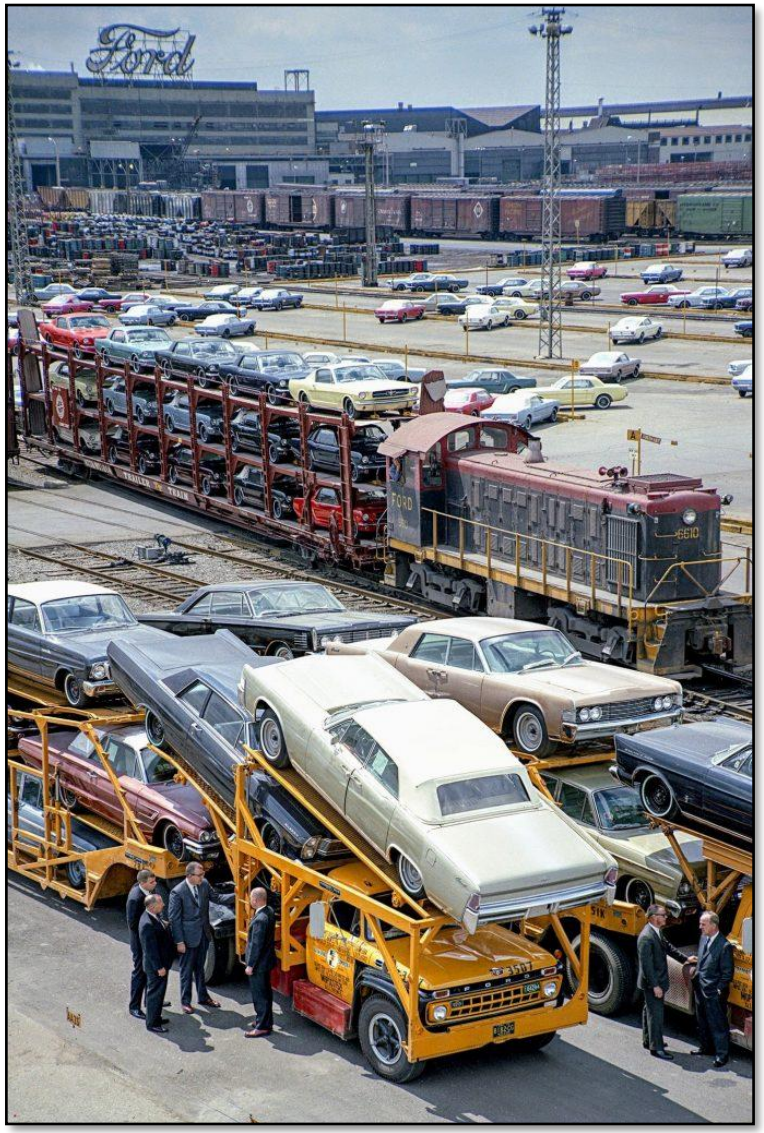
Shipping & Haulaway Manual

(For U.S and Canada)



Last Revision: October 2025

Table of Contents

Table of Contents

Introduction

This Rail and Haulaway Manual has been prepared to assist you in the important day-to-day job of handling Ford-built vehicles.

Our overall mutual goal continues to be the maintenance of Ford quality. Your role in this goal is simply to **handle with care** each vehicle you load, secure, and unload. The Ford method to load, secure, unload, and properly handle vehicles is fully described in this manual.

Care must be taken to avoid chain contact with any vehicle component. Never allow tie-down chains to come in contact with the exhaust system, ABS wires, or control arms and observe all policy updates issued in Quality Assurance Bulletins. When loading in a Carhauler, all chains, straps and hooks should be removed from the path of the vehicle.

Answers to questions that may not be listed in this manual should be directed to your supervisor. All regular training at your company in the proper handling of Ford and Lincoln vehicles will be conducted by members of your management.

This manual is available online for download. The link is:

https://fsp.portal.covisint.com/documents/106025/13672774/Shipping+Haulaway+Manual/8de84c03-9f2e-402d-9298-d0637aa869e1?version=1.0

For further details contact the North American Vehicle Logistics (NAVL) office at: navlqc@ford.com
For details regarding Export quality and claims matters, please contact: Brent L'Heureux blheureu@ford.com

Your correct handling of each Ford vehicle is an important contribution toward meeting our quality goals.

ALWAYS WORK SAFELY & HANDLE FORD VEHICLES WITH CARE!

Thank you,
North American Vehicle Logistics
Ford Motor Company

Proper Ford Tie Down Methods

Rail

Bi-level

Grip Lock (Holden)

Grate Lock (Holden)

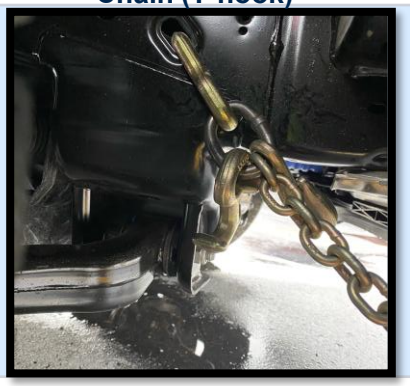
StaPut (Wabtec)

Lock-N-Load (Holland)

Tri-level

Haulaway

Chain (T-hook)

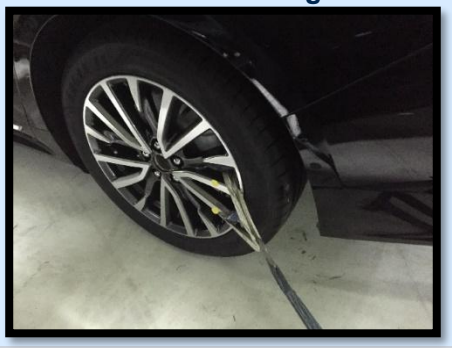


(T-hook Only To Be Used)

