

24TA07 V35 Engine Crate Overview & Recovery Process (Continental U.S. Only)

24TA07 New Engines (PN: **04004-23370**) will be delivered in the crate pictured below. **DO NOT discard the crate.** The same crate will be used to repackage the used for the engine recovery process.



**CAUTION:
DO NOT STACK CRATES**

1. Engine Crate Disassembly

Use a T25 Torx bit or socket to remove all screws with black arrows pointing to them. **DO NOT discard the screws**, they will be used to reassemble the crate.



2. Open Engine Bag

DO NOT discard or damage the bag. The bag will be used to return the used engine.



3. Confirm Correct Engine Hooks/Bolts Are Used to Lift Engine

a. The hooks attached to the NEW engine are **NOT** meant to be used in dealers for lifting the engine. They will come with white or orange labels as shown to warn technicians to not use these hooks.

DO NOT USE ATTACHED ENGINE HANGERS, REFER TO TECHNICAL INSTRUCTIONS.

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b. Service hooks, that have a thicker base, were shipped to the dealer prior to remedy launch.

Service Hooks



Thicker Base

DO NOT Use for Service



Thinner Base

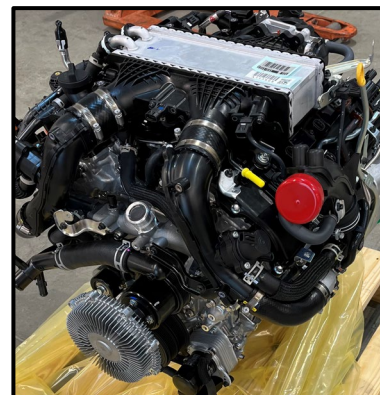
DO NOT discard the engine hooks with the **Thinner Base**.

These hooks will be installed on the used engine to secure it to the crate, and limit movement during transit.

For more information regarding the correct engine hooks, please refer to the Technical Instructions on TIS.

4. Prepare Original (Used) Engine

- Ensure engine oil and coolant have been completely drained.
- The fuel line must be capped off with the yellow cap provided on the new engine.



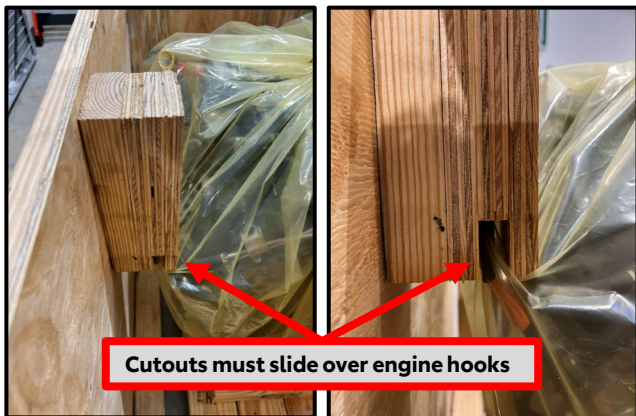
4. Prepare Original Engine (Used) Continued

- c. Attach the engine hooks with the **Thinner Base** and **Warning Label** to the used engine
- d. An absorbent mat must be placed in the bag to absorb any residual fluid that could leak out during transit.
- e. The bag must be sealed using nylon cable-ties or tape.



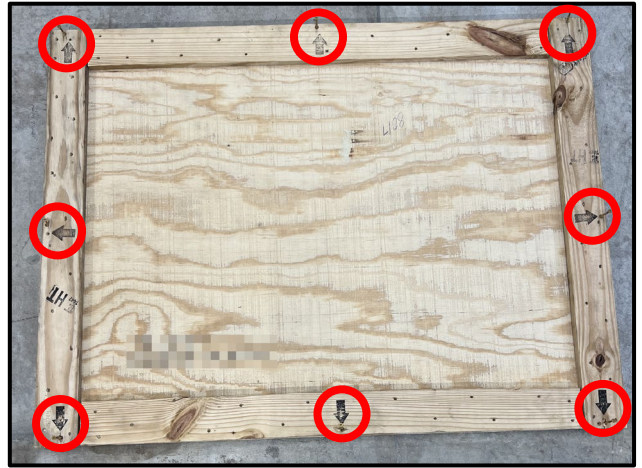
5. Reassembling Engine Crate

- a. Attach the side panels to the crate using the T25 Torx screws.
- b. Ensure the wooden blocks attached to the side panels, slide over the engine hooks. This step is crucial to ensure the engine is secure during transit.



