



Inspection of new vehicles in-transit

Instructions on how to inspect the vehicle
and what constitutes in-transit damage

October 2008

Introduction

The instructions below are guidelines to help in assessing damage during vehicle handovers. Damages identified must be recorded on the relevant documentation accompanying the vehicle and / or reported on the appropriate damage recording system.

To ensure a consistent standard of inspection, these inspection guidelines should be applied by:

- Manufacturers at Factory Gate Release
- Carriers and Logistics Providers at handover and First Point of Rest inspection points
- Dealers – On receipt of vehicles from final carrier

It should be noted that the inspection procedure:

- Evidences the condition of the vehicle at the point in time of the inspection
- Provides support for damage reduction through the early identification and tracking of damage patterns.

Where appropriate, a countersignature should be obtained to confirm the findings of the inspection.

Conditions for the inspection

Clothing

Vehicle inspectors should, at all times, wear car friendly clothing, which is:

- Clean
- Free from exposed buttons, fastenings
- High visibility

In addition:

- Metal worn on the person, such as watches and rings, should be removed or covered and protected

Lighting

Vehicles should only be inspected in daylight conditions. Under exceptional circumstances, such as night loading, artificial light may be utilised.

The vehicle must remain in situ and not be lifted for the inspection.

It is not acceptable to inspect the vehicles in a light tunnel or similar highly illuminated conditions.

Inspecting the vehicle

The assessment must be completed objectively and to the best of one's knowledge and belief.

As a guide the visual inspection should take no longer than 3 minutes. This excludes time taken to complete documentation or enter data on a handheld data capture unit, but includes time taken to open and inspect the interior via the driver's side door.

The inspector should be no closer than 1.0 metre away from the vehicle during the initial inspection.

The inspection should commence at the front of the vehicle and proceed in a clockwise direction around the vehicle until all panels, including, where possible, the roof, have been inspected.

The inspector should view the vehicle at a 30 degree angle. It is permitted for the inspector to 'gun-sight' and crouch to better see the vehicle, providing that the 1.0 metre distance is maintained.

If damage is identified during the initial visual inspection, the inspector is permitted to approach and touch the vehicle if this assists with validating any damages that may be noted.

Unless a manufacturer's seal has been applied, the inspector should, as and where appropriate, open the boot to inspect for loose items and the condition of the spare tyre etc.

Any loose items (such as keys) should be checked and recorded. (The exact list of items to be checked is determined by the OEM requirements as per the transport documentation or Vehicle Loss and Damage Report checklist.)

Damaged vehicles

All identified damages should be recorded. Damages identified may be either transit or non-transit related.

Definitions	Transit	Non-transit
Scratches, inward dents, chips, broken items or damage under the protection where the protection is damaged or torn	<input checked="" type="checkbox"/>	
Scratches that can be polished out and paint chips which can be touched up		<input checked="" type="checkbox"/>
Damage to paintwork caused by protection and damages found under protection which has not been damaged itself		<input checked="" type="checkbox"/>
Outward dents		<input checked="" type="checkbox"/>
Paint damage that is visible with all doors, bonnet and tailgate closed and damage within the driver's door aperture	<input checked="" type="checkbox"/>	
Hidden paint damage (invisible with all doors, bonnet and tailgate closed) except for damage within the driver's door aperture. Dirt in paint, paint runs.		<input checked="" type="checkbox"/>
Paint chips on panel edges as a result of touching the adjacent panel or fitting of panels, wheels, exterior trim		<input checked="" type="checkbox"/>
Fitting damage to alloy wheels and wheel nuts		<input checked="" type="checkbox"/>
All tyre damage including punctures (excluding faulty tyres and obvious fitting damage). Missing spare wheels where fitted.	<input checked="" type="checkbox"/>	
Abrasions and scuff marks on bumpers	<input checked="" type="checkbox"/>	
Exterior glass scratches (where not caused by fitting)	<input checked="" type="checkbox"/>	
Missing loose items (such as in car entertainment, spare wheel trims, gear knobs, aerials), items secured in boot (unless boot has remained sealed)	<input checked="" type="checkbox"/>	
Missing key fobs	<input checked="" type="checkbox"/>	
Dirty / damaged interior around the driver's seat	<input checked="" type="checkbox"/>	
Dirty damaged interior away from the driver's seat		<input checked="" type="checkbox"/>
Contamination – i.e. Bird Lime, Mayfly, Industrial fallout, Airborne pollutant	<input checked="" type="checkbox"/>	

Damage recording

The damage noted should clearly be identified as being either transit or of a non-transit nature.