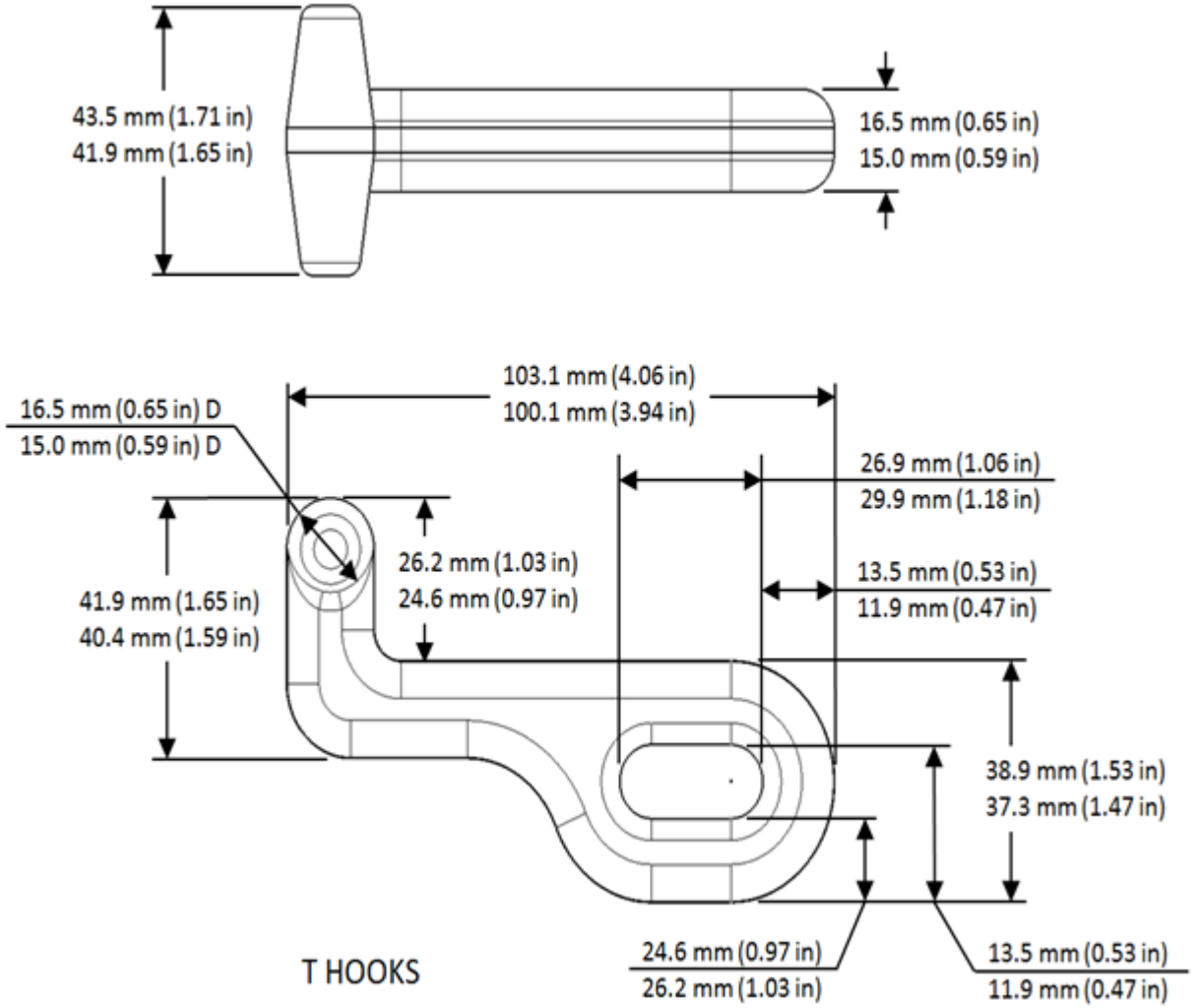
Preferred Method
Soft Strap (Over-the-tire)

Ocean

Wheel Lashing



Ford T-Hook Dimensions for Chain Tie-Down



General Safety Requirements & Guidelines

- The safety guidelines issued by Ford and listed in the Rail and Haulaway Vehicle Handling Manual should be observed whenever they apply to your operation. Review the safety instructions for loading and unloading that are issued by the Association of American Railroads (AAR).

- All transportation companies must post and educate their team of any Safety and Quality bulletins published by North American Vehicle Logistics. All employees and visitors must abide by the Plant/Ramp/OSP's safety guidelines and personal protection equipment requirements for the site. Shuttle vans must always have emergency flashers in use or a top mounted emergency flasher in use while on Ford property.

- Per Ford's Global Policy, seatbelts are required while operating any vehicle on behalf of Ford Motor Company, both in the shipping yards and on public roads. The only exception to this policy is during the act of carhaul and rail loading/unloading, where this exception is required to ensure the safety of the carhaul and rail operators as they position themselves to track the driver side of the vehicle during the loading/unloading process. Seatbelts are required during rail loading and unloading except for oversized vehicle (Super Duty, E-Series, DRWs, and Transits). For clarification, when a carhaul or rail loader/unloader is moving a vehicle from a parking spot to the conveyance, seatbelts are required. Upon reaching the conveyance (carhaul rig or rail car), the seatbelt can then be unbuckled, as required, for safe loading.

- Only drive and park in designated areas. Observe established driving patterns within aisleways and never attempt to pass other vehicles. All drivers must come to a complete stop at end of aisle intersections to verify drive path is clear. When driving on public roads, obey all local traffic laws. Always drive defensively. Use headlights when driving during the times between dusk and dawn or when poor weather conditions exist. When walking, use designated pedestrian aisles where available. Ensure you are visible and make eye contact with anyone operating vehicles or equipment near you. When entering an aisle or reversing out of a spot, honk the horn to alert any oncoming traffic/pedestrians.

- Do not exceed 15 MPH or posted speed limits when driving to and from loading or unloading areas. The loading and unloading speed should never exceed 5 MPH when driving on any incline, decline, or ramp. A lower speed (<5MPH) should be used on vehicles with low ground clearance avoiding sudden stops, especially when approaching or exiting ramps and bridge plates. Always maintain a safe driving distance behind the vehicle in front and follow the 3-second rule. Excessive speeds and reckless driving will not be tolerated.

General Safety Requirements & Guidelines

- All employees are prohibited from being at work or on Company business while under the influence of, or impaired by, alcohol or illegal/illicit drugs.

- No horseplay, eating, drinking, vaping or use of tobacco products in any Ford/Lincoln vehicle or while driving an OSP shuttle van. Personal electronics such as cell phones, tablets, etc. are strictly prohibited when driving any Ford or Lincoln vehicle and in any operation supporting movement of Ford or Lincoln vehicles (e.g. shuttle van driver).

- In keeping with Ford's commitment to provide a safe and secure work environment, a policy has been established prohibiting all weapons on Company property, including employee parking lots and vehicle shipping yard. This policy applies to all employees, suppliers, contractors and all other persons on Ford property or while working on behalf of Ford.

- The following list is not considered all-inclusive, but examples of commonly possessed weapons include: Firearms, Explosives or ammunition, Metallic knuckles, bludgeons or blackjacks, self-defense products such as, martial arts devices, self-defense spray, stun guns, tasers, etc. Knives with blades 3" or longer and any other sharp-edged or pointed instrument not required for work. A concealed weapons permit (CCW) or concealed pistol license (CPL) granted by state or other governmental entity is not, by itself, authorization to carry a weapon on Company property and does not alter this policy.

- Follow proper securement methods in this manual. After Loading, ensure the Parking brake is fully engaged.

- Do not push vehicles with other vehicles.

- Do not attempt to charge or jump-box a battery unless properly trained.

General Safety Requirements & Guidelines (Cont.)

- All personnel engaged in rail/haulaway loading/unloading, and delivery activities must wear clean uniforms appropriate for the task being performed. Uniforms must be clean, free of exposed buttons, zippers, and fasteners to avoid scratching or soiling of vehicle exteriors/interiors. In addition, for the sake of personal safety, personnel should avoid wearing jewelry such as rings, watches, and bracelets; these items can lead to personal injury or vehicle damage.

- Grounds Maintenance
  - Vehicle parking bays must be clearly marked and wide enough to permit opening of doors without damage to nearby vehicles.
  - All areas should be kept free of debris and fluid spills. Drying agents should be applied to fluid spills immediately to minimize soiling of vehicle interiors.
  - Unless otherwise noted in their contract, yard managers are responsible for keeping the shipping yards clear of trash, debris, weeds and most importantly bolts and screws that can damage tires.
  - As contracted, Yard Managers are required to plow snow and apply the appropriate amount of salt to keep aisle ways and walkways safe during and after a snow event.
  - Employees must use approved snow removal devices (see picture)
    - Foam snow rake for painted surfaces
    - Plastic ice scraper to remove ice from windows
    - Handheld snow brush may be used to remove snow from windows, taillights, headlights and grille (not to be used on painted surfaces)

- Do not compress the suspension (beyond the normal compression that comes from using tie down chains or soft straps) or deflate the tires to reduce vehicle height.