5. Reassembling Engine Crate Continued

- c. Secure the top of the engine crate with the T25 Torx screws to finalize engine crate reassembly.



- d. Mark the crate with the used engine with a red X or clear identifying mark to ensure it is not confused as a new engine.





6. Print out return label and BOL from PRS

- a. Once the warranty claim is paid the dealer will receive a parts recovery request.

- b. Print out BOL and label and follow instructions on BOL to label crate.

- c. Ensure bill of lading is completed as shown on the last page of this job aid. If incorrect please update the spots on the label as shown.

BREP TOYOTA ENGINE RECOVERY BO TOYOTA ENGINE RECOVERY 10848 LOMA NORBERTO DALLAS, TX 75220	
DAL	
PROJ # 961024433	
	
SN	PRE537044
PN	82311
	

NOTE: The used engine will need to be ready for pickup the same day the warranty claim is filed. It must be crated for pickup.

Example Bill of Lading

CUSTOMER SERVICE 1-800-333-7400
STRAIGHT BILL OF LADING - SHIPPING ORDER NOT NEGOTIABLE - DOMESTIC
TForce Freight (TFF)

eBOL ID # 75118283

WEB SITE: www.tforcefreight.com

PLEASE PRINT OR TYPE



DATE 12/04/2024

CHECK ONE: Prepaid Collect Third Party Prepaid/Collect

CONSIGNEE (TO)

On collect on delivery shipments, the letters "COD" must appear before consignee's name or an alternative provided in Item 430, Sec. 1 of U.P.S.F. 102.

TOYOTA ENGINE RECOVERY

STREET ADDRESS
10848 LUNA ROAD

CITY **DALLAS** STATE **TX** ZIP (REQUIRED) **75220**

RD. NUMBER _____ STORE # _____

CONSIGNEE PHONE # **(999) 999 9999** CONTACT NAME (ATTN) **TOYOTA ENGINE RECOVERY**

SHIPPER FROM

VEHICLE SERV CTR - TOYOTA

STREET ADDRESS
MAIL STOP S1-0A-27

CITY **PLANO** STATE **TX** ZIP (REQUIRED) **75024**

BILL OF LADING NUMBER _____ STORE # _____

Confirm name is labeled "Toyota Engine Recovery". If it is not, strike through name and hand write 'Toyota Engine Recovery' in as shown.

Accessorial Charges: Uplift Hold Delivery Limited Access Restraints before Delivery Residential Fuel & Surcharges

LTL GUARANTEED A.M. SERVICE REQUESTED (if box is checked) **GRAM**

By checking this box, you request TForce Freight to deliver this shipment by 12 PM on the standard day of service and agree to pay all fees associated with this service. Section 1 signature is not valid for this service. This service is subject to the terms and conditions of Item 825, U.P.S.F. 102 Rules Tariff.

ORIGIN RETURN CENTER - TFF

Name _____ Acc. # _____ Mailing Address **6565 HEADQUARTERS DRIVE HQPRC**

CITY **PLANO** ZIP (Required) Code **75024** Country **US** Area Code **469** Phone Number **202-4000**

NO. PKGS.	PKGS. TYPE	WT	DESCRIPTION OF ARTICLES & SPECIAL MARKS	WEIGHT (lbs.)	NMFC NO.	CLASS
1	PLT		PRS PARTS *** Shipped as 1 Pallet(s) *** RN PRS537694 0 @ 0 LBS RN 82313 0 @ 0 LBS	639	000000-00	85
1	TOTAL CUBE			128		

Confirm weight is labeled 639 lbs. If it is not, strike through weight and hand write 639 lbs. in as shown.

