

<b>2009 PROCEDURE TRANSPORT DAMAGES HCV + MAXITY VOLVO LOGISTICS – RENAULT TRUCKS</b>	<b>PROCEDURE D'ORGANISATION 34.61.0032 / C</b>
<b>DATE APPLICATION :</b> <b>ETAT / STATUS :</b> VALIDE	
<b>PROCESSUS / PROCESS</b> <i>si niv. 2, désignation processus selon MQE</i> <b>V TRAITEMENT DES COMMANDES CLIENTS/IF1 FABRIQUER LES VEHICULES ET LES LIVRER :I - livrer le véhicule et le facturer</b>	<b>LIENS / LINKS</b> <i>si niv. 3, document ascendant</i>

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## SCOPE (To obtain what?)

"Damages during Transport": any deterioration to the equipment, occurring during the transportation and missing items, this in relation to the handover document.

## CONCERNED PERSONS (Who?)

### Renault Trucks:

Used Trucks Department

DPLC (Planning and Logistics of Sale Department)

Quality department

### Volvo Logistics Corporation:

VLC Gent for Europe countries except France territories

VLC Göteborg for Scandinavia

SIACI for France territories only

PANALON Risk Dpt for Spain

## PURPOSE (Gain?)

The settlement of claims arising from damages occurring during transportation and detected by the addressee indicated by Renault Trucks, upon receipt of the vehicles.

## APPLICATION (Field?)

All new Renault Trucks vehicles (Magnum, Premium, Kerax, Midlum, Maxity) transported under VLC responsibility, from all delivery centers in Europe to their final destinations (client or body builder) or vehicles which are **immobilized and repaired in the following countries**: *France, Germany, Italy (including islands), Belgium, Luxembourg, Netherlands, Denmark, Norway, Sweden, Finland, Austria, Iceland, Czech Republic, Slovakia, Switzerland, Portugal, Hungary & Poland (for Maxity only), Irland.*

*NB: Light Commercial Vehicles (Master and Mascott) are not concerned (to see CAT procedure).*

## MODE OF IMPLEMENTATION:

### Updating (Why?)

Renault Trucks progresses faster in competitiveness and customer satisfaction.

**Actors:** As soon as an improvement action is decided, contact the document's responsible in order to adapt quickly the document.

## CANCEL AND REPLACE:

EXAMINATION	P. BRISSET
PERTINANCE AND COHERANCE	G. FANTOU
APPROVAL TO ENFORCE	V. GORRIS
ADMINISTRATOR	A. COTTIER
DEPARTMENT	DPLC

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## A) PURPOSE

To define the administrative transport claim handling procedure.

## B) SCOPE

All kind of damages, on all kind of new vehicles from all origin with final destination in Europe, whatever the kind of transport (by road, by rail, by boat, etc). For other types of vehicles, the existing procedure stays applicable.

## C) DISTRIBUTION

*DPLC, Markets Companies RT  
VLC / SIACI, CAT center of distribution  
Final recipient of vehicles (dealers, importer...)*

## D) APPLICATION

### 1. DELIVERY

The transporter has to assure the delivery of all new vehicles during the opening days and hours. In case of deliveries out of working days and hours, there should be an agreement between the two parties. If not, all damages and/or missing items will automatically be charged to the transporter.

Each new vehicle should be received by an empowered person at destination. Reception can only be done by a representative designated by the sender and in be done in presence of the transporter's representative.

### 2. DAMAGE DETECTION

#### 2.1. Inspection of the vehicles

For all kind of transport and all types of vehicles, **at each hand over, the vehicles must contradictory be inspected between both parties.**

#### 2.2. Reservations

We reiterate that the transporter shall be liable until the vehicles are fully off-loaded. Once the truck is at the bottom of the loading combination, the inspection of the vehicle can start. All reservations must be made at that point by the receiving agent, and countersigned by the two parties, the consignee and the representative of the transporter.

Any subsequent handling of the new vehicles shall be under the responsibility of the consignee.

**A reservation** is the action of writing down each damages noted while inspecting the state of the vehicle. The reserves have to be put on consignment note (CMR) and/or on the « VCR Renault Trucks ». **This should be done contradictory (between consignee and delivering driver).**

CMR will be obligatory made and countersign.

