

# 24LA04 V35 Engine Crate Overview & Recovery Process (Continental U.S. Only)

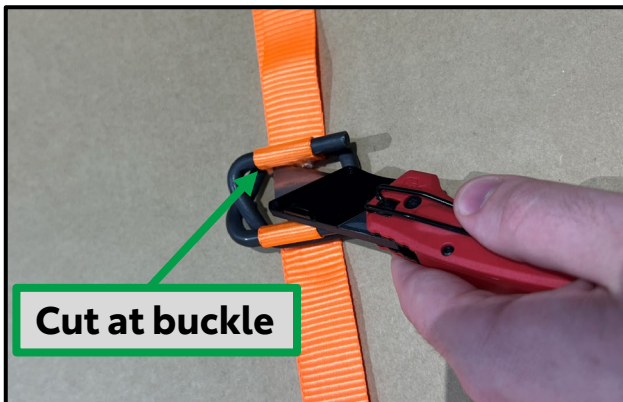
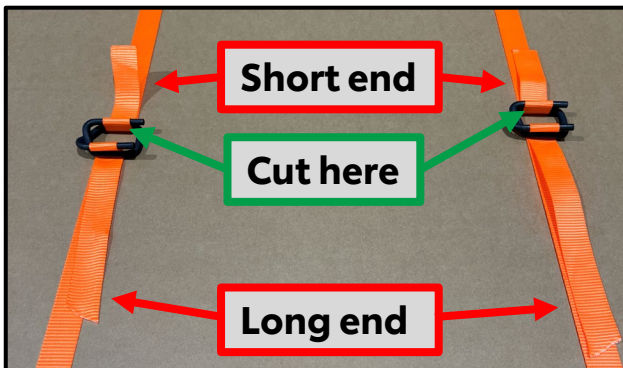
24LA04 New Engines (PN: **04004-23170**) will be delivered in the package pictured below. **DO NOT** discard the box, straps, or screws. The same package will be used to repackage the used engine for the engine recovery process.



**CAUTION:  
DO NOT STACK**

## 1. Remove Engine Package Straps

Cut the straps securing the engine to the pallet. Be sure to **cut the short end of the strap, as close to the buckle as possible**.



**DO NOT** discard the straps. They will be used to secure the crate when returning the used engine.

## 2. Remove Engine Crate Screws

Use a 10 mm socket to remove all 8 lag screws located on the bottom of the box, then lift the box up and over the engine to remove it.

**DO NOT** discard the screws, they will be used to reassemble the box.



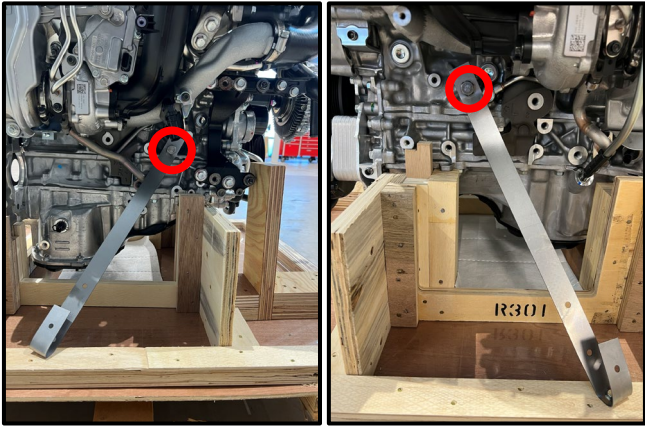
## 3. Remove Engine Bag

Remove the engine bag from the engine.



#### 4. Remove Security Bands

Use a 17 mm socket to remove the security bands located on each side of the engine.



#### 5. 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.



- Secure a 96-gallon dealer-sourced bag with a minimum thickness of 3 mils around the engine to capture any residual fluids during transit. **A clear bag is preferred.**



#### 5. Prepare Original (Used) Engine Continued

- An absorbent mat must be placed in the bag to absorb any residual fluid that could leak out during transit.
- The bag must be sealed using nylon cable-ties or tape.



#### 6. Attach Security Bands

- Cut a small hole into the bag and thread the 17mm bolts into the engine block to secure the bands in place on each side.



