

# Jaguar Land Rover

## 1. Carrier Procedure

### Delivery and Receiving Vehicles

Date 1<sup>st</sup> May 2011  
Presented by Sevatas

Procedure: JL00006  
JLR - RMP: 25.03



## Contents

### **1. Flow Chart of Process** **Page 3**

The flow chart is a simple overview guide to how the process works when the carrier delivers vehicles to the dealer/PDI Centre/Distributor. This can be used as a quick referral point to establish which section of the process should be followed.

### **2. Carrier Procedure -Receiving and Delivering Vehicles** **Page 4**

The procedure provides instructions on what to do when delivering and receiving vehicles, how claims are submitted by Sevatas in the event of transit damage being identified and what documentation the carrier needs to complete and obtain to protect their liability.

### **3. Delivery Inspection Standard** **Page 8**

The inspection standard is a guideline to help establish if damages upon collection or delivery, relates to transit or non transit damage.

## Appendix

### **1. Example of a Completed Vehicle Loss and Damage Report (VLDR)** **Page 9**

This is a dummy version of a completed VLDR which indicates areas that must be completed by the receiver and the representative at the designated collection point. Identified areas are in red text.

VLDR relates to Section 1 of the Carrier Procedure.

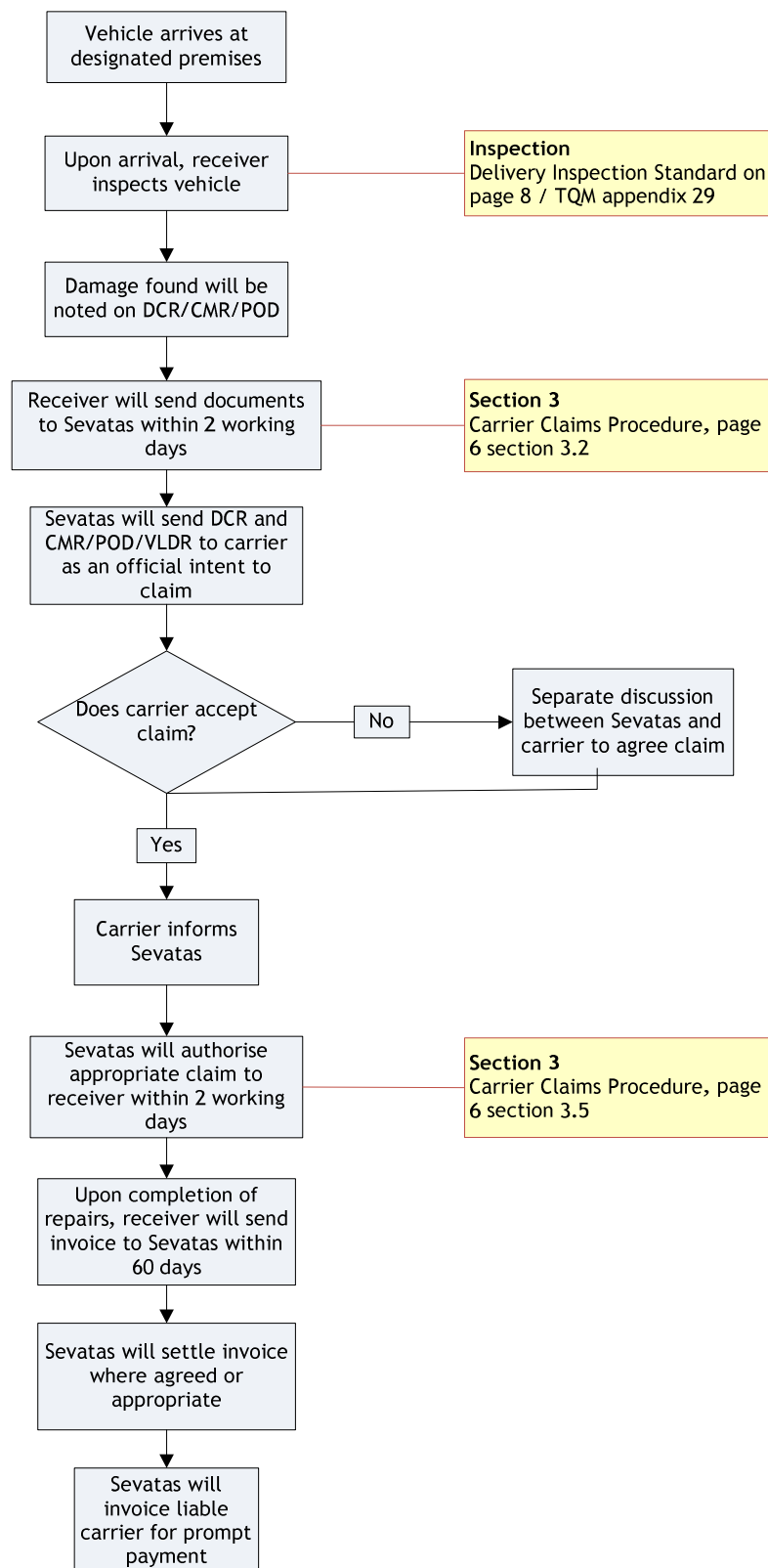
### **2. Example of a Completed Dealer Condition Report (DCR)** **Page 10**