- In-transit vehicles must never be used for shuttling personnel around the yard.

- Flat tires are to be replaced prior to moving the vehicle to its next location. Contact Fenkell for tire replacement. Using the spare tire is prohibited.

- Be a good co-worker: stop and educate your fellow workers if you see them working unsafely.

Safety Incident 8D & Root Cause Analysis

- All safety incidents involving Ford vehicles, Ford property and/or Ford contracted services must be reported the same day of the incident to Ford and TFWWI. The following describes the criteria that constitutes a safety incident and will require an 8D within 48 hours showing the root cause analysis and temporary/permanent corrective actions taken.

    1) Accident occurs on Ford Property or Ford controlled property (including carhaul and rail spot)
    2) Incident involves a carrier's shuttle van
    3) Ambulance called to the scene (OSP's must notify Plant Security as well)
    4) Person goes to Urgent Care
    5) Police called to the scene (OSP's must notify Plant Security as well)
    6) Accidents involving all drive-away shuttles
    7) Accidents at satellite or temporary yards

- All accidents must be reported in real time to TFWWI and/or Ford local management.

If needed, ask your Ford/TFWWI contact for the Ford 8D template

General Loading Requirements for All Vehicles

- When using chain tie downs, Ford requires “T-hook” unless otherwise authorized.
- When using chain tie downs, “A-Pull” is preferred where possible and allowed.
- Prior to loading car haul, ensure carrier rig is positioned on level ground, and ramps and flippers are properly positioned to achieve the lowest approach angle possible.
- Before loading and unloading on carhaul, all decks must be cleared of chains, straps and hook clusters, to avoid undercarriage damage to low clearance units (i.e. Mach-E).
- 4 points of tie down is required when using Chain or Over the tire soft-strap (any deviation from this must come from Ford Motor Company NAVL Management).
- Chain and soft-strap tie-downs must not come in contact or close proximity to brake, hydraulic, and/or electrical lines.
- Care must be taken to avoid chain contact with any vehicle component. Never allow tie-down chains to come in contact with the exhaust system, ABS wires, or control arms and observe all policy updates issued in Quality Assurance Bulletins.
- All units with a drop-in bed liner or tonneau cover must be facing forward during car haul transport.
- When rail car loading, max of 5mph throughout the rail car. Slower than 5mph over ramp and bridge plate transitions.
- Loading ramp angles must not exceed 4 degrees for rail and 11 degrees for haulaway.
- Before leaving the unit on rail, carhaul or in bay, turn vehicle off and put vehicle in “Park” (or 1st gear for manual transmissions).
- Parking brake must be fully engaged after unit is parked in bay, on rail or car haul.

General Loading Requirements for All Vehicles

- To avoid battery draw, ensure flashers OFF, all doors closed, and interior dome & headlamps turned to “Auto” or “Off”.
- Units are only allowed to be warmed up for a maximum idle time of 10 minutes
- Side mirrors to be folded in during transport and loading of carhaul and rail.
- To avoid water intrusion, ensure all windows are closed before exiting the vehicle. Roof openings (panoramic, moon, sunroofs) should never be opened for any reason.
- When adjusting decks, be aware of vehicle locations to avoid damaging units.
- Vehicles are not to be modified by the carrier (i.e., do not remove roof racks, let air out of tires, etc.).
- Prior to departure, all loads must be inspected for proper tie-downs and height clearances.
- It is highly recommended that tie-downs are inspected periodically while in transit and any necessary adjustments are made (at all stops).
- For carhaul, the deck hook is not a substitute for a proper hook-cluster; this is not considered an appropriate securement method and will be enforced by Ford Shipping Quality.
- Unused and excess tie-down chains must be secured in a manner that will prevent vehicle contact that could result in damage.
- Decks are not to exceed 18 degrees during transit.
- Chain tie-downs are only allowed on specific SUVs and Trucks: Expedition, Navigator, Bronco, Ranger, F-Series, and E-Series. All other models must use over-the-tire soft straps to secure vehicle on carhaul. For the vehicles listed, over-the-tire strap is allowed and preferred. *Motorhome chassis out of DCP have unique loading and tie-down requirements that are specific to the contracted carriers.*

General Loading Requirements for All Vehicles

Special Handling - Soft Strap Requirements for Haulaway

NAVL has approved the use of "Soft Strap Over-Tire Securement" for new vehicle shipping on haulaway trailers.

- 3” of clearance is to be maintained at all times, when loading or off-loading, between the securement device/transportation equipment and the vehicle itself.

- 5” of clearance is to be maintained between adjustable decks that sit above a vehicle in the lower deck of a carhaul rig.

- Carriers must:
  - Ensure that all soft strap tie-down equipment meets industry safety guidelines and worn-out straps are replaced as needed.
  - Provide driver team members with instructions for proper loading, tie-down, and unloading techniques for over-the-tire soft strap.

Common Checklist for a safe and secure carhaul load:

- All four tie-down chains on each vehicle are secured in designated reinforced tie-down holes, exert opposing force, and are taut.
  - When using over-the-tire straps, ensure (1) per corner for a total of (4). Straps must be taut and secure around tire.
- Tie-down chains are not bearing against vehicle components.
- All vehicles have sufficient front-to-rear, roof, hood, deck lid, and underbody clearances.
- All vehicles have transmissions set in compliance with Haulaway Transmission Matrix and parking brakes firmly set.
- All electrical accessories are "OFF" and windshield wipers are not raised.
- All doors, hoods, deck lids, tailgates, windows and sunroofs are fully closed.
- Jump plates, skids, excess chains and other equipment are secured in transport position to avoid causing damage.
- There is sufficient clearance between the last vehicle on the head rack and the first vehicle on the trailer to allow for no contact during turns.
- Overall height is within route clearance.
- Ensure keyless entry card is not exposed to exterior view.

General Loading Requirements for All Vehicles

- Vehicles having flat tires on rail must be aired up for removal, then once in bay, contact Fenkell for tire replacement.

