

# Jaguar Land Rover

## 3. European Delivery Procedure

### Claim Management Procedures

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

Procedure: JL00002  
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. This can be used as a quick referral point to establish which section of the process should be followed.

### **2. European Delivery Procedure** **Page 4**

The procedure provides instructions on what to do on receipt of a vehicle and how to submit a claim to Sevatas in the event of transit damage being identified.

### **3. Delivery Inspection Standard** **Page 9**

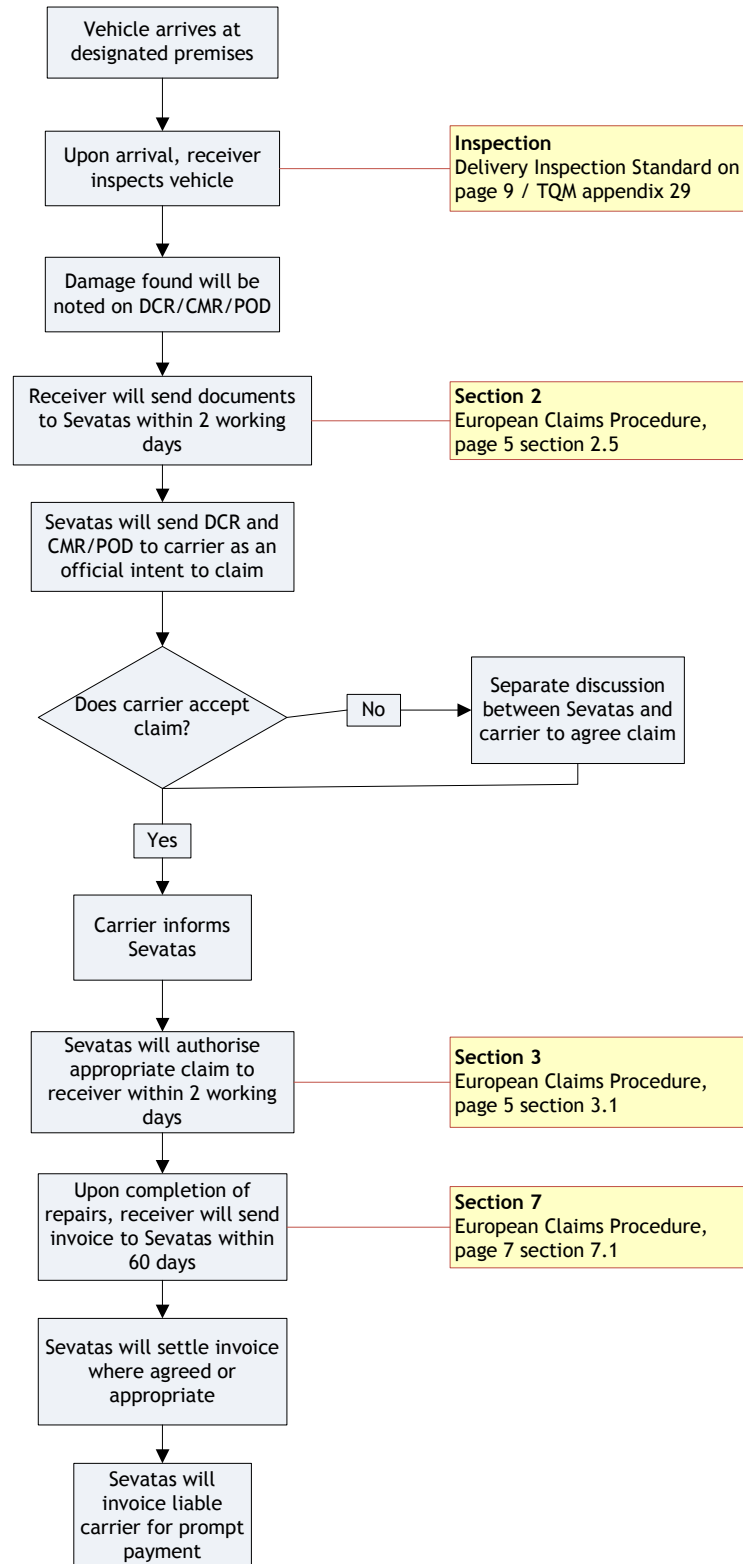
The inspection standard is a guideline to help you establish if your claim relates to transit or non transit damage.