Received \$ _____ to be properly described hereon. (Agent)

B/E: C.B. COB / CHECK TO _____

Special Instructions
DELV: Bill of Lading 3 copies, 1 Dealer, 1

IF NOT CHECKED, BOTH ARE ACCEPTABLE

COLLECT CONSIGNEE CHECK ACCEPTABLE

ITEM 430 CERTIFIED CHECK OR CASH

COD AMT \$ 0

TForce Freight LIABILITY: Carrier liability for loss or damage will be the lesser of (1) the actual invoice value of the commodities or article(s) lost, damaged or destroyed; or (2) the amount determined from applicable limited liability provisions of the NMFC, or (3) the limited liability as stated in the applicable governing tariff, unless Excess Declared Value Coverage is specifically requested along with the amount of coverage needed in writing on the bill of lading at the time of shipment and applicable charges are paid. Maximum carrier liability is limited to \$20,000 per pound per package and \$100,000 per shipment. Liability for commodities or articles other than new is limited to \$1.00 per pound per package (and up to a maximum \$2.50 per pound per package when Excess Declared Value Coverage is requested). Liability for specific commodities or articles described in the U.P.S.F. 102 rules tariff item 105 section 5 and for commodities or articles subject to an exception rating (TAR) is also limited as described in the tariff. Certain items may be subject to a limited declared value, with a choice of rates under the tariff. You are advised to review the applicable tariff provisions before stating a value. Refer to the current tariff U.P.S.F. 102 series for complete details.

*Where a "rate" is dependent on a released, declared or actual value in the NMFC, the released, declared or actual value of the property is hereby specifically stated by the shipper to be not exceeding _____ per _____ *Shipper requests Excess Declared Value Coverage in the amount of \$ _____

RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, the property described above, in apparent good order, except as noted (contents and condition of contents of packages unknown) marked, consigned, and destined as shown above, which said carrier agrees to carry to destination, if on its route, or otherwise to deliver to another carrier on the route to destination. Every service to be performed hereunder shall be subject to all conditions not prohibited by law, whether printed or written, herein contained, including conditions on the back hereof, which are hereby agreed to by the shipper and accepted for himself and his assigns. Where a third party bill to or broker exists, carrier holds both the shipper and consignee liable for freight charges.

ODOMETER	ARRIVE	DEPART	DESTINATION
DAL	961024433		

TRAILER NUMBER _____ LINEAR FOOT OF SHIPMENT _____

SEAL # APPLIED _____

BEYOND SCALE _____ CROSS REF FROM _____

SHIPPER LOAD / CONSIGNEE UNLOAD

*** Now available at www.tforcefreight.com - U.P.S.F. 102 Series Rules Tariff - Electronic Bill of Lading

TForce Freight shall have no liability or responsibility whatsoever in connection with this bill of lading if the shipper did not tender the shipment to TForce Freight or its agent.

Firm name: VEHICLE SERV CTR - TOYOTA Carrier: TForce Freight Driver: _____

Signed By: _____ Date received: _____ TForce Freight resp. place count: _____

Parts Return Process Overview

Process Overview:

Submit claim within 10 days of completing repair. Ensure engine is ready to return in crate before submitting claim. After the claim is paid, the BOL is generated, and T-Force (or third-party freight company) is notified to pick up the engine. If you have not had your engine picked up or received communication from T-Force (or third-party freight company) within 5 days, please contact the customer service number at the top of your BOL.

Pick up:

If a T-Force driver is unable to scan BOL barcode, request driver to manually input BOL number into their tracking system.

If a 3rd party freight company is picking up an engine, ensure they DO NOT place their new tracking sticker over the T-Force sticker on the crate or BOL.

If the driver is unable to pick up the engine for any reason, it is the dealer's responsibility to reschedule the pickup using the phone number on top of the BOL.

PRS Claim Status/Debit:

If after 10 days of your engine being picked up and your engine return status has not changed in PRS to "received", please contact your DSPM with the following information:

- Dealer Code
- VIN Number
- Claim Number
- PRS BOL Number
- Third Party and/or T Force Relabeled BOL Number (If applicable)

A dealer will be debited for the full claim amount once it is in "Late 3" status.