This is a dummy version of a completed DCR which indicates areas that must be completed by the receiver and the carrier. Identified areas are in red text.

DCR relates to Section 2 of the Carrier Procedure.

## Flow Chart of Process

### Jaguar and Land Rover - Claim Process



## Section 1 Procedure for Receipt of Vehicle

- 1.1 Carrier's liability commences once the vehicle is collected from the designated collection point.
- 1.2 Upon collection and before loading, the carrier should inspect the vehicle and any transit damage found should be noted on a Vehicle Loss and Damage Report (VLDR) which should be countersigned by a representative of the designated collection point. The convention on the contract for international carriage of goods by road (CMR)/ Delivery Note/ Proof of Delivery (POD) must also state the damage by the appropriate vehicle identification number (VIN) and be countersigned by the representative.

### **IMPORTANT**

Only transit damages, as defined by the Transit Damage Inspection Guidelines (Page 7) should be noted on the Vehicle Loss and Damage Report (VLDR) upon collection.

- 1.3 A copy of this VLDR must be sent to Sevatas and a copy retained by the carrier. Contact details as follows...

Sevatas	
St Vincent House	T: + 44 (0) 1473 346100
1 Cutler Street	F: + 44 (0) 1473 346093
Ipswich	E: jaguarlandrover@sevatas.com
IP1 1UQ	W: www.sevatas.com
United Kingdom	

### **IMPORTANT**

The VLDR MUST be removed before the vehicle reaches the final destination.

It is the carrier's responsibility to inspect the vehicle before handling and to obtain the correct countersigned documentation in order to protect their liability. This documentation MUST be supplied when rejecting future claims, failure to do so any rejections will not be accepted and the carrier will be held fully responsible for the claim.

## Section 2 Procedure for Delivering Vehicles

### **Process for Receiver (Dealer/ PDI Centre/ Distributor)**

- 2.1.1 Immediately upon arrival at the designated premises a full Transportation Damage inspection MUST be carried out to assess the condition of the vehicle in accordance with the JLR Delivery Inspection Standard only.

### **IMPORTANT**

For vehicles delivered during working hours, the inspection MUST be carried out in the presence of the delivering driver.

The inspection **MUST** be carried out whilst the vehicle is in a transit condition. Washing of the vehicle, removing vehicle protection and all PDI activity is prohibited until the inspection is completed.

- 2.1.2 If damage is found, the receiver will complete a DCR (Dealer Condition Report)/ POD /VLDR /CMR notating the damage.  
This must be countersigned by the driver. The driver is to retain the pink copy of the DCR/ POD for their records.
- 2.1.3 The CMR/ Delivery Note/ POD / VLDR must be noted with the damage against the appropriate VIN number by the dealership/ delivery destination and countersigned by the driver.

#### **IMPORTANT**

If the driver fails to wait or refuses to sign the documentation, the carrier may be held liable for the damage.