## Appendix

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

The dummy version of a completed DCR indicates areas that must be completed in order for a claim to be accepted. Identified areas are in red text. (Section 2 - European Claims Procedure)

## Flow Chart of Process



## European Delivery - Claims Management Procedure

### Section 1 Receiving Vehicles

- 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' on page 9 or (appendix 29 of the TQM).

#### **IMPORTANT**

The inspection **MUST** be carried out in the presence of the driver. (For 'out of hours' deliveries please see Section 2.6 for guidance)

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.

- 1.2 Where a vehicle is considered free of any transit damage, the receiver need only sign the appropriate transport documentation, The convention on the contract for international carriage of goods by road (CMR) Note or Delivery Note and retain a signed copy.

### Section 2 If a Vehicle has Transit Damage

In the event of transit damage being identified...

- 2.1 The CMR Note or Delivery Note **MUST** be signed and claused with the transit damage identified against the appropriate chassis number.
- 2.2 The receiver **MUST** retain a copy of the CMR Note or Delivery Note.
- 2.3 A Dealer Condition Report (DCR) form **MUST** also be completed by the receiver in order for the claim to be submitted to Sevatas.

When filling in the DCR it is important that the following areas are completed:-

#### Vehicle Profile

- Each damage **MUST** be marked with a cross on the vehicle profile to locate the position

#### Distributor (Dealer) Damage Notation

- The area code and damage type must be written with a brief summary of the damage
- The date the vehicle was received
- Transport company name
- The driver's signature **MUST** be obtained
- If the vehicle is delivered 'out of hours', this must be written as a replacement for the driver's signature. (See 2.6 for guidance)

#### Distributor (Dealer) Preliminary Claim Advice/Estimate

- Detailed description of repairs which **MUST** include:-
  - Labour
  - Parts - This should be net price.
  - Paint and Materials

- Photographs
- An authorised signatory from the receiver MUST sign and company stamp the DCR in the lower right hand corner to confirm the details recorded.

#### **IMPORTANT**

When charging for replacement parts, prices should be the net price and not customer price.

- 2.4 On completion, the receiver MUST keep the original DCR and the delivery driver MUST keep a copy as confirmation of the damage recorded.
- 2.5 The DCR and CMR Note or Delivery Note confirming the damage MUST be then emailed or faxed to Sevatas within 2 working days of the vehicle delivery.
- 2.6 For vehicles delivered outside of normal business hours or subsequently identified with underbody damage...
  - 2.6.1 Transit damage MUST be established on the next working day following delivery. Underbody damage must be established within 4 working days following delivery.
  - 2.6.2 Advice of the damage including the completed DCR and a copy of the CMR Note or Delivery Note, MUST be emailed or faxed to Sevatas immediately the next working day.
- 2.7 For the purpose of actions undertaken from Sevatas and the carrier following submission of your claim, claims received by Sevatas after 16:00 will be deemed as being received on the next working day.

A supply of DCR forms for both Jaguar and Land Rover may be obtained from Sevatas.

#### **IMPORTANT**

Manufacturing items will not be accepted as transit damage. Please see 'Delivery Inspection Standard' for guidance on page 9 (or appendix 29 of the TQM).

When the original submission is sent in within 2 working days as defined in 2.1 and 2.5 but there are discrepancies, Sevatas will send a request by either fax or email to resolve this. A further 3 working days will be accepted as a time extension to respond. If Sevatas does not receive a response within the total 5 working days the claim will be rejected.

### **Section 3 Repair Authorisation**

The carrier has 2 working days from receipt of the estimate in which to arrange inspection of the vehicle.

- 3.1 Sevatas will inform you after 2 working days if repairs may commence.
- 3.2 If further damage is found during dismantling of the vehicle for repair, which has had been caused by the original impact, repairs MUST stop and a revised estimate sent to Sevatas immediately. This will start a further 2 working day inspection period.

**IMPORTANT**

Repair work **MUST NOT** commence until written authority to proceed has been given by Sevatas. If repairs commence before written authority is given by Sevatas, the claim will be rejected.

The authorisation may be delayed for reasons beyond Sevatas's control. Sevatas will however keep you informed of the current position.

**Section 4**  
**Estimates Exceeding €1,500**

- 4.1 If the estimate repair cost exceeds €1,500, or equivalent in local currency, Sevatas will contact you immediately to confirm if an independent assessor's report is needed to verify the claimed amount.
- 4.2 Sevatas will arrange for the independent assessor to attend and will settle the costs directly.

