Wipers fitted
- Spare wheel (where possible)
- Radio/ CD / ICE

For Jaguar only:

- Detachable Lashing eye.