The driver signing the DCR/ POD / VLDR is **NOT** an admission to liability, but to countersign that the damage was present.

The driver would have inspected the vehicle before collection and would have sufficient evidence to prove the condition of the vehicle before delivery. Therefore liability can be clearly established.

- 2.1.4 Where a vehicle is considered free of any transit damage, the receiver needs only sign the appropriate CMR/ Delivery Note/ POD and retain a copy for their records.
- 2.1.5 For vehicles delivered outside of normal business hours or subsequently identified with underbody damage...

The receiver must identify transit damage on the next working day following delivery. Underbody damage must be established within 4 working days following delivery.

#### **Handover to Succeeding Carriers (Port Of Entry/ Compound)**

- 2.2.1 Upon delivery to the nominated delivery point and at the handover to the succeeding carrier, a full Transportation Damage inspection **MUST** be carried out to assess the condition of the vehicle in accordance with the JLR Delivery Inspection Standard only.

#### **IMPORTANT**

The inspection **MUST** be carried out whilst the vehicle is in a transit condition. Washing of the vehicle, removing vehicle protection and all PDI activity is prohibited until the inspection is completed.

- 2.2.2 If damage is found, then a VLDR / DCR **MUST** be completed.
- 2.2.3 Where possible the VLDR must be countersigned by the succeeding carrier.

### Section 3 Intent to Claim Process

- 3.1 Sevatas will email the responsible carrier an official intent to claim on the same day as receipt from the dealer / delivery destination. This will include the relevant DCR and CMR/ Delivery Note/ POD / VLDR.
- 3.2 The carrier must respond within 2 working days of receipt to confirm acceptance of liability, rejection of the claim or if they wish to inspect the vehicle. If the claim is rejected the carrier must supply supporting evidence e.g. VLDR.
- 3.3 If the vehicle is inspected by the carrier's representative, any revised estimate figures must be sent to Sevatas immediately.
- 3.4 Following the response from carrier, Sevatas will authorise for the repairs to commence back to the receiver.
- 3.5 For the purpose of actions undertaken from Sevatas, claims received by the receiver after 16:00 will be deemed as being received/handled, on the next working day.

Prompt and accurate responses are important to ensure vehicles are repaired without delays.

#### **IMPORTANT**

If the carrier does not respond within 2 working days, Sevatas will assume the carrier is in agreement and accept liability. Sevatas will then authorise for repairs to commence.

Further queries or rejections to a claim after this time period will not be accepted.

Failure to supply Sevatas with revised estimate figures will not be accepted at a later date for refusal of recovery settlement.

### Section 4 Replaced Parts

- 4.1 Should the carrier require the replaced parts following a repair, the carrier must contact the dealer / delivery destination or Centre of Excellence directly and arrange collection within 20 days from the vehicles delivery.

The receiver will keep all replaced parts for a period of 20 days from delivery. After this time, they will be destroyed.

All damaged wheels are to be destroyed and unavailable for collection by the carrier.

#### **IMPORTANT**

If parts are not available for collection within the 20 day period, the carrier must inform Sevatas as soon as possible.

Failure to notify Sevatas or to collect parts within this time will not be accepted as a reason to reject a claim.

Should the carrier need an extension to the 20 days, this should be arranged between the carrier and the receiver directly.

## Section 5 Recovery of Repair Costs

- 5.1 Following completion of repairs and payment of the final invoice to the receiver, Sevatas shall submit an invoice to the carrier on a monthly basis for prompt settlement.
- 5.2 PAYMENT TERMS: 30 DAYS FROM RECEIPT OF CLAIM INVOICE.
- 5.3 Our banking details are specific to the manufacturer. Please ensure to settle the recovery money into the correct account as stated on the invoice or in covering correspondence when claims are submitted.