**IMPORTANT**

Repair work **MUST NOT** commence before this survey has been completed.

**Section 5**  
**Outsourced Repairs**

- 5.1 Where the repair has been outsourced, the outsourced repairer's costs must be settled directly by the receiver.
- 5.2 The receiver must then raise an invoice for repair costs, excluding VAT, to Sevatas, including a copy of the outsourced repairer's invoice.

**IMPORTANT**

Should a claim be sent to us without the outsourced repairer's invoice attached, the claim will be rejected.

Outsourced repairers must be approved JLR repairers.

**Section 6**  
**Replaced Parts**

- 6.1 All replaced parts **MUST** be kept for a period of 20 days from delivery date as the carrier may want to collect or inspect the parts.

This process must be arranged between the carrier and the receiver.

**IMPORTANT**

If parts are not available to the carrier within the 20 day period, this will result in non-payment of your claim. Standard insurance practice entitles the liable party to the right to own any removed part following completion of repairs. Only those parts removed or replaced during the transit repair are expected to be kept and made available to the

carrier. Should the carrier need an extension to the 20 days, this should be arranged between the carrier and the receiver.  
All damaged wheels are to be destroyed and not made available to the carrier.

## Section 7 Presentation of Claims for Payment

- 7.1 Immediately after the repairs have been completed and within 60 days of the authorisation date from Sevatas, the claim **MUST** be forwarded either via email or to the following address by post. The invoice must be addressed to either Jaguar Cars or Land Rover, dependant on which manufacturer the repair invoice relates to:

Jaguar Cars	Land Rover
c/o Sevatas	c/o Sevatas
St Vincent House	St Vincent House
1 Cutler Street	1 Cutler Street
Ipswich	Ipswich
IP1 1UQ	IP1 1UQ
United Kingdom	United Kingdom

### **IMPORTANT**

Please ensure to include your banking details with the invoice, in order for prompt payment to be made.

If your invoice can not be sent to us within 60 days due to reasons beyond your control, e.g. delayed parts, please inform us so we can extend the time when necessary.

- 7.2 All claims submitted **MUST** be supported by the following documentation.
- Original repair invoice excluding VAT or local equivalent
  - Outsourced repairer's invoice, where appropriate (this refers to Section 5)
- 7.3 The repair work and amount claimed **MUST** relate to the preliminary damage and repair estimate advice emailed/faxed to Sevatas. Approved JLR repair times (or other agreed times) **MUST** be used for all work undertaken.

## Section 8 Contact Points

8.1 Should you have any questions or queries regarding the process please contact the following:

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

## Section 9 In the Event of a Complaint

9.1 Should you have a complaint relating to the handling of your claim please contact us.

9.2 We shall respond within 2 working days to acknowledge your complaint, advise who will be dealing with your complaint and when a more specific response can be anticipated.

9.3 We will aim to respond to your complaint with a specific response within 5 working days.

## Section 10 Endorsements

Any applicable endorsement to this procedure will appear here.  
Endorsements: - None 01/03/2008

### **IMPORTANT:**

Failure to comply with this procedure will result in the rejection of your claim in part or in full.

## 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 Jaguar and Land Rover.

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 Dealer Condition Report (DCR)


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


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


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


sevatas  
a Pound Gates company


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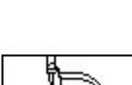
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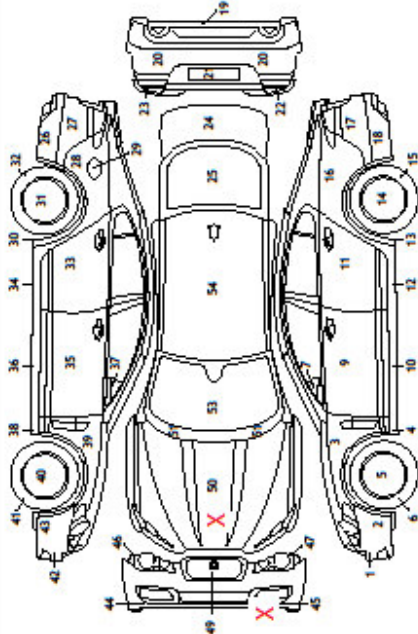
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Damage Code  
B = Broken  
C = Chip  
D = Dent  
G = Glass  
I = Dirty Interior  
M = Missing  
S = Scratch

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**

FORM No. 20000X  
ISSUED 02/2011

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