Only transport damages should be noted on the « VCR Renault Trucks » and **should be signed by both present parties.**





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### **Contact list + invoice address**

#### **France**

Contact details for claim handling:

Stephane Marjou  
 Tel.: +33 (0)1 44 50 98 48  
 Fax: +33 (0)1 44 20 98 00  
 E-mail: [s.marjou@siaci.fr](mailto:s.marjou@siaci.fr)

Invoice should be addressed and sent to:

SIACI for VLC  
 18 rue de Courcelles  
 75 008 PARIS

#### **Scandinavia**

Contact details for claim handling:

Volvo Logistics Corporation  
**Susanne Eliasson**; Market:  
 Phone No: +46 31 322 7247  
 Fax No. +46 31 547123  
 E-mail address [susanne.eliasson@volvo.com](mailto:susanne.eliasson@volvo.com)

Invoice should be addressed and sent to:

Volvo Business Services  
 C/o Volvo Logistics  
 Accounts payable  
 405 08 Gothenburg  
 VAT SE556197973201

***Italy, Germany, Netherlands, Belgium, Portugal, Austria, Switzerland, Hungary, Czech Republic, Slovakia + Other Eastern Countries (for Maxity only)***

Contact details for claim handling:

**Annabel Werbrouck**  
 Phone No: +32 9 341 3775  
 Fax No. +32 9 2592603  
 E-mail address [annabel.werbrouck@volvo.com](mailto:annabel.werbrouck@volvo.com)

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Invoice should be addressed and sent to:

Volvo Business Services  
c/o Volvo Logistics  
Accounts payable  
405 08 Gothenburg  
VAT SE556197973201

### ***Great Britain and Ireland***

Contact details for claim handling:

**Sara Hörnfeldt**  
Phone No: +46 31 323  
Fax No. +46 31 54 71 23  
E-mail address [sara.hornfeldt@consultant.volvo.com](mailto:sara.hornfeldt@consultant.volvo.com)

Invoice should be addressed and sent to:

Volvo Business Services  
c/o Volvo Logistics  
Accounts payable  
405 08 Gothenburg  
VAT SE556197973201

### ***Spain***

Contact details for claim handling:

**For Heavy Trucks**  
Claims department  
General telephone: +34949 3394 95  
E-Mail: [administration.pv@panalon.com](mailto:administration.pv@panalon.com)

**For Maxity**  
Ana Peñaranda  
CAT España  
Condesa de Venadito  
1-5 Planta  
  
ES-28027 Madrid  
TEL.: +34 (0)3491 724 8622  
Fax. :+34 (0)3491 724 8704  
E-mail : [ana.penaranda@groupecat.com](mailto:ana.penaranda@groupecat.com)

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Volvo Business Services  
c/o Volvo Logistics  
Accounts payable  
405 08 Gothenburg  
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Theft of audio equipment, antenna, wipers and other permanently mounted equipment incl. spare wheel, jack, air compressor, tool bag, keys (i.e. parts mentioned on the "loose items" list provided with the vehicle-if any)	Missing not permanently mounted equipment which is not mentioned on the "loose items" list

\*do the "wet finger"-trick: if you go over the scratch with a wet finger and the scratch disappears, the scratch can be removed by polish or touch up = no transit damage

## 2. Classification of damage

After assessment, and depending on the nature of the repair work to be performed, these vehicles will be "classed" into different categories, under the sole VLC's responsibility.

CATEGORIES	VEHICLE SALES	REPAIR WORK
<b>A</b>	New Vehicles	⇒ straightening or replacement of detachable and removable body parts or units (welding and/or filling operations are strictly forbidden) ⇒ on non-removable "polyester" parts, bonded together or directly to the metal structure, when the part is entirely replaced ⇒ painting of entire parts not requiring sanding to the underlying metal sheeting, on a surface 30 % greater than the entire part.
<b>B</b>	Used Vehicles	⇒ needing replacement of non-removable body elements or parts of body elements ⇒ involving welding, filling (using tin only) ⇒ partial repair to "polyester" elements, with separate bonding and eyelets ⇒ repainting of entire non-removable elements needing sanding to the underlying metal sheeting, on a surface 30 % greater than the entire element ⇒ needing to be straightened on the chassis "bench" ⇒ needing replacement of large parts (outside category A)
<b>C</b>	Wreck	⇒ for which the cost for reconditioning is equal to or exceeds 70% of the commercial value of the vehicle.

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### **3. Classification of damage**

#### **1. Repairing of the "A" category classified vehicles**

Reconditioning work must not compromise the level of quality of the vehicles and must satisfy the acceptance criteria defined by Renault Trucks quality standards.

Damaged elements or units will be replaced by new identical original elements or units from Renault Trucks parts.

The replaced items must be kept during 1 month at VLC disposal in order to be inspected.

##### **1.1. Assignment of vehicles**

Vehicles classed in "A" category shall, in all instances, remain the property of the initial consignee (subsidiary, dealership and importer) and the vehicles shall be handed over to said consignee.

