



Service Manager Bulletin

TITLE:

Vehicle Transport Handling Procedures and Policy

GROUP: 17	NO: 021	ISSUING DEPARTMENT: Vehicle Outbound Logistics	CAR MARKET: United States and Canada	
REFERENCE BULLETINS:			ISSUE DATE: 2019-02-25	STATUS DATE: 2019-02-25
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 5

“Right first time in Time”

RETAILER ACTIONS

TIME LIMITS

- Transport damage – carrier notification and claim filing must be done within 24 hours of delivery (or next business day).
- Hidden damage (This is damage to undercarriage or inside of tires/wheels not visible during a live delivery. This does not include damage under a cover.) – For business hours deliveries carrier notification and claim filing must be done within 48 hours of delivery (excluding weekends and holidays).
- For repairs that are estimated below \$1,000 repair can begin immediately upon submission of claim. For repairs that are estimated to exceed \$1,000 repair must await Unicar approval to proceed.

DELIVERY RECEIPT PROCESS

All vehicles, regardless of their condition, must be accepted by the dealer at time of delivery. In the event a vehicle is returned to Volvo Cars a Return to Port request is to be made. The process is detailed below.

ATTENDED DELIVERY (when dealer personnel are present)

Dealer must inspect vehicles for transport damage immediately upon receipt (and before the driver departs). A Vehicle Condition Report (VCR) must be filled out by the dealer and signed by the driver. Photos of the damage must be taken. VCR, photos, and a copy of the delivery receipt must be sent to Unicar and the carrier within 24 hours of delivery (or next business day).



SUBJECT TO INSPECTION (STI) DELIVERY (outside business hours)

Dealer must inspect the vehicle for transport damage within 24 hours of delivery (or next business day). VCR, photos, and copy of delivery receipt must be sent to Unicar and the carrier within 24 hours (or next business day).

COVERED CAR ATTENDED DELIVERY

Dealer must inspect the car cover, driver door, tires, wheels, windshield, under carriage and driver seat at time of delivery. If there is damage to the car cover take photos of the damaged cover then remove the cover and inspect the uncovered vehicle. Send VCR (noting both damage to cover and vehicle), photos (of both cover and damage to vehicle), and copy of delivery receipt to carrier and Unicar within 24 hours.

COVERED CAR STI DELIVERY

Inspect the car cover, driver door, tires, wheels, windshield, under carriage and driver seat within 24 hours of delivery. If there is damage to the car cover take photos of the damaged cover then remove the cover and inspect the uncovered vehicle. Send VCR (noting both damage to cover and vehicle), photos (of both cover and damage to vehicle), and copy of delivery receipt to carrier and Unicar within 24 hours.

The difference between transport and warranty damage is covered extensively in the linked document, "Vehicle Inspection and Transport Damage Claims Instructions", below.

For additional information on covered car claims process please see the linked document "Vehicle Inspection for Covered Cars".

