

VOLVO

NEW VCR INSTRUCTIONS:

The Vehicle Condition Report (VCR) is the Volvo “Damage Notation” Document. This document must be completed in accordance with the following procedures every time new damage is noticed on the chassis.

At every hand-over point or at any point in the route where responsibilities is transferred, the chassis must be checked in accordance with the *Instructions for inspection personnel – assessment of transit damages*. Every time damage is found on a chassis, a VCR must be completed with all of the new damage that has been noticed and both the parties delivering the chassis and the party receiving the chassis **MUST** sign it. A copy of this VCR must be kept by each, and a copy must stay with the chassis itself until an approved Volvo repair centre has repaired the damage.

A new VCR must be completed for every new incidence of damage and no addition notation made to any existing VCR that has a notation and is travelling with the chassis. This means that a single chassis can actually have several VCRs, one for each time new damage is noted. Remember you may spot damage that has already been noted earlier in the route. Therefore if you spot any damage you should first check to see if it has already been issued with a VCR. Then and only then issue an additional VCR if the damage differs from that already noted.

If there is any need for a local procedure that deviates from the handover procedure, then this must be discussed with and approved by the Volvo Logistics Risk Management department.

VCR Completion Guide:

The VCR must be completed fully. Here is an explanation of each box:

- **Model** - Box number 1
 - Insert the chassis model here, for example 285 (chassis) FM12 (truck) B7L (bus)
- **Chassis** - Box number 2
 - Insert the last 6 digits of Unique Chassis Number here.
- **Location Code** - Box number 5
 - This is the code for part of chassis damaged and can be found in box number 3
- **Damage Code** - Box number 6
 - Insert the 2-digit numeric code used to describe the TYPE of damage. These codes can be found in box number 4
- **Additional Notes** – Box number 7
 - Any notes you can provide on the incident, and/or description of damage.

The following must be filled out by two separate parties, Hand-Over from being the person delivering the chassis to the Hand-over to party. Valid for section A and B

- **Transport Ref** - Box letter (a)
 - Your reference number - ship name / voyage number, transporter registration number, flight number, your job code or anything that helps identify the transport.
- **Company Name** - Box letter (b)
 - Name of your Company OR Company you are working on behalf of (if your a sub-contracted haulier, this is the name of the Company that subcontracted you).
- **Name** - Box letter (c)
 - Your first name and last name, in block letters.
- **Sign/Date** - Box letters (d) & (e)
 - Your signature, and the date damage was noted (i.e. today's date)
- **City** – Box letters (f)
 - Place of hand over

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DAMAGE NOTATION

The damage codes can be found in box number 4. ALL damage locations must be noted with the appropriate codes in the three boxes provided - if you run out of space, please use the "Additional Notes" Columns provided, or note several locations in each box.

SIGNING

We require TWO signatures on the VCR to confirm damage.

If the chassis was damaged whilst in YOUR chassis, then you must sign the "Hand-Over From" box.

When you deliver / pass-on the VCR, this person must sign the "Hand-Over To" box.

Please complete ALL boxes, and sign / date the VCR.

COPIES

The VCR is a 3-part document.

The BOTTOM copy goes to the "Hand-over From" Person

The MIDDLE copy goes to the "Hand-over To" Person

The TOP copy STAYS IN THE CHASSIS.

Please ensure the white copy is placed on the dashboard, in front of the steering wheel so the next person in the transport route has easy access to the form.

Code	Description	Example
ODC	Origin Distribution Centre	Esdc
POE1	First Port of Exit	Goteborg
POA1	First Port of Arrival	Immingham
MDC	Market Distribution Centre	Killingholme
POA2	Second Port of Exit	Liverpool
POE2	Second Port of Arrival	Ballyclare
DPE	Distribution Process End	Dennison Commericals

The following example applies to any chassis but the locations may differ between chassis types.

