

**RENAULT V.I.**

<b>DAMAGES DURING TRANSPORT VOLVO LOGISTICS – RENAULT TRUCKS (Light Commercial Vehicle Denmark)</b>	<b>PROCEDURE D'ORGANISATION 0307110520PHI</b>
<b>DATE APPLICATION : 06/2006      ETAT / STATUS : VALIDE</b>	
<b>PROCESSUS / PROCESS</b> <i>si niv. 2, désignation processus selon MQE</i> <b>V TRAITEMENT DES COMMANDES CLIENTS\F1 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?)*

The DPL (Département Production et Logistique), the DCO (Directions Commerciales Opérationnelles) of Renault Trucks and VLC (Volvo Logistics Corporation).

**PURPOSE** *(Gain?)*

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

**APPLICATION**

FIELD: All new LCV transported on VLC's responsibility, from Batilly to their contractual destinations in Denmark, even if immobilized and repaired in following countries: France, Benelux, Germany, in Europe.

Note: Only the vehicles Master and Mascott are concerned

**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 PERTINANCE AND COHERANCE	G. FANTOU
APPROVAL TO ENFORCE	B. JAILLARD
ADMINISTRATOR	B. BLAIN
DEPARTMENT	DPL

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### **PURPOSE**

To define the administrative claim handling procedure.

### **SCOPE**

All kind of damages on new LCV vehicles of Batilly origin with final destination Denmark, whatever the kind of transport (by road, by rail, by boat...). For other types of vehicles, the existing procedure stays applicable.

### **DISTRIBUTION**

*Accountancy  
Control of management  
Legal service  
Sales department  
CAT centre  
Operations direction  
Methods, Purchase and Transport Schedule Department  
Tenants  
Final destinations  
VLC responsible for redistribution*

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## APPLICATION

### **A DELIVERY**

The transporter has to assure the delivery of all new vehicles during the opening days and hours. The different addressees are obliged by each start of a new year and at each change to notify their opening and closing days and hours and their holidays to VLC.

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.

In case of an exceptional delivery, out of working hours, the carrier should send maximum one day after delivery a fax/mail, with copy to the CAT centre, to notify the addressee of the delivery and the location where the vehicle stands.

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 the presence of the transporter's representative. In case of an exceptional delivery, out of working hours, there won't be any contradicting reception by the addressee.

### **B DAMAGE DETECTION**

#### **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, using the « Instructions for Inspection Personnel » (see enclosed).**

#### **2. Reservations**

We reiterate that the transporter shall be liable until the vehicles are off-loaded "at the foot of the coupling bar" and that as a result, 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. Reservations are to be made by both parties.

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

A reservation is the action of writing down, on the « Procès Verbal » or Damage report, each damage noted while inspecting the state of the vehicle. **This should be done contradictory (between consignee and delivering driver) and by using the instructions for inspection personnel (see enclosed).**

Only Transport damage should be noted on the Damage report and **should be signed by both present parties.**

By delivery at night the dealer must send the correctly filled out Damage report, dated and signed, together with the CMR to VLC before 12 a.m. the next day.

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At delivery, all damages should be noted on following documents :

<b>Table 1</b>	
<b>Road transport</b>	<b>Other transport</b>
<ul style="list-style-type: none"> <li>- Transport document (waybill or CMR for international transport)</li> <li>+</li> <li>- Damage report</li> <li>- "Fiche d'objets volatiles" (if something missing)</li> <li>see example in Annex</li> </ul>	<ul style="list-style-type: none"> <li>- Damage report</li> <li>- "Fiche d'objets volatiles" (if something missing)</li> <li>see example in Annex</li> </ul>

**All damages which are not contradictory (between consignee and delivering driver) noted will be rejected.**

**3. Division of the different pages of the Damage report (see enclosed) :**

Page 1 (white):	1 – by fax/mail to VLC 2 – Attached to the repair invoice
Page 2 (Blue):	Delivering carrier (transport company)
Page 3 (Pink):	attached to the repair invoice and to page 1
Page 4 (Yellow):	files of the consignee

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**C How to send in a claim****1. General case**