- For Carhaul/Shuttle to prevent delays caused by shipping vehicles to the wrong destination:
  - verify that the last 8 of the VIN plate matches the VIN # on the Monroney Sticker and the driver door Origination Label on the interior of the B pillar.
  - verify that the VIN # on the BOL/Pick-up Receipt matches the VIN plate in the windshield

- Prior to entering or exiting vehicles:
  - verify hood is closed tight; failure to do so could result in the hood flying up into the windshield
  - verify key fobs are in the cup holder or designated area
    - If (1) or more key fobs or blades are missing, DO NOT SHIP and enter into Fenkell for repair
  - verify protective seat and floor covers are properly positioned

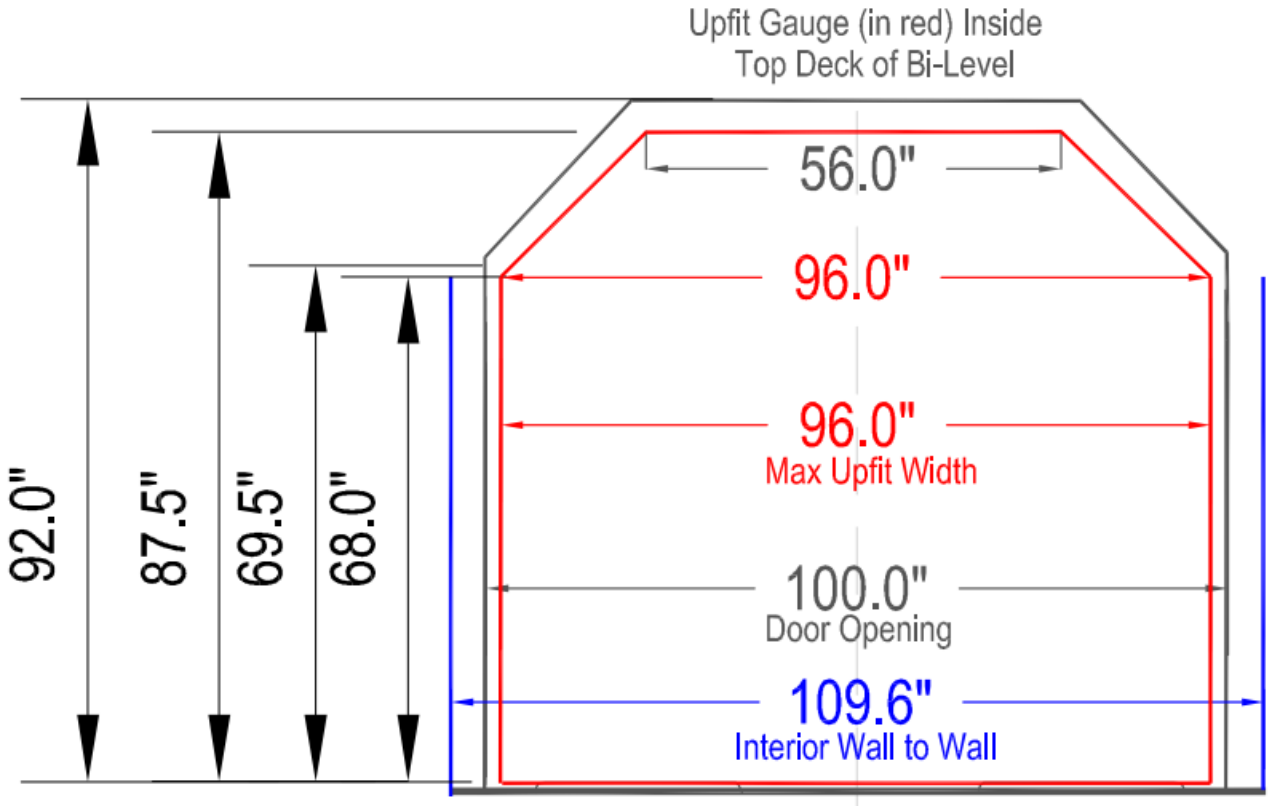
- Never load no-start/dead battery vehicles on haulaway equipment. Vehicles equipped with power brakes, power steering, or electronic transmissions will be difficult to maneuver if the recently jumped battery dies during transportation. All dead batteries are to be entered into Fenkell for battery replacement.

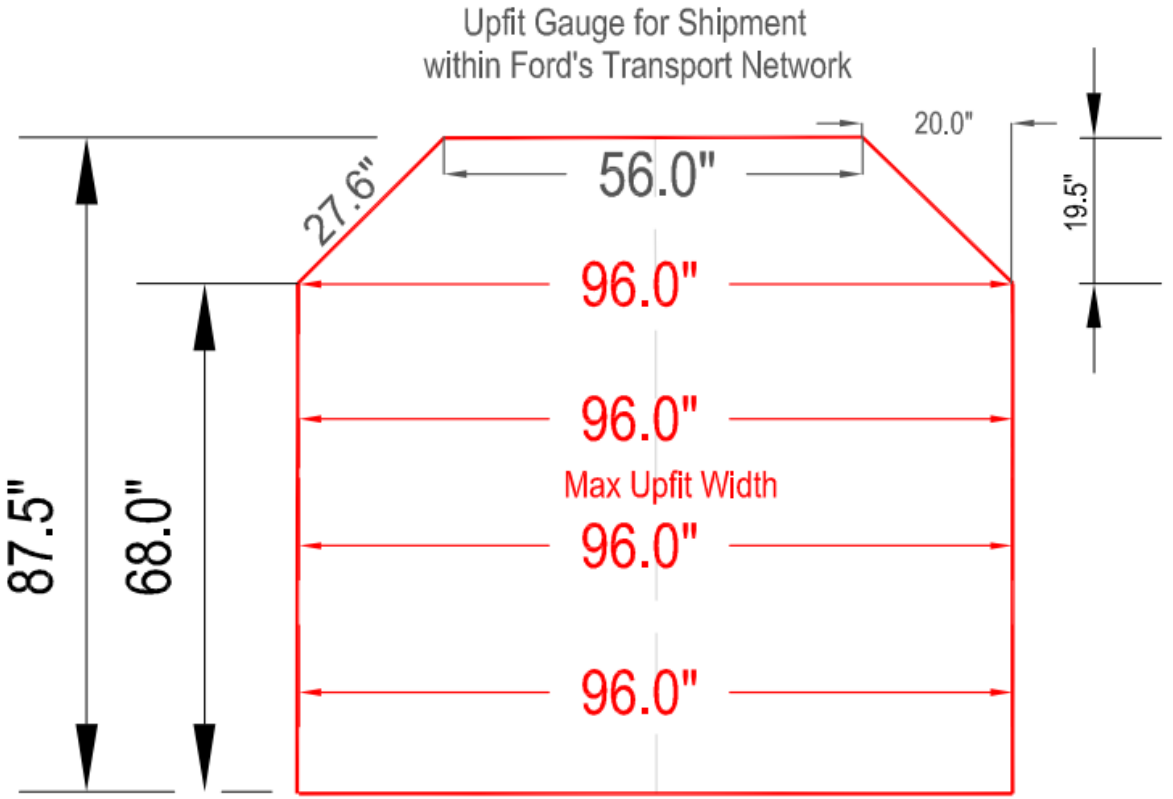
- If a vehicle arrives on a railcar with a dead battery, it is to be jump started with an auxiliary power source (jump-box), driven off the railcar directly to a “sick” bay, and immediately entered in to the Fenkell system for battery replacement. For non-battery related no-start conditions on rail, the vehicle must be pushed off the railcar by hand or towed with a low clearance towing vehicle/tool – in either case, a driver must be inside the no-start vehicle. Upon unload, immediately enter the unit in to Fenkell for Warranty repair.

- Follow all federal, state, local, company rules, and warnings on the battery relative to safe battery handling and disposal.