The damage should be recorded on either:

- A manufacturer or logistics provider specific damage form
- A manufacturer or logistics provider specific damage data capture system, or
- The ECG Standard Vehicle Inspection Form (attached as Appendix 1)

Any damage report forms should be removed from the vehicle prior to final delivery to the dealer / consignee.

The damage should also be noted on appropriate transport documents, such as the CMR.

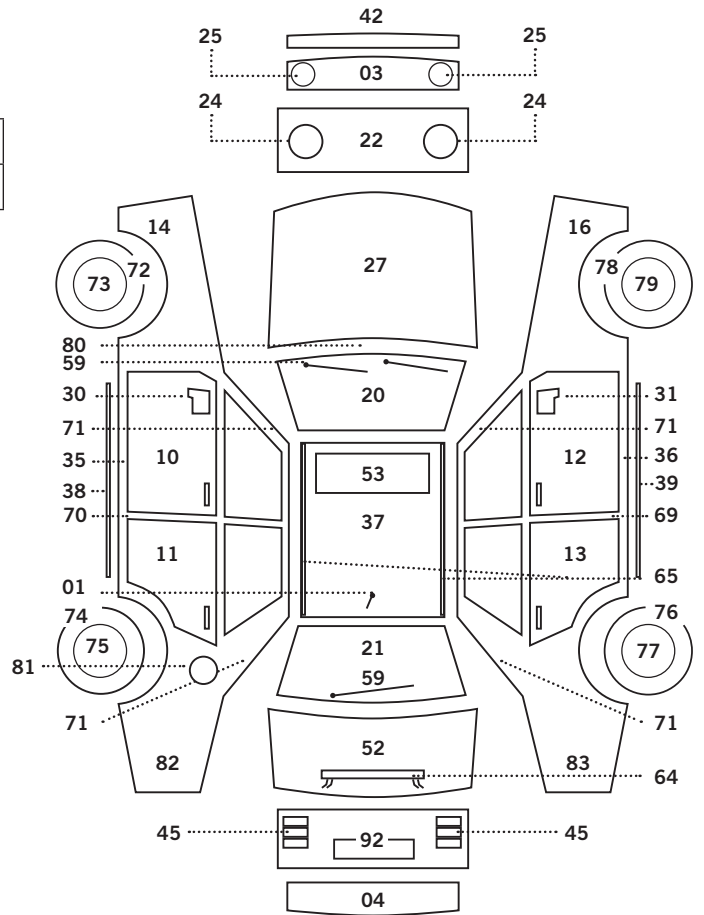
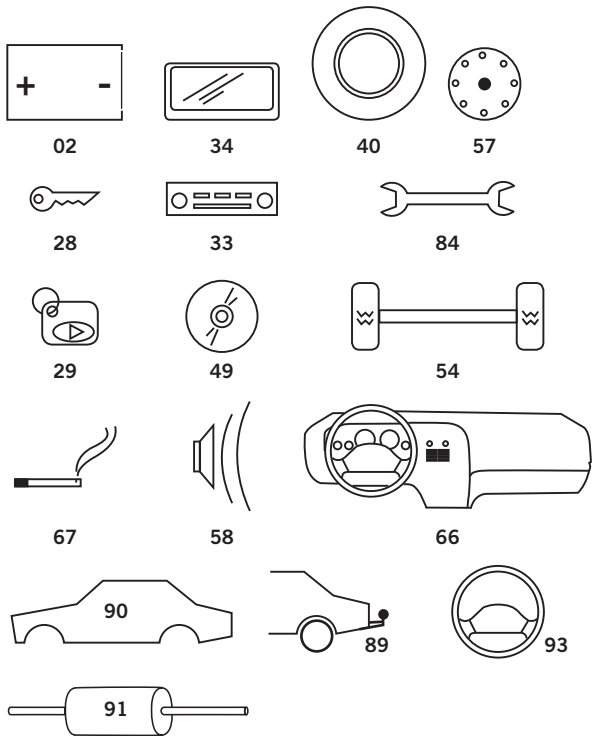
Damage recorded should be communicated in line with client instructions.

Incidence of repetitive damage should be reported separately to the manufacturer.

The identification and reporting of damage, whether noted as transit or non-transit, evidences the condition of the vehicle at the point in time of the inspection.