## Section 6 Contact Points

- 6.1 Should the carrier have any questions or queries regarding this process please contact the following:

Sevatas  
St Vincent House  
1 Cutler Street  
Ipswich  
IP1 1UQ  
United Kingdom

T: + 44 (0) 1473 346100  
F: + 44 (0) 1473 346093  
E: jaguarlandrover@sevatas.com  
W: www.sevatas.com

## Transit Damage Inspection Guidelines

This document is a guide to help you establish if your claim relates to transit or non transit damage. 'Transit' items must be claimed via Sevatas and 'Manufacturing' items via JLR.

In accordance with Section 1 of the European Delivery Process, the inspection MUST be carried out immediately upon arrival at the designated premises whilst the vehicle is in a transit condition.

Washing of the vehicle, removing vehicle protection and all PDI activity is prohibited until the inspection is completed.

Damage Description		Damage Categorisation	
		Transit Damage	Manufacturing
1.	All damage as a result of an impact during transportation.	✓	
2.	Manufacturing production press marks, wavy panels, plastic moulding defects, incorrect build.		✓
3.	Paint damage that is visible with all the doors, tailgate/boot and bonnet closed. Paint damage to driver's door edge, sill where not protected.	✓	
4.	Paint damage that cannot be seen with all the doors, tailgate/boot and bonnet closed.		✓
5.	Paint chips caused during transit.	✓	
6.	Paint chips on the edge of panels that are a direct result of an adjacent panel touch, poor fit during build at factory or panels locked in transit mode.		✓
7.	Blemishes on unpainted bumpers or unpainted exterior trim that cannot be detected by touch. Paint colour mismatches, dirt in paint, poor paint finish.		✓
8.	All damage/scuff marks on bumpers or exterior trim that can be detected by touch.	✓	
9.	Glass damage including exterior scratches, broken, cracked windows, lights, indicators.	✓	
10.	Interior scratches on window glass, lights, indicators and windscreen stress cracks / implosions.		✓
11.	All missing items stored in sealed areas or in under body locations.		✓
12.	Loose items, where broken seals are reported.	✓	
13.	Damage to interior components out of the reach of the driving position.		✓
14.	Damaged to interior items within the reach of the driving position.	✓	
15.	All damages under film / protective wax.		✓
16.	Soiled interior components that are within reach of the driving position.	✓	
17.	Soiled or damaged interior components that are not within reach of the driving position.		✓
18.	Tyre sidewall damage, wheel trim where fitted, nail in tyre, tyre tread damage	✓	
19.	Dents and scratches on alloy wheels of a transit nature.	✓	
20.	Dents and scratches on alloy wheels caused during build/ fit at factory and missing valve caps		✓
21.	Bird lime and air borne contamination.	✓	

### Example of Completed VLDR (Front page)

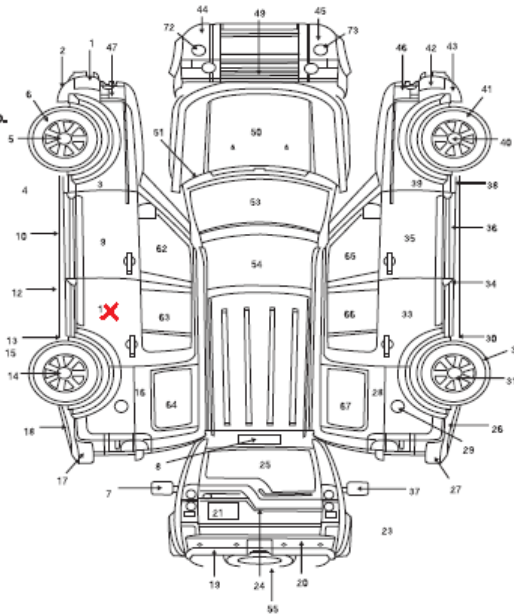


## Vehicle Loss and Damage Report Meldung über Transportschäden/ - verluste Informe de Daños y Falta

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

**Destination**

Model	Model					
Serial				X	X	X
8	48	55	56	57		
58	59	60	61	74		
				"Miscellaneous" for badges lettering etc		