- For snow removal, use bristleless brushes only (see example to right)
  - All windows are cleared of snow and ice prior to vehicle movement to allow for safe visibility.
    - If snow accumulates in an excess of 2-inches, hood/roof/deck lid must be cleared of snow as well
  - Employees must use approved snow removal devices
    - Foam snow rake for painted surfaces
    - Plastic ice scraper to remove ice from windows
    - Handheld snow brush may be used to remove snow from windows, taillights, headlights and grille (not to be used on painted surfaces)

Standard Rail Car Dimensions





Rail Car Deck Capacity and Height Specifications

A typical enclosed railcar inside clearance is 1,072" with a loading length of 1,062" after allowing for the 5” space requirement from the end doors. AAR spacing and securement requirements are to always be followed, unless expressly specified from Ford in writing otherwise. As reference, a minimum of 3" spacing between vehicles is required and 5“ of spacing from vehicle to the end doors should be maintained. For awareness, Ford expects to achieve a homogenous load ratio of (5) Short-Wheel Based Expeditions & (6) Bronco Sports on a bilevel deck that will fit perfectly while maintaining these 3” vehicle spacing and 5” railcar door space requirements. Otherwise, spacing of 7” at the end doors and 5” between vehicles is to be required. If there is additional space, vehicle spacing should be evenly distributed.

From a width perspective, Tri-level rail car doors are 100“ in width & Bi-level rail car doors are 103" in width.

Average measurement from top deck to top of rail		Deck Clearance	
	A	B	C
Universal			
Enclosed Car (Bi) 19' 1/	**87"**	**94-13/16"**	**-**
Universal			
Enclosed Car (Tri) 18'-10" 1/	**62-3/8"**	**61-7/8"**	**65-11/16"**
Articulated Bi-Level	**87"**	**94-13/16"**	**-**

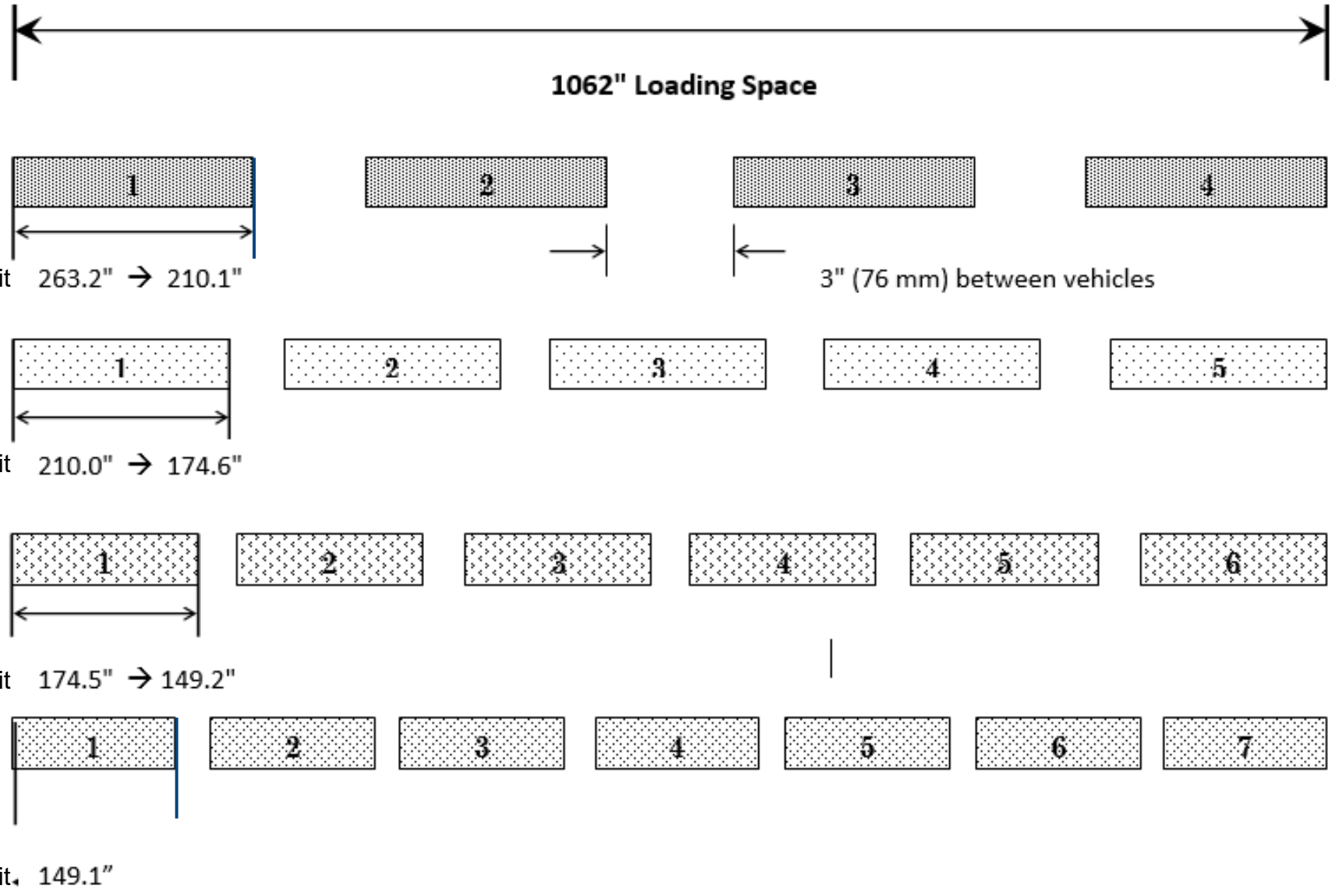
NOTE: Universal car height will vary from 18'10" to 19'0". The variance will be reflected in C-deck heights.

1/ from rail to top of fully enclosed car roof

Multilevel Railcar Load Length and Vehicle Length Break Points Enclosed Railcar

- 1,072” Total Overall Bi-level Railcar Length – 10” For Vehicle Spacing At The Doors = 1,062” Total Loadable Space
- 3” Of Minimum Spacing Between Each Vehicle Vehicle Clearance to Railcar Door on Both Ends
  - 1,050” Net Loadable Space @ 10 Units/BE Load Ratio
  - 1,047” Net Loadable Space @ 12 Units/BE Load Ratio

Rail Loading Spacing between Units - # of Units per Deck



Final Destination/Dealer Delivery Guidelines

- For all process, procedures and policies regarding final destination delivery, refer to the Ford Warranty & Policy Manual (Section 2).

    - For a pdf copy of the latest Warranty & Policy Manual, please reach out to any of your Ford NAVL Quality & Claims contacts.
        - Benjamin Pohl, bpohl4@ford.com
        - Jenna Tasco, jtasco@ford.com
        - Mathew Schmeiser, mschmeis@ford.com
        - Natalie Richmond, nrichm11@ford.com
        - Sarah Harrell, sharre11@ford.com
        - NAVLQC@ford.com

What to do if a Dealer refuses a unit due to excessive damage

- Carriers should never accept a unit for a load from the shipping yard that has excessive damage unless approval has been provided. Should excessive damage occur en route to the Ford or Lincoln dealer, they are required to accept all vehicles regardless of severity of damage. If they do not accept the vehicle, the following actions should take place:
    - Driver immediately contacts their manager
    - Carrier manager immediately calls their Ford NAVL contact
    - Ford NAVL will immediately call the dealer to convince them to allow the vehicle to be dropped
    - Ford NAVL will provide instructions to the carrier and driver should the dealer refuse the request from NAVL

AIAG Damage Coding System

Standard Logistics Damage Codes are published by the Automotive Industry Action Group (AIAG) and are a consensus of automotive manufacturers and others substantially interested with its scope and provisions. AIAG has laminated pocket cards available for purchase by Carrier. These cards should be provided to each of Carrier drivers and/or inspectors. Use of AIAG damage codes is mandatory when Carrier submits damage/loss inspection data to Ford or its agent. Materials are available by contacting AIAG at: Automotive Industry Action Group, 4400 Town Center, Southfield, Michigan 48075, (248) 799-7995.

