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9.1. Storage Standards

Observe all conditions as detailed in the “Transport Quality Manual”

For detailed technical requirements on tasks please refer to relevant service issued instructions. Available on request to Technical Services.

Vehicles may require storage for varying periods before the customer takes delivery. It is essential that new JLR products are stored correctly, in order to ensure customer satisfaction and prevent product deterioration. All personnel involved in storage operations must conform to the standards, as detailed within this chapter and TQM.

Adequate preventative measures must be taken to ensure that each vehicle in stock is maintained in peak condition.

It is the Service providers responsibility to notify delivery companies / or previous carrier of any loss and/or transit damage identified on receipt of the vehicle, incidents in store or any event which may have detrimental effect to our products. Notification to JLR is also essential to safeguard product care / repair and liability issues that may arise.

It is the responsibility of the service provider to ensure correctly trained personnel and suitable equipment is available. Correct tool calibration and testing is required to retain standards.

9.2. Storage Compounds

Should storage be necessary during JLR Outbound Distribution, the following site requirements must be observed.

- Compound surfaces are to be constructed with materials that do not degrade from the torque action of wheels
- Roadways should be made from good quality tarmac, block paving or concrete
- All parking areas are to be constructed as above, or with a correctly bound aggregate, which has been rolled and compacted
- All service Providers are to undertake regular, at least monthly, maintenance of roadways to remove loose items
- All zones utilised for storage should be adequately drained
- Maintenance programs and routine checks to be made by the operator to ensure high standards are in operation
- Vegetation around perimeters or general parking areas is to be removed on a periodic basis. (At least annually)
- Hedges, trees and shrubs adjacent to the site, and by entry and exit routes, should be kept trimmed and clear of parked cars.
- Vehicles should not be parked under trees, overhead cables, tall light structures and other overhanging structures because of birdlime or sap contamination
- Access roads with low trees should be notified to appropriate local authorities for removal or maintenance
- Main Transporter load bearing areas should be provided
- Pedestrian paths and loading zones must be fully marked
- Transport loading must be segregated from other activities

- The receipt and unloading zones must be asphalt/ concrete hard standing and suitable for truck traffic
- The storage areas should be coated with asphalt, secured with lattice brickwork or similar covering and adequately drained. Crushed and rolled aggregate is suitable for parking but should not extend to compound roads and or turning areas
- Fire points or hydrants must be arranged at suitable points on the storage areas and clearly identified. Use of which should be evidenced by local training manuals for personnel as per H&S compliance
- The areas used for parking our products must be entirely separate from other non-automotive goods. Load preparation areas should be well lit to enable damage inspections to be performed easily

Minimum Safety distances at preparation areas/compounds/storage:

- Product should be parked front to rear at a distance of 30cm (at closest point)
- Side distance between cars must be at least 75cm (at closest point)
- Distance to fixed installations at least 75cm (at closest point)

Vehicle door openings vary and should always be considered when arranging parking. It is recommended that where possible the same model of vehicles should be held together.

All measurements are to be to the nearest point between products. i.e. mirrors

- All vehicles to be parked with wheels pointing forwards
- Vehicles are to be grouped by model wherever feasible
- High bodied and low bodied product, 4x4 - Sports saloon should not be mixed and must be held separately from each other due to the restricted vision that will occur.
- It is advised that left and right hand drive products should be separated or adequate space between rows to compensate and avoid door on door contact.
- Internal ramps/slopes on roads should not to exceed 8 degrees on approach /departure angles.
- Parking plans to be developed and available for inspection with indicated traffic flow/s.
- Signage should give adequate direction and awareness of compound disciplines.

9.3. Storage Quality

- Tools supplied with the vehicle must not be used for any rectification work, or wheel changes
- All personnel should be fully trained
- For each receipt or movement the authorised operative is expected to park the vehicle to standard and to the following condition at all times
- Doors/ windows closed
- Keys should be stowed in the driver's door pocket for all models except Defender. Keys for Defender (which has no door pockets) must be stowed on the centre console
- Engage 1st Gear (manual) or engage "P" – Park (auto)
- Apply handbrake
- Loose (visible) items checked when not sealed
- Reposition any dislodged seat protection and floor protections
- Exterior/interior check for damage conditions (As per chapter 8 survey standards)
- Complete storage History Card (TQM Appendix 13) and file report at 30 days in storage
- When available record to tracking system that vehicle inspection has been completed.
- Vehicle MUST be checked for VIN number against delivery label of every vehicle received
- All mismatched vehicles must be notified to JLR Distribution operations immediately



- A vehicle storage History Card should be raised for every vehicle at 30 days in storage (See Appendix 13). This should remain in the vehicle until final delivery call off. These should be filed by model, by VIN number on release for delivery. All checks, quality actions and failures must be recorded to the history card.
- Vehicles identified by tracking systems as reaching 30/60/90 days in storage are to be subject to additional care activity as detailed within the History Card: Care Programme (Appendix 11). Remove all records from vehicle on release from stock and file.
- If excessive deposits of bird lime or airborne (e.g. ferrous oxide or industrial fallout) or any other type of visual contamination are identified vehicles should undergo a cold water wash, (no detergents) to ensure paint quality is not compromised.

Damaged vehicles found whilst in storage, follow damage process outlined in Chapter 7.