ECG Standard Vehicle Inspection Form

Model	
Chassis No	



A			B			C			D		
Area code	Damage code	Severity code	Area code	Damage code	Severity code	Area code	Damage code	Severity code	Area code	Damage code	Severity code

Transportation Section	A	B	C	D
Delivering carrier				
Truck No/Ship				
Signature				
Name (print)				
Receiving carrier				
Name of inspector				
Signature				
Date				

Position codes

1	Antenna/Antenna Base	34	Tv/Dvd Screen	67	Cigarette Lighter/Ashtray
2	Battery/Box	35	Rocker Panel/Outer Sill – Left	68	Carpet-Front
3	Bumper/Cover/Ext-Front	36	Rocker Panel/Outer Sill – Right	69	Center Post, Right
4	Bumper/Cover/Ext-Rear	37	Roof	70	Center Post Left
5	Bumper Guard/Strip-Front	38	Running Board/Step – Left	71	Corner Post
6	Bumper Guard/Strip-Rear	39	Running Board/Step – Right	72	Left Front Tire
7	Door-Back Cargo, Right	40	Spare Tire/Wheel	73	Left Front Wheel/Rim
8	Door-Back Cargo, Left	41	Open	74	Left Rear Tire
9	Door, Side Carco	42	Splash Panel/Spoiler – Front	75	Left Rear Wheel/Rim
10	Door-Left Front	43	Open	76	Right Rear Tire
11	Door-Left Rear	44	Gas Tank	77	Right Rear Wheel/Rim
12	Door-Right Front	45	Tail Light / Hardware	78	Right Front Tire
13	Door-Right Rear	46	Open	79	Right Front Wheel/Rim
14	Fender-Left Front	47	Open	80	Cowl
15	Quarter Panel/Pick-Up Box-Left	48	Trim Panel-Front Left	81	Gas/Cap Cover
16	Fender-Right Front	49	Cd Changer Separate Unit	82	Fender-Rear Left
17	Quarter Panel/Pick-Up Box -Right	50	Trim Panel-Front Right	83	Fender-Rear Right
18	Front Floor Mats	51	Open	84	Tools/Jacks/Spare-Tire Mount + Lock
19	Floor Mats Rear	52	Deck Lid/Tailgate/Hatchback	85	Communication/Gps Unit
20	Glass Windshield	53	Sunroof/T-Top	86	Parking Sonar System
21	Glass Rear	54	Undercarriage-Other	87	Open
22	Grille	55	Cargo Area-Other	88	Open
23	Accessory Bag / Box	56	Vinyl/Convertible Top/Tonneau Cover	89	Trailer Hitch, Wiring Harness, Tow Hooks
24	Headlight/Cover/Turn Signal	57	Wheel Covers/Caps/Rings	90	Frame
25	Lamps-Fog/Driving/Spot Light	58	Radio Speakers	91	Exhaust System
26	Headliner	59	Wipers, All	92	License-Bracket
27	Hood	60	Open	93	Steering Wheel/ Airbag
28	Keys	61	Box Interior, Pickup	94	Seat-Front Left
29	Keyless Remote	62	Open	95	Seat-Front Right
30	Mirror-Outside Left	63	Rails/ Truckbed/Lightbar	96	Seat-Rear
31	Mirror-Outside Right	64	Spoiler/Deflector Rear	97	Carpet-Rear
32	Open	65	Luggage Rack (Strips) / Drip Rail	98	Interior Other
33	Audio/Video Player	66	Dash/Instrument Panel	99	Engine Compartment-Other

Damage type codes

1	Bent	11	Punctured	23	Glass scratched
2	Broken	12	Scratched	24	Marker light/additional turn light damage
3	Cut	13	Torn	25	Decal/paint stripe damaged
4	Dented	14	Dented Paint not damaged	29	Contamination, exterior
5	Chipped	18	Moulding/emblem. weatherstrip damaged	30	Fluid spillage, exterior
6	Cracked	19	Moulding/emblem. weatherstrip loose	34	Chipped panel edge
7	Gouged	20	Glass cracked	36	Incorrect part or option not as invoiced
8	Missing	21	Glass broken	37	Hardware – damaged
9	Scuffed	22	Glass chipped	38	Hardware – loose, missing
10	Stained or soiled				

Severity codes

1	Damage up to and including 1 inch in length/diameter - less than 3 cm
2	Damage over 1 inch up to and including 3 inches in length/diameter - 3cm up to 8 cm
3	Damage over 3 inch up to and including 6 inches in length/diameter - over 8 cm up to 15 cm
4	Damage over 6 inches up to and including 12 inches in length/diameter - over 15 cm to 30 cm
5	Damage over 12 inches in length/diameter - over 30 cm
6	Missing