A five-digit damage code is comprised as follows:

- Damage Area Code – First and Second Digit
- Damage Type Code – Third and Fourth Digit
- Damage Severity Code – Fifth Digit

Multiple unrelated damages within the same damage area should be entered separately.

AIAG Damage Code Charts

Damage Area Codes: 1st and 2nd Digit

AIAG **M-22**

Finished Vehicle Logistics Transportation Damage Handling Processes
Version 5, Issued 11/21

DAMAGE CODE TABLES

Damage *Area* Codes – English –

01	Antenna/Antenna Base	34	Rear Multimedia	67	Cigarette Lighter/Ashtray
02	Battery	35	Rocker Panel /Outer Sill Left	68	Carpet, Front
03	Bumper/Cover/Exterior, Front	36	Rocker Panel /Outer Sill Right	69	Center Post, Right
04	Bumper/Cover/Exterior, Rear	37	Roof	70	Center Post, Left
05	Bumper Guard/Strip, Front	38	Running Board/Step, Left	71	Corner Post
06	Bumper Guard/Strip, Rear	39	Running Board/Step, Right	72	Left Front Tire
07	Door Back Cargo - Right	40	Spare Tire	73	Left Front Wheel/Rim
08	Door Back Cargo- Left	41	Charging Cable for Battery Electric Vehicle (BEV)	74	Left Rear Tire
09	Door, Cargo (Sliding) R/L	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	Truck Cab, Rear	79	Right Front Wheel/Rim
14	Fender, Left Front	47	Open	80	Cowl
15	Qtr. Panel or Pick-Up Box, Left	48	Left Front Interior Trim Panel	81	Gas/Battery Door/Fuel Cap
16	Fender, Right Front	49	Open	82	Fender- rear, left
17	Qtr. Panel /Pick-Up Box Right	50	Right Front Interior Trim Panel	83	Fender – rear, right
18	Front Floor Mats	51	Tonneau Cover	84	Tools/Jacks/Spare-Tire Mount & Lock
19	Rear Floor Mats	52	Deck Lid/Tailgate/Hatchback	85	SD/Multimedia Kit
20	Glass Windshield	53	Sun Roof/Glass Roof	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	Convertible Top	89	Trailer Hitch, Wiring Harness Tow Hooks
24	Headlight/Cover/Turn Signal	57	Wheel Covers/Cap	90	Frame
25	Lamps, Fog/Driving/Spot Lt.	58	Radio Speakers	91	Exhaust System
26	Headliner	59	Wipers, All	92	License Bracket
27	Hood	60	Jumped Chocks	93	Steering Wheel/Airbag
28	Keys	61	Box Interior, Pick-Up Truck	94	Seat, Left Front
29	Keyless Remote	62	Entire vehicle	95	Seat, Right Front
30	Mirror, Outside, Left	63	Rails, Truck bed/Light Bar	96	Seat, Rear
31	Mirror, Outside, Right	64	Deflector/Spoiler, Rear	97	Carpet, Rear
32	Major Damage (***OEM use only***)	65	Luggage Rack /Strips/Drip Rail	98	Interior
33	Front Multimedia	66	Dash/Instrument Panel	99	Engine Compartment, Other

- **Damage Area Code 62 'Entire Vehicle' refers to instances where damage encompasses ¾ of the vehicle, for example:**
  - 3-4, or more, panels are damaged
  - Overspray found on entire vehicle
  - Vehicle covered in dirt
  - Vehicle contaminated
  - Thermal event (fire) occurred on vehicle

Please contact your OEM for direction if you are unsure if the damage found would be considered 'entire vehicle', code 62.

Ford | LINCOLN

AIAG Damage Code Charts

Damage *Type* Codes - English

Damage Type Codes		
01	Bent	Deformed surface or part due to impact.
02	Inoperable	
03	Cut	A smooth-edged serration (as if cut by a knife). Not a break or crack.
04	Dented - Paint or Chrome damaged	An inward depression of a painted or chrome surface with damage to the paint or chrome present.
05	Chipped - Does not apply to glass or panel edge	An area missing paint caused by impact. Do ***not*** use to describe chipped panel edge (34).
06	Cracked - Does not apply to glass	A narrow opening of flaw as a result of impact; the pieces remain together.
07	Gouged	A groove or cavity causing damage to metal or plastic surface.
08	Missing	Part or option is not present at time of inspection.
09	Scuffed	A scrape mark that does not break the surface material.
10	Stained or Soiled - Interior	Discoloration of an interior surface by a foreign substance.
11	Punctured	A hole caused by being pierced.
12	Scratched - Does not apply to glass	A linear mark or cut in painted or chrome surfaces.
13	Torn	Similar to cut but, edges of damage area are ragged.
14	Dented Paint/Chrome not damaged	An inward depression of a painted or chrome surface with no damage to paint or chrome.
15	Full body car cover - damaged	Use when full body cover has transportation damage (does not pertain to Wrap Guard/Transit/Shipping film).
16	Thermal Event/Fire	Used to document evidence of a thermal event or fire is visible.
18	Molding/Emblem/Weather-Strip Damaged	Damage to the molding or emblem of a specific damage area resulting from impact to that part or to a directly adjacent part.
19	Molding/Emblem/Weather-strip Loose	Loosening of the molding or emblem of a specific damage area resulting from impact to that part or an adjacent part. Do ***not*** use to describe molding or emblems improperly installed at the assembly plant.
20	Glass Cracked	Cracked as a result of impact, but pieces remain together.
21	Glass Broken	Glass has been broken as a result of impact to the glass or surrounding panel or molding.
22	Glass Chipped	A small fragment of glass removed as a result of impact.
23	Glass Scratched	A narrow linear exception.
24	Marker Light Damaged	Damage to the marker light lens or bezel mounted on a specific area of the vehicle.
25	Decal/Paint Stripe Damaged	Damage to a decal or paint stripe on the exterior of the automobile.
29	Contamination, Exterior	Examples: Industrial fallout; Iron rust particles; overspray; acid rain.

Damage Type Codes: 3rd and 4th Digit

Damage Type Codes		
30	Fluid Spillage, Exterior	Discoloration of an exterior painted or bright metal surface by a fluid substance or airborne material.
31	Theft/Vandalism	Unauthorized removal of any part of the vehicle/Damage caused by deliberate destruction to the vehicle or objects near the vehicle.
34	Chipped Panel Edge	The same as chipped, but along the edge of a panel, such as a door panel.
36	Incorrect Part or Option not as Invoiced	Part is incorrect or option is incorrect. ***Not*** considered transportation damage.
37	Hardware - Damaged	Damage type ***not*** described by other codes. Door handles, key locks, air horns, grab handles, etc.
38	Hardware - Loose, Missing	Damage type ***not*** described by other codes. Door handles, key locks, air horns, grab handles, etc.