##### **1.2. Invoices for reconditioning vehicles**

The invoice will be sent to SIACI for vehicles delivered in France and to VLC for vehicles delivered to the rest of Europe (except France)

The invoice for reconditioning work on damaged vehicles shall include:

- the full chassis number (17 character VIN number or order n°)
- customer labours costs
- wheels, tyres and paint products at customer price.

A copy of the waybill with reservations shall be attached to the invoice.

In the event of a dispute, the dealers shall contact SIACI for vehicles delivered in France and VLC for vehicles delivered to the rest of Europe (except France)

##### **1.3. Conditions for sale "A" category vehicles**

After reconditioning, the vehicles placed in "A" category will be sold as new vehicles.

##### **1.4. Warranty coverage for "A" category vehicles**

Vehicles placed in "A" category will be covered by the same terms of warranty as new vehicles.





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Vehicles damaged during transport, classed in "C" category, will be invoiced to VLC by DPLC, at the price granted to the dealer.

All the documents sent by VLC are:

- Accident declaration
- Letter of notice to the carrier
- Certificate of wreckage
- Inspection report.

#### **4. Particular case of the new "stolen" vehicles**

Stolen vehicles must be reported to the competent authorities (traffic police, police station) by way of an official declaration.

A copy of the declaration must be sent by VLC to the different departments listed in chapter V.

##### **4.1. Stolen vehicles retrieved within a month:**

These vehicles retrieved within a month will, in all cases, be downgraded in "B" or "C" category, depending on the extent of the degradation, and will be treated in accordance with the procedure outlined in this directive.

##### **4.2. Stolen vehicles not retrieved within a month:**

These vehicles will be invoiced to VLC by DPLC.

##### **4.3. In the case of vehicles retrieved within a period greater than one month,**

DPLC shall issue the report from Motor's Vehicle Registration Department at the VLC request, after approval from the Renault Trucks After-Sales inspector.

The truck **will not be able** to be sold with the "manufacturer's warranty".

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#### **4. Process of notification of defaults of conformity at delivery**

We inform you that in order to improve our clarity regarding claims for non-conformity at delivery, the Outbound Logistics & Quality directions of Renault Trucks have developed an internet access:

[www.renault-trucks.com/logistics](http://www.renault-trucks.com/logistics)

This website, dedicated to « Quality for Logistics Distribution », give the opportunity to all receivers of not registered new vehicles (dealers, subsidiaries, bodybuilders ...) to have a full access to process, forms and contacts for the treatment of any non-conformity observed at delivery.

**IMPORTANT** : this website distinguishes 2 categories of non-conformity :

#### **1. NATURE OF NON-CONFORMITY (OBVIOUS OR SUPPOSED) DUE TO THE CARRIER (“IN TRANSPORTATION DAMAGE”)**

In this part you will find:

- a) All procedures for transport damages according to the type of the vehicle and the country of its detection.
- b) The form « VCR » (=Vehicle Claim Report), that must be attached to your folder in order to facilitate its settlement and agreement for repair.

Additionally be informed that a form « **VQC** » (= Vehicle Quality Check) has been placed in the front door of each industrial vehicle Midlum, Premium, Magnum and Kerax.

Regarding Master/Mascott, this form is named « Missing Objects Form».

This document lists specifics elements that could disappear during the transport.

=> For any item notified on the VQC that is missing at the delivery you must fill in the VQC form & let it countersigned by the driver. This document should be then attached to your transport damage claim folder.

=> For any other item non notified on the VQC, that is missing at the delivery, you must fill in the NCL form (due to an uncompleted order) as specified in the hereafter category 2.

**For the Transport damage claim folders, it is important to respect two main conditions:**

- ⇒ **Full folder** = transport documents (CMR) + VCR + or- VQC + Repairs cost estimation
- ⇒ **Transmission terms** : Day+2 for France & Day+3 for Europe ( D= date of delivery)

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**2. NATURE OF NON-CONFORMITY NOT FROM CARRIER'S RESPONSIBILITY (GAP BETWEEN THE BUILT-UP VS ORDER, FUNCTIONAL DEFAULT OR VISUAL ASPECT DEFAULT (EXCEPT DAMAGES)**

In this part you will find:

- a)            The procedure for administrative management

Please notice that the declaration should be done within a month after the reception date of the vehicle.

- b)            The form « NCL » (= Non-conformity at delivery) for corresponding declaration to be enclosed to the non-conformity folder.

**In the case you'd need to be accompanied for defining clearly the nature of the non-conformity and how to proceed, please use the link entitled "step by step to appropriate contacts and procedures" on the website.**

***Important: the two ways of declaration are linked each other in case of necessary investigation or wrong addressing.***