9.4. Protective Film

- Current range: Some LR-Deep-Sea, long-haul destinations, as designated appropriate
- The transit protection film must be removed from the vehicle no later than 200 days
- Date from ABS to be taken as the date of application

The removal procedure is as follows.

1. Peel the film from the corners, pulling the film back on its self by 180 degrees to the panel.
NOTE: If the panels are hot, (panel temperature in excess of 40 degrees C) THE TEMPERATURE MUST BE REDUCED BY SPRAYING CLEAN WATER ON TO THE FILM SURFACE. This will ensure that no adhesive remains on the panel surface.
2. Wash vehicle with water. Wipe along the edges of previously protected panels with panel cleaner to remove any adhesive trace, which may have bled from the film edges.
3. The film is a biodegradable polypropylene material and is suitable for landfill disposal. Your local environmental agency should be consulted for specific local requirements.
4. Return vehicle to storage condition.

9.5. KATS (Wax) Protection

Some Jaguars going to export markets have Kats over body protection.

Kats Coating must be removed at 200 days in storage.

Jaguar Kats coating can only be removed at approved locations and using approved methods. Seek advice before attempting. Currently only dealers, preparation centres and plant have the capability to undertake this work. Transfer to appropriate location before work commences.

9.6. Battery Care

Currently all vehicles received into storage are fitted with electronic battery isolators/transit relay except Defender Models (Please refer to table below). No actions other than key out disciplines are required to vehicles received in to storage in respect of battery care. The Defender range of vehicles for long term storage however may benefit with battery disconnection.



MODEL	BATTERY ISOLATOR FITTED?
Range Rover (L322)	YES
Range Rover Sport (L320)	YES
Discovery (L319)	YES
Defender (L316)	NO
Range Rover Evoque (L538)	YES
Freelander (L359)	YES / Operational Mode Management Software (OMM)
XF (X250)	YES
XK (X150)	YES
XJ (X351)	YES

Whenever Defender Models are parked for extended periods (30 days or over), batteries should be disconnected since battery isolator is not fitted. The correct tools must always be used. Only trained personnel should be authorised to undertake this activity.

Defender battery reconnections should be to correct Torque levels. Voltage checks should be undertaken before the battery is reconnected. Once the Defender battery has been reconnected, the key fob will need to be reset by pressing the unlock button 3 times – the indicators will flash as per a normal unlock when the process is complete. The radio code will also be required to be inputted again. If a Defender is in storage for more than 90 days, after battery disconnection, vehicle is to be reconnected and run till the engine is warm and voltage checked.

Car batteries must be recharged in accordance with specified intervals or following Midtronics / DVM tester instruction.

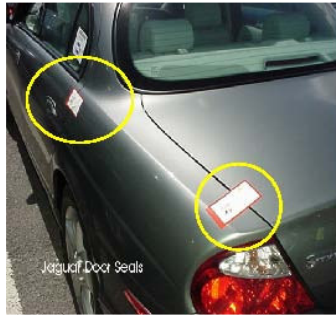
For vehicles below 12.5 volts, this should be recorded on the History sheet. On notification for release, a replacement battery should be supplied and fitted.

Replacement of vehicle batteries:

- Ensure that correct battery type is requested
- Confirm type is correct on receipt of a battery from store
- For removal purposes, first disconnect the negative, then the positive terminal of the battery
- For installation / reconnection, apply the reverse sequence, i.e. first the positive terminal, then the negative terminal
- Terminals should be tightened to factory torque settings
- A lifting device is recommended to assist battery removal and operative safety in the event of multiple changes being required
- Operative safety is a primary consideration at all times. When storing batteries it is essential that they comply with Health and Safety requirements as stipulated by your Health and Safety Manager
- Scrap batteries must be returned to plant MP&L for the safe and controlled disposal in line with environmental guidelines

9.7. Loose Item Check

The following items should be checked at each and every receipt or contract transfer, irrespective of location. They form a core part of any survey checks undertaken. Vehicles should be checked (subject to market standard items) and can include the following items: -



Do not disturb sealed areas.
Report all broken seals.

- Two sets of keys / infrared sensors
- Spare wheel and tools (where present)
- ICE /Sat Nav present
- Vehicle protection in place

Items in secure areas /sealed / under bonnet or where removal of seats would be needed to be made to confirm their presence and are specifically excluded in respect of TRANSIT checks.

If broken seals are noted then this condition should be recorded to the vehicle history record/card, VLDR or tracking system and reported to JLR.

9.8. Compound Security

- On commencement of use of any storage compounds, a risk assessment should be undertaken and programme of works agreed to prevent unauthorised access, pilferage and vehicle thefts
- All storage areas utilised are required to be adequately fenced to ensure product protection from external attack and thefts
- The site should be protected by heavy duty anti theft barriers if possible to prevent ram raids, or other secure perimeter fencing.
- Security control and surveillance should be undertaken and operate on a full 24 hour basis
- Perimeter fencing, crash barriers and concrete stoppers are recognized and recommended security enhancements
- Agreed security arrangements and attendance are a JLR contractual obligation and will be included within contracts agreed
- Access to compound for individuals is to be controlled.
- No access to be granted without prior authority and individuals must comply with security controls operating and all H&S requirements
- A booking system should be in operation
- The SP (Service Provider) is responsible for the conduct of all personnel on their compound, terminal or port. Any contravention or poor conduct must be reported to senior management immediately