Inspection Location/Ort der Prüfung/ Prüfung/	1	Plant		2	Plant of exit		3	Port of entry		4	Final destination	
	<b>Inspection point</b>											
Damage Code/Schadenscode/ Tipo de Daño	Position Code	Damage Code	Dimensions/ Severity Code	Position Code	Damage Code	Dimensions/ Severity Code	Position Code	Damage Code	Dimensions/ Severity Code	Position Code	Damage Code	Dimensions/ Severity Code
B = Broken/Zerbrochen/Roto C = Chip/Lackabplatz/Descorchado D = Dent/Delle/Aboladura G = Glass/Glas/Cristales I = Dirty Interior/Verschmutzung Innenraum/Suciedad Interior M = Missing/Fehl/Perdida S = Scratch/Kratzer/Raya								<b>II</b>	<b>S</b>	<b>2</b>		
Severity Code (For British Use Only) 1 Small defect/dealer touch up/component replacement 2 Scratches and dents (paint repair) 3 Panel replacement (not sub-standard) 4 Sub-standard 5 Write-off												
Remarks/Bemerkungen /												
Mode of arrival Beförderungsmittel Medio de												
Delivering Carrier (Name)/Anlieferer/ Transportista	<b>Delivering carrier / designated collection point</b>											
Truck No./Ship/Kennzeichen/Schiff Camion N°/Buque/Vagon												
Signature/Unterschrift/Firma	<b>Delivering carrier signature / Representative of collection point</b>											
Name(Print)/Nombre/ Nombre y Firma												
Receiving Carrier Name/Empfänger/ Nombre Transportista Receptor	<b>Receiving carrier</b>											
Name of Inspector/Name des Prüfers/ Nombre del Inspector												
Signature/Unterschrift/Firma	<b>Receiving carrier signature</b>											
Date/Datum/Fecha	<b>Date</b>											

Land Rover LR 33159  
Oct. 2000

See reverse for declaration of carriers liability

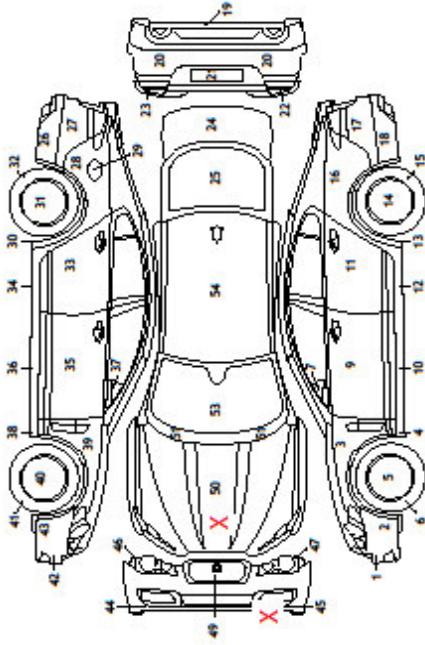
Example of Completed DCR





**JAGUAR CARS**  
DISTRIBUTOR (DEALER) CONDITION REPORT


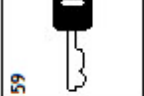

T: +44 (0)1473 346100  
F: +44 (0)1473 346093  
E: info@sevatas.com

Shipping Ref: **XXXXXXXXXX**  
Chassis No.:

Damage Code  
B = Broken  
C = Chip  
D = Dent  
G = Glass  
I = Dirty Interior  
M = Missing  
S = Scratch



48  55  56  57 

58  59  60 

USE 61 - 'MISCELLANEOUS' FOR BADGES, LETTERING ETC.

DISTRIBUTOR (DEALER) DAMAGE NOTATION

50 - S  
45 - S

DATE VEHICLE RECEIVED: 01/07/2011

TRANSPORT COMPANY NAME: Transport Company Name

DRIVERS COMMENTS AND SIGNATURE: Drivers Signature

DISTRIBUTOR (DEALER) PRELIMINARY CLAIM ADVICE/ESTIMATE

50 s - Labour €150.00  
Paint & Materials €100.00  
Parts €0.00

45 s - Labour €200.00  
Paint & Materials €150.00  
Parts €0

DISTRIBUTOR (DEALER) STAMP AND SIGNATURE

Receiver signature and Dealership stamp