



Volvo Car Corporation

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Material Planning & Logistics Volvo Car Manufacturing			
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Transport Damage Guidelines	1	nov 15, 2004	1 (3)
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Instructions for qualified inspection personnel, assessments of transport damages.

The instructions given below are guidelines to help in assessing damage during normal transport circumstances.

If there is a reason to suspect that a total delivery of vehicles is damaged through contamination, such as fall out, stone chips, big events (storm damage), etc a more thorough inspection shall be carried out.

Inspections are required in order to prevent forwarding damaged vehicle at each transportation stage.

Result of the inspection must be reported to logistic departments and suitable countermeasures should be taken timely after investigating the causes.

It is desirable that inspection is done both prior and after each transportation process such as trailer, train and vessel transportation.

The vehicles must be thoroughly inspected by walk around the vehicle and the items listed on the drawing (page 3) must be checked, also common sense must be used when inspecting the vehicle, such as look from all different angles and on all possible places, or normal travel stain conditions, and cars to be checked in condition they arrive in. Observe surface by through-looking, meaning inspecting at a 20 to 30 degree of angle to the surface.

Operational requirements for inspection : wear clean clothing which is free from exposed buttons and fasteners, any unprotected metal objects such as rings, watches, belts with buckle, cell phones, clip-boards etc. are not allowed.

Consequence "damage"

Following to be considered as transport damages as a consequence from another transport damage:

Flat tire: If a flat tire has been replaced with the spare tire also the used spare tire should be replaced

Emblems, decals, mouldings, seals etc: if there is a need to remove these parts because of a repair of a transport damage these must then be replaced with new ones.

Hidden damage : to be reported within 48 hours to transporter and claim department.

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Definitions	<i>Transport damage</i>	Non Transport damage
<p>Protective coating: wax, raggard, foil or other types of transport protection.</p> <p>Exterior surface : section of vehicle visible when all doors and lids are closed.</p> <p>Paint chips place were the paint has come off</p> <p>Hidden surfaces and interior trim</p> <p>Tires and Rims</p>	<p>-Damage to any surface which was covered by protective coating is accepted as a transport damage if the coating shows signs of being affected</p> <p>-Scratches that have clearly broken the top surface of the paint and which would require repaint.</p> <p>-Scratches due to removal of ice, or from dust on window wipers.</p> <p>-Scratches on unpainted bumpers, mouldings, inserts etc..which have damaged the texture</p> <p>-Dents</p> <p>-Paint chips that cannot be repaired by touch up, requiring panel refinish</p> <p>-Other damage with traces of external influence which must be rectified by replacing the component.Example: scratches on bumper near lashing eye and broken parts.</p> <p>-Broken or cracked glass and plastic panels not caused by material defect.</p> <p>-Dirt, oil, grease or similar damage on the seats or on the interior fittings.</p> <p>-Water leakage caused by not properly closed window, door, sunroof, lids</p> <p>-Other damage to interior trim caused by break-in or vandalism</p> <p>-Missing permanently mounted equipment, such as remote key's spare wheel, jack</p> <p>-Major significant damage such as scratches and dents on the undercarriage and spoilers, with traces of external influence.</p> <p>-Scratches, chafe, chips on the side wall</p> <p>-Puncture, flat tire with external evidence (bolts,screws, nails,,,))</p> <p>-Cut in sidewall</p> <p>-Deep cut or damage to tire tread surface</p>	<p>-Paintwork damage caused by protective coating and loose raggard are not accepted as transport damage.Remark : loose raggard when noticed prior transport should be removed</p> <p>-Polished out scratches</p> <p>-Scratches on unpainted bumpers, mouldings, etc..which have NOT damaged the texture</p> <p>-Dents, outwards and wavy panels (stress marks)</p> <p>-Paint chips on edges of bootlid, tailgate, bonnet, petrol cap, doors (except driver's door)</p> <p>-Distortion in surfaces of component.</p> <p>-Cracks in glass and plastic panels caused by material defect.</p> <p>-Water leakage caused by bad sealing</p> <p>-Missing optional equipment</p> <p>-Scratches located inside the rim edge close to the sidewall of tire</p> <p>-Chafe marks from roller test</p> <p>-Normal tire wear</p>

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Vehicle inspection Procedure

7) Inspect :

Hood, Grill, Front Bumper, headlights, molding, spoiler, undercarriage

Finish

8) Inspect :

Left Side Windshield & Wiper
Left Front Fender
Left Front Tire & Wheel

Moldings
Left side Hood & cowl
Left front Pillar post

Start

1) Inspect:

Left side roof
Left side door & Glass
Left rear door
Left center post
Left side rocker PNL
Molding
Under Carriage

2) Inspect:

Left Rear quarter PNL
Left side rear Glass
Left Side trunk

Left rear pillar post
Molding
Left rear tyre & Wheel
Under Carriage

3) Inspect

Trunk, Tail Light,
Rear Bumper & molding
Under carriage & Exhaust pipe

6) Inspect :

Right Side Windshield & Wiper
Right Front Fender
Right Front Tire & Wheel

Moldings
Right side Hood & cowl
Right front Pillar post

5) Inspect:

Right side roof
Rightside door & Glass
Right rear door
Right center post
Right side rocker PNL
Molding
Under Carriage

4) Inspect:

Right Rear quarter PNL
Right side rear Glass
Right Side trunk

Right rear pillar post
Molding
Right rear tyre & Wheel
Under Carriage