In this example, a fictitious chassis, model XXX chassis number 123456 are transported from the FACTORY in Sweden to a DEALER in Italy. During this transport, the chassis will sustain damage during every leg of the transport incidents:

LOCATION: Chassis Production Factory, Goteborg, Sweden

The chassis is collected from the factory. During the inspection, the transporter notices that the front bonnet is scratched. The chassis is either returned to the factory for repair and re-inspection or a new VCR form, is completed (see example reference VCR-01). The factory and the transporter sign the VCR, a copy is kept by each with the third copy left in the chassis. The chassis is then transported to the origin distribution centre (Ebbe)

LOCATION: Origin Distribution Centre, Gothenburg, Sweden - ODC

The chassis is collected from the distribution centre by the Swedish transporter. During the inspection, the transporter notices that the front right wheel is chipped. A second VCR form is now completed (see example reference VCR-02). The ODC operator and the transporter sign the VCR, a copy is kept by each with the third copy left in the chassis. There are now 2 VCR forms in the chassis, one for each incident. The chassis is then transported to the first port of exit (POE1) at Gothenburg.

LOCATION: Port of Goteborg, Goteborg, Sweden – POE1

The chassis is delivered from the ODC to the port by the transporter. When the transporter hands the chassis over to the port, a small crack is noticed in the rear right door window. A third VCR form is now completed (see example reference VCR-03). The transporter and the dock operator sign the VCR, a copy is kept by each with the third copy left in the chassis. There are now 3 VCR forms in the chassis, one for each incident. The chassis is then transported to the first port of arrival (POA1) at Gent.

LOCATION: Port of Gent, Belgium. – POA1

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The chassis is delivered from the PORT of Goteborg to the PORT of Gent, where it is collected by a DISTRIBUTION CENTRE transporter. When the chassis is handed over from the Port of Gent to the Transporter, it is noticed that the SPARE TYRE is missing. Because this has not been noted on any of the three VCRs in the chassis, another new VCR form (VCR-04) is completed. This VCR form notes the SPARE TYRE as missing, and the Port operator and the transporter sign the VCR, a copy is kept by each with the third copy left in the chassis. There are now 4 VCR forms in the chassis, one for each incident. The chassis is then transported to the Market Distribution Centre (Esdic) in Gent.

LOCATION: Market Distribution Centre, Gent, Belgium (could be ESDIC or Mercator dok) – MDC

The local transporter delivers the chassis to the MDC. During the inspection, the MDC notices that the rear right door is dented. A new VCR form (VCR-05) is now completed. This VCR form notes the rear right door as dented, and the transporter and MDC sign the VCR, a copy is kept by each with the third copy left in the chassis. There are now 5 VCR forms in the chassis, one for each incident. ESDIC now follow the procedures for obtaining approval of the repairs to the chassis. The 5 VCR's sent to Gothenburg for settlement and input to VCAS. Each line is noted as damaged and using the codes above the correct part of the distribution process at the correct points of damage are noted in VCAS.

LOCATION: Market Distribution Centre, Gent, Belgium (Today that is ESDIC) – MDC

The local transporter collects the REPAIRED chassis with NO VCR from the MDC. During the inspection, the transporter notices that the rear right wing is dented. A new VCR form (VCR-06) is now completed. This VCR form notes the rear right wing as dented, and MDC and the transporter sign the VCR, a copy is kept by each with the third copy left in the chassis. There is now only 1 VCR form in the chassis, as all damage was repaired by ESDIC. The transporter delivers the chassis to the DEALER.

LOCATION: Italian Dealer - DPE

During the inspection, the DEALER notices that the FRONT HEADLIGHT is smashed. A new VCR form, VCR-07, is now completed and a copy left in the chassis. The transporter and the dealer sign the VCR, a copy is kept by each with the third copy left in the chassis. There are now 2 VCR forms in the chassis, one for each incident. Using the 2 VCRs in the chassis the dealer follows the procedure for obtaining approval for repairs to the chassis.

IT IS IMPORTANT TO NOTE THAT AT EACH HANDOVER POINT EACH PERSON MUST SIGN AND NOTE HIS/HER COMPANY NAME. THIS WAY THE CLAIMS ADJUSTER WILL RECOGNISE THE PLACE IN THE LOGISTICS CHAIN WHERE THE DAMAGE OCCURRED. EACH LOCATION HAS ITS OWN VCIS LOCATION COMPANY CODE, SEE TABLE ABOVE. VCIS CAN THEN LOCATE AND ANALYSE MORE EFFECIENTLY.