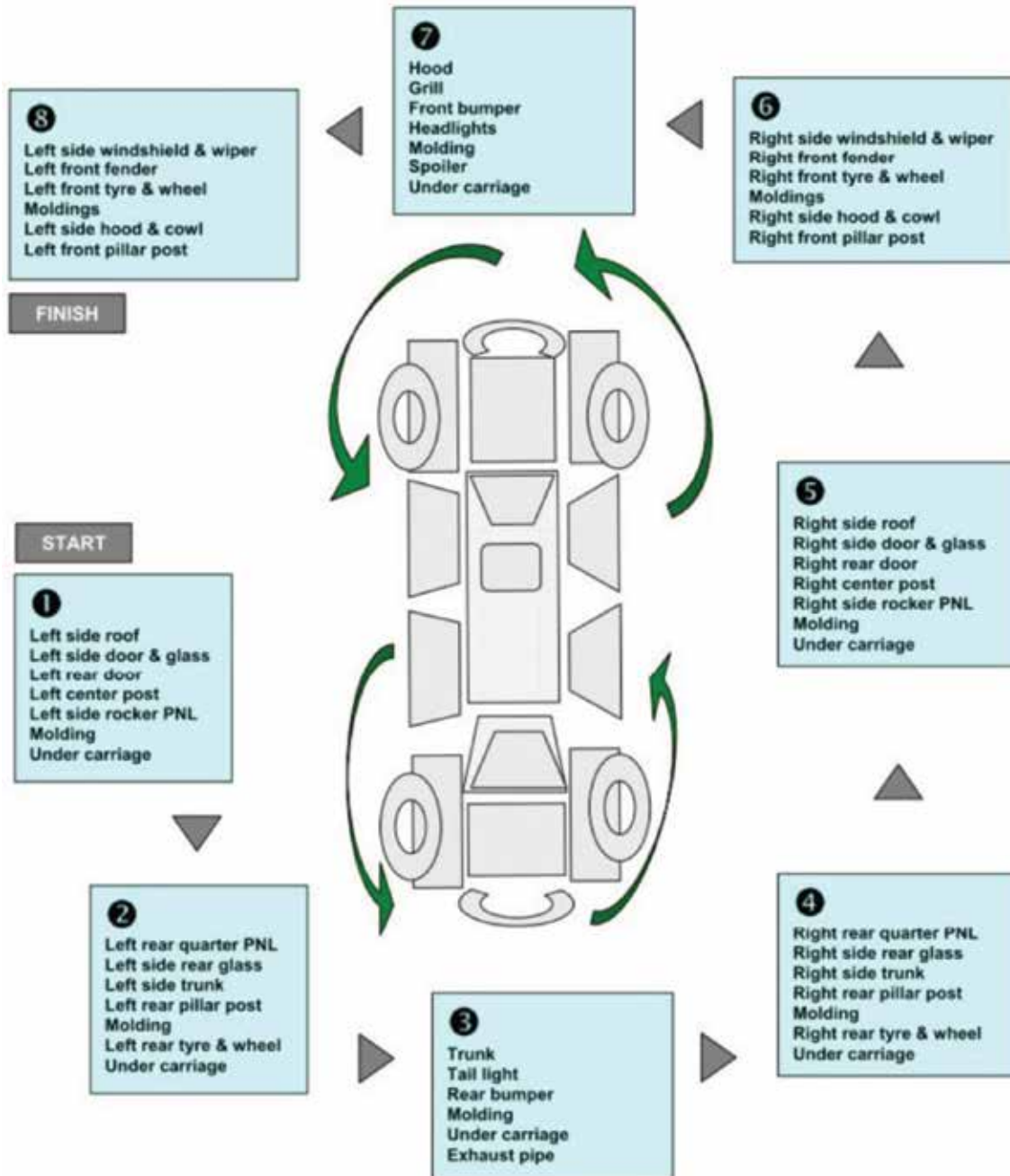


Service Manager Bulletin 17-021

INSPECTION PROCESS

Inspection on covered cars must include the car cover, driver door, tires, wheels, windshield, under carriage and driver seat. When the cover is removed a full inspection of the vehicle should be completed.

Inspection of an uncovered vehicle should follow the below diagram:





CLAIM SUBMISSION

1. When damage is identified a VCR must be filled out detailing all of the damage on a vehicle. Driver signature is required for attended deliveries.
2. Take photos of the damage; one close-up photo that shows the damage, one that shows the area affected. If the unit is covered photos of the damaged cover are needed.
3. Submit VCR, photos, and copy of delivery receipt to Unicar and the carrier who made the delivery. This must be done in accordance with the timeframes mentioned in the delivery receipt section above. Unicar and carrier contacts are listed below.
4. Submit repair estimate to Unicar
5. Unicar will reply with requests for additional information if needed. If claim submission is complete and no additional information is required Unicar will reply with claim acceptance or rejection.
6. After receiving claim acceptance dealer will issue an invoice to Unicar. Invoice must include the following information:
 - VIN
 - Retailer bank account
 - Retailer Swift Code
 - Unicar VAT number: GB997944629
 - Unicar address:

Unicar Claim Management
Old Bank House,
49 High Street,
Earls Colne,
Colchester,
Essex C06 2 PB
United Kingdom

Payment will be made 30 days after receipt of dealer invoice.

RETURN TO PORT REQUESTS

Return to port vehicles are acceptable only when severe damage occurred prior to the dealership receiving the vehicle. Any damage incurred while in the care of the dealer will not be accepted for return to port requests.

As detailed in this document the standard Volvo vehicle inspection and claim process must be followed prior to a return to port being granted. If the inspection and claim submission process has been followed the dealer may submit a Return to Port Request form to Unicar and Volvo Cars along with the VCR, photos and delivery receipt.



Service Manager Bulletin 17-021

Contact:

Volvo Cars - rtp@volvocars.com

Unicar - volvovehicle@ucmglobal.com

If the request is granted the damaged vehicle will be picked up from the retailer within 5 business days.

ADDITIONAL INFORMATION

For more detailed information on any of the topics included in this document, including the Return to Port Request form, please refer to the linked documents below.

VRC Instruction – [link](#)

Inspection and damage claim process – [link](#)

Covered vehicle inspection – [link](#)

Return to port request form – [link](#)

NOTE: For claims disputes that have not been resolved to your satisfaction or other questions, please contact Volvo Outbound Transportation department. Dennis Smith 843-934-8202. Dennis.smith@volvocars.com