AIAG **M-22**

Finished Vehicle Logistics Transportation Damage Handling Processes

Version 5, Issued 11/21

DAMAGE CODE TABLES

Ford | LINCOLN

AIAG Damage Code Charts

AIAG **M-22**

Finished Vehicle Logistics Transportation Damage Handling Processes
Version 5, Issued 11/21

DAMAGE CODE TABLES

Damage Severity Codes: 5th Digit

Damage *Severity* Codes – English

	Severity Codes
1	Damage up to and including 1" in length / diameter - less than 2.5 cm
2	Damage over 1" up to and including 3" in length / diameter – 2.5 cm up to 7.5 cm
3	Damage over 3" up to and including 6" in length / diameter – 7.5 cm up to 15 cm
4	Damage over 6" up to and including 12" in length / diameter – 15 cm up to 30 cm
5	Damage over 12" in length / diameter – 30 cm and over
6	Missing/Major Damage

Special Note:

Multiple damages on the same panel, regardless of severity, need to be treated as a severity 3 or greater & follow specific OEM guidelines.

AIAG Damage Code Charts

6th DIGIT – GRID MATRIX

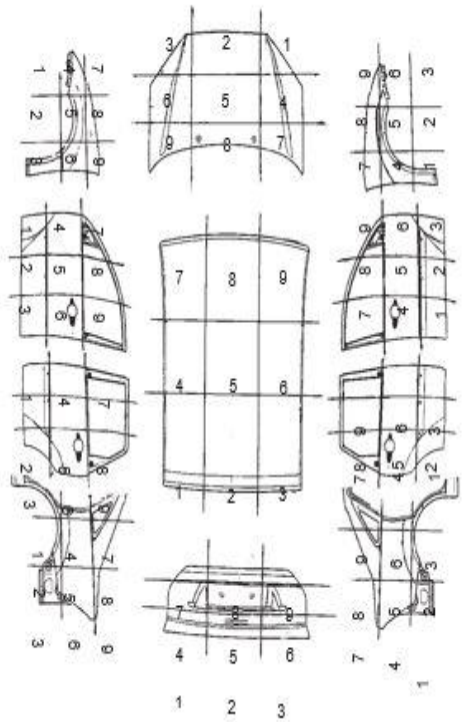
The grid location should be determined as you stand in front of the panel and look straight at it. The hood should be coded as you are looking at it from the front of the vehicle. The left corner closest to you would be considered grid location #1. The trunk would be viewed the same way. As you stand behind the vehicle, the bottom left corner would be grid location #1. The roof would be coded the same way as the trunk.

Panels using the Grid:

Front Bumper (03), Rear Bumper (04), Left Front Door (10), Left Rear Door (11), Right Front Door (12), Right Rear Door (13), Left Front Fender (14), Left Quarter Panel (15), Right Front Fender (16), Right Quarter Panel (17), Hood (27), Roof (37), Tires/Rim OTS (47), Tailgate/Decklid (52)

GOL VEHICLE EXCEPTION WORKSHEET CODES

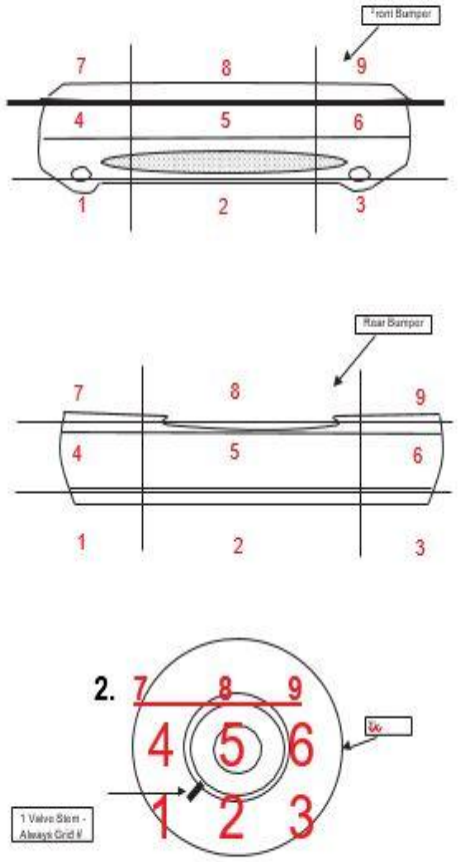
6th DIGIT – GRID LOCATIONS



GRID LOCATIONS (cont'd)

7" & 8th POSITIONS – REPAIR CODES

AD	Adjust	Repairs that include: • metal work • fixing loose items • fixing misalignment concerns
CL	Clean	Removal of contaminants on the vehicle surface such as: • extreme travel dirt • oil substances • acid etching
IA	Industry Acceptable	An exception that falls within industry standards and deemed to be acceptable to the customer
IN	Inflate	Tire which was flat or low on air and required to be inflated
OT	Other	Does not fit one of the categories above. Clearly indicate the type of repair performed in the *COMMENTS* section of the worksheet.
PT	Paint/Refinish	Includes paint and associated work to restore a surface to its original condition
RC	Recharge Battery	A battery that is low or flat and needs recharging
RP	Replace	Refers to replacement of a part that is • missing or • damaged beyond repair
TU	Touch Up/Brush Touch up	Paint damage which does not penetrate down to base metal and could be touched up or repaired with compound
WP	Will Polish Out	A minor surface scratch, chafe, scrape, or scuff which could be buffed or polished out



Vehicle Care and Custody Interchanges between Carriers and/or Yard Managers

The following processes are the base standard for vehicle drop-off/pick-up at Origins, Ramps and/or vehicle storage lots. These requirements can be (and many times are) enhanced by the yard owners or managers. Carriers are responsible for adhering to the damage verification policies and procedures for any yard of which they are operating out of. It is the carrier's responsibility to stay current on any changes in procedure, and liability will be assigned to the carrier if the yard policies are not adhered to

Delivering Carrier: The delivering carrier must follow drop-off instructions from the receiving carrier/yard manager. Vehicle must be unloaded and parked in designated area. Ford will assign damage and/or loss liability to any carrier who cannot demonstrate the completion of their contracted move.

Receiving Carrier/Yard Manager: Arriving inspections must be made by the receiving party prior to the receiving party moving the vehicle from the parked drop-off location. For those yards that do not do live inspections, any and all damages found at time of inspection, the receiving party must notify the delivering carrier with the following information within 1 business day of vehicle delivery: VIN #, date of inspection, location of inspection (yard name and bay #), description of damage, and AIAG codes of damage. Upon receipt of damage notification, the delivering carrier can request a vehicle to be held for damage review for training/counseling purposes. *Receiving party must transmit noted damages to Ford's agent within 1 business day of vehicle drop-off*. *Failure to do so may constitute a waiver by Carrier of its right to submit such information.*

Live Inspection Verification: Ramp operators that require live inspections (damage verification), must not restrict another carrier's loading/unloading process with unreasonable verification procedures or inspection wait times. Verification inspectors must be available during all hours of operation or agreements for handling off-hour damages must be in place between the two parties. The type and severity of damages that require verification must be reasonable and agreed upon by the interchanging carriers.

Delivering Carrier Notification of Damage: Damages are transmitted to the delivering carrier by the receiving carrier as the two carriers agree; however, delivery of carrier notification of damage is not required for Ford to assign carrier liability based on the arriving inspection data as long as the data transmission occurs within 1 business day of delivery receipt. Should carriers have issue with delivery/arriving ramp procedures, Ford will work to help bring the issue to resolution. Should resolution not occur, Ford will assign liability to the carrier based on the preponderance of evidence. It's in the best interest of all parties to work cooperatively during inspection and reporting of damage or loss.

Handling of a Disabled Vehicle on a Railcar

Note:

- Loading personnel can choose to follow this guideline to remove a disabled vehicle from a railcar **OR** can report the condition to Fenkell for remediation.

Warning:

- This procedure is not intended for use on Electric vehicles. Please follow the specific instructions labeled “BEV Specific Instructions”
- If pushing the vehicle off by hand, someone must always be present inside the vehicle for steering purposes
- Please use caution and be mindful of clearance on railcar if a towing service is used to tow the vehicle off the railcar

Tools:

- Certified jump box
- Certified tool designed to unlock the vehicle without a key
- Certified key designed for vehicle

Process (dead battery):

- Utilize a jump-box correctly and appropriately. If this does not remedy the issue, report the vehicle to Fenkell for battery replacement or extraction.

Handling of a Disabled Vehicle on a Railcar (cont.)

Process (keys missing or locked door):

- Lockout conditions are to be reported to Fenkell
- If the keys are missing from the vehicle, Fenkell should be notified immediately for key replacement
- If only one key is missing, carrier to notify ramp to report to Fenkell and vehicle to be put on hold until missing key is replaced by Fenkell unless otherwise instructed by Ford NAVL management.

Process (flat or missing tire):

- If the vehicle has a flat tire, the on-site team may temporarily inflate the vehicle tire for movement off the railcar. If leak is too significant (tire deflates prior to trying to move) then Fenkell should be notified
- If the tire is missing from the vehicle, Fenkell should be notified immediately for tire replacement

Caution when handling a dead battery:

- Always connect positive (+) to positive and negative (-) to negative. Damage or injury could occur to battery/person.
- Ensure positive (+) connection does not touch ground. Wrap connection with a rag as needed to protect from accidental contact
- Make sure jumper cables do not touch moving parts in engine compartment

Stolen Vehicle Process

Note:

- Carriers are required to report stolen units to Ford Motor Company.
- You are responsible for managing and reconciling your inventory. If you discover a missing/stolen vehicle it is imperative that the following instructions are to be followed.

**** In the event of a stolen vehicle, please contact Matt Schmeiser immediately at (586) 610-7170 ****

Steps for Stolen Vehicles:

Carrier should report stolen vehicles immediately to:

- Local police department
- If at a plant or ramp, call local security
- Alert Ford Motor Co thru your TFWWI Operations Team

Within 24hrs of the theft, provide the following information to Ford Lead Benjamin Pohl (bpohl4@ford.com) & Matt Schmeiser (mschmeis@ford.com):

- Where did the theft occur (actual address)?
- Lot/Yard Name?
- Date & Time of theft (if not known, then estimated)?
- Who had care and custody of the vehicle at time of theft?
- What Police Department was the theft reported to?
- Police Report # (must have the VIN on the report)
- Police Officer on Record
- Police Officer's Phone/Cell #
- Names of all witnesses
- Other detail, etc.

Recovered Vehicles:

- Recovered vehicles must be reported to DVO immediately.
- Recovered vehicles must be inspected/categorized by the adjusting agency and are not to be delivered to the dealer unless directed by Ford DVO.
- Carrier must prepare Form 10032 on recovered units indicating vehicle had been stolen and report any damage when applicable.

Missing Vehicle Process

Note:

- Carriers are required to report missing units to Ford Motor Company.
- You are responsible for managing and reconciling your inventory. If you discover a missing vehicle, it is imperative that the following instructions are to be followed.

**** In the event of a Missing vehicle, please contact Matt Schmeiser immediately at (586) 610-7170****

Steps for vehicles that are Missing and Carrier has exhausted all means of locating the vehicle:

Carrier should report missing vehicles immediately to:

- Mat Schmeiser (mschmeis@ford.com)

Special Handling: Transport Mode

All vehicles released from the manufacturing plant will be in transport mode. The screen in the cluster should always read “Transport Mode” after being released from the plant.

If discovered out of transport mode (factory mode or customer mode- you will know it is in customer mode when the cluster does not advise you of factory/customer mode), there are two courses of action you can take depending on where the vehicle is:

1) If the vehicle has not been shipped from the origin shipping yard, then the vehicle should be returned to the plant (factory mode only). If the vehicle, is in customer mode, it is safe to ship the vehicle but exercise caution as safety features including emergency braking and return-to-park will be enabled which may hinder the ease of loading the vehicle especially on car haul.

2) If the vehicle is at a destination ramp (over 100 miles from the plant), continue to ship the vehicle but be aware there may be speed limitations in place that could prevent the vehicle from driving on public roads if necessary.

High Voltage Battery Safety Guidelines – BEV, PHEV, HEV

⚠ **WARNING**: This battery pack should only be serviced by an authorized electric vehicle technician. Improper handling can result in personal injury or death.

⚠ **WARNING**: Apply the parking brake, shift into park (P), switch the ignition off and remove the key before you open the hood or have any service or repair work completed. If you do not switch the ignition off, the engine could restart at any time. Failure to follow this instruction could result in personal injury or death.

⚠ **WARNING**: Do not touch the electronic ignition system parts after you have switched the ignition on or when the engine is running. The system operates at high voltage. Failure to adhere to this warning could result in serious personal injury or death.

⚠ **WARNING**: Keep your hands and clothing clear of the engine cooling fan.

Your vehicle consists of various high-voltage components and wiring.All of the high-voltage power flows through specific wiring assemblies labeled as such or covered with a solid orange convolute, or orange striped tape, or both. Do not come in contact with these components.

The high-voltage battery system is a high-voltage, lithium-ion battery system. The pack is located underneath the vehicle. The high voltage battery system uses an advanced active liquid heating and cooling system to regulate high voltage battery temperature and help maximize the life of the high voltage battery.

Note: *The high-voltage battery does not require regular service maintenance.*

Verbiage above copied from Ford's online Owner's Manual System. See link below:

https://www.ford.com/support/owner-manuals/

It is imperative that drivers confirm that the BEV is OFF before exiting the vehicle. Green 'READY' light indicates the vehicle is on and ready to drive.

Special Instructions – Starting Issues on HEV Vehicles

- When engine is cranked but does not start on an HEV vehicle (Full(standard) Hybrid or Plug-in Hybrid), the vehicle's high voltage battery will continue to discharge while cranking.
  - If the engine is cranked excessively, the high voltage battery state of charge will become too low to start the vehicle.
  - If the engine cranks but does not run, please check that:
    - Fuel level is above 0%.
    - 12V battery is not low or dead (verify following VOPQUG-277 guidelines)
    - If these are good but the engine still does not run, report the vehicle following Ford's inop procedures
    - Do not attempt to crank further to avoid damage to the high voltage battery.
- If there is a "Stop Safely Now" message on the instrument panel, do not attempt to start or operate the vehicle and report the vehicle following Ford's inop procedures

Link to VOPQUG-277 for reference

https://wiki.ford.com/display/QOS/VOPQUG-