- Place tape over the holes to ensure the bag is completely sealed.



### 7. Install Engine Crate Screws

Place the box over the engine, then use a 10 mm socket to install the 8 lag screws located on the bottom of the crate.



### 8. Attach Engine Package Straps Continued

b. Route the straps through the buckle and pull on both ends tightly to secure the engine box to the pallet.



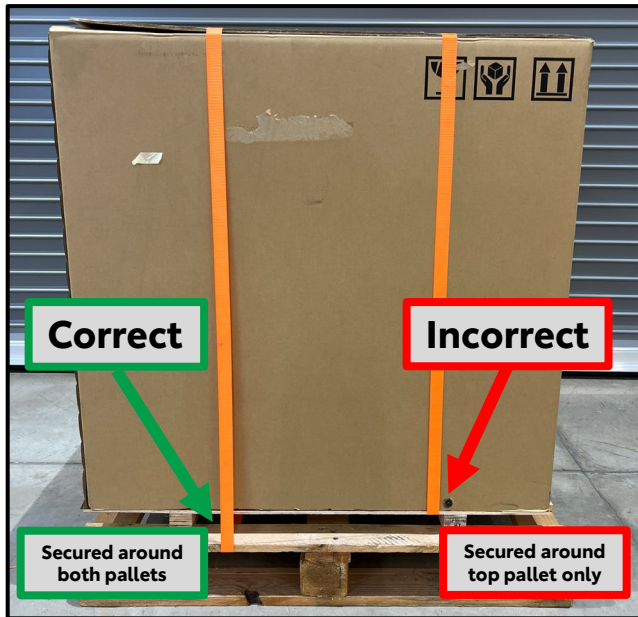
Please refer to the video demonstration below for how to operate the friction buckle.



Friction Buckle Demonstration

### 8. Attach Engine Package Straps

a. When attaching the straps to the engine box, be sure the strap is fully secured around the bottom pallet.



### 9. Mark Used Engine

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



# 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

CHECK ONE:  Prepaid  Collect  Third Party Prepaid/Collect

PLEASE PRINT OR TYPE

DATE 12/04/2024

<b>CONSIGNEE (TO)</b> On collect on delivery shipments, the letters "COD" must appear before consignee's name or an otherwise provided in Item 430, Sec. 1 of U.P.S.F. 102. <b>TOYOTA ENGINE RECOVERY</b>				<b>SHIPPER FROM</b> <b>VEHICLE SERV CTR - TOYOTA</b>							
STREET ADDRESS <b>10848 LUNA ROAD</b>				STREET ADDRESS <b>MAIL STOP S1-0A-27</b>							
CITY <b>DALLAS</b>		STATE <b>TX</b>		ZIP (REQUIRED) <b>75220</b>		CITY <b>PLANO</b>		STATE <b>TX</b>		ZIP (REQUIRED) <b>75024</b>	
RD. NUMBER		STORE #		BILL OF LADING NUMBER		STORE #					
CONSIGNEE PHONE # <b>(999) 999 9999</b>				CONTACT NAME (ATTN) <b>TOYOTA ENGINE RECOVERY</b>							

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

Accessories/Charges:  Lights  Slide Delivery  Limited Access  Restraints before Delivery  Residential  Fuel & Storage

**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 7 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.

**BILL FREIGHT CHARGES TO IF different than above:**

Name: \_\_\_\_\_ Acc. # \_\_\_\_\_

~~PLANT RETURN CENTER - TFF~~

CITY: **PLANO** **Toyota Engine Recovery** ZIP (Required): **75024** Country: **US** Area Code: **469** Phone Number: **262-4000**

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	<b>TOTAL CUBE:</b>			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 property described herein. (Agent)

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

COLLECT  CONSIGNEE CHECK ACCEPTABLE  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
<b>DAL 961024433</b>			

TRAILER NUMBER	LINEAR FOOT OF SHIPMENT
SEAL # APPLIED	
BEYOND SCALE	CROSS REF FROM
<input type="checkbox"/> SHIPPER LOAD / <input type="checkbox"/> 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: \_\_\_\_\_  
OTC-100 (Rev 05/21) **TForce Freight COPY**

# 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 approved, 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.