## 1.1. Constitution of the files :

When claiming, following documents should be sent in to VLC/SIACI:

<b>Table 2</b>	<b>Road transport</b>	<b>Other transport</b>
<b>New vehicles</b>	- CMR or waybill - Page 1 of the Damage report - cost estimation* of repair according to the procedure - "Fiche d'objets volatiles" (if something missing) see example in Annex	- Page 1 of the Damage report - cost estimation* of repair according to the prevailing procedure - "Fiche d'objets volatiles" (if something missing) see example in Annex

**(\*)The cost estimation should contain the name and fax/mail number of the person responsible for repair.**

**The cost estimation should be accepted before starting repair.**

**When the procedure is not followed, all repair payments can be refused.**

## 1.2. How to file a claim

- Transmission by fax/mail,
- The consignee is responsible for filing the claim

## 1.3. Term

All complete files must be sent to VLC, as soon as possible and compulsory **before noon of J+3** (J is the day of delivery)

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### **2. Special cases**

Delivery without contradiction (delivery by night or out of working hours):

The file contains page1 of the "Damage report"\* and the cost estimation (if the place of delivery is also the place of repair).

The receiver must send the file by fax/mail to the supplier and to VLC, before noon of J+1, holidays not included, (J is the day of delivery). **If the claim is sent in later, it won't be taken into consideration.**

(\*) In this case the receiver should clearly identify the supplier (name of the transport company, name of the driver, license number, address).

## **D CLAIM HANDLING**

Claim handling will be done under the responsibility of VLC.

**For each cost estimation, VLC has the right to organize a survey.  
VLC will fix an amount under which no claim will be accepted (see « minimal amount » in attachment).**

VLC will hold the responsible for the damage liable within 24 hours after receiving the claim.

### 1. Claim class A :

**VLC will send the repairer a claim number within 24 hours after receiving the complete claim with cost estimation.**

**If the repair cost exceeds the « maximum amount », defined in attachment, VLC will obligatory invite the transport company who caused the damage, to organize a survey on the vehicle at its own account.**

- For claims with repair costs over the « minimal amount » and under the « maximum amount » the file number will be accompanied with :
  - an approval for repair (containing the following : 'approved', date of validation and signature of the responsible person)
  - or the way the survey will be held
- For claims with repair costs over the « maximum amount » the file number will be accompanied within 72 hours after receiving the claim with :
  - an approval for repair (containing the following : 'approved', date of validation and signature of the responsible person)
  - or the way in which the survey will be held

### 2. Claims class B and C :

Within 24 hours after receiving the claim VLC will send the repairer a file number and the procedure to follow.

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**E INVOICING**

**The invoice must obligatory be in accordance with the cost estimation made in advance or set at the survey.**

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

**The file number should be mentioned on the invoice** and the invoice should be labeled to VLC, and sent together with page 1 and 3 of the "Damage report".

**The invoice will be paid within 60 days end of month starting from the reception date of the invoice.**

<b>TERMINOLOGIE</b>	
<b>CAT</b>	Compagnie D'Affrètement et de Transport
<b>DCO</b>	Direction Commerciales Opérationelles
<b>DPL</b>	Département Production et Logistique
<b>VLC</b>	Volvo Logistics Corporation

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**APPENDIX****Contact list + invoice address****1. Scandinavia****Invoice should be addressed and sent to:**

Volvo Logistics AB  
Risk Management Dept., 7140, ARH8  
Attn. Susanne Eliasson, YI31164  
S-405 08 Göteborg  
Sweden  
TVA N° SE556197973201

**Contact details for claim handling**

Volvo Logistics AB  
Risk Management Department  
Tel.: +46 31 3227247  
Fax. : +46 31 547123  
E-mail: [susanne.eliasson@volvo.com](mailto:susanne.eliasson@volvo.com)

**2. « MINIMAL AMOUNT »**

The minimal amount (for 1 vehicle) which is accepted by VLC is: **€50,-**

**3. « MAXIMUM AMOUNT »**

The minimal amount for which VLC is obliged to invite the transporter responsible for the damage to organize a survey at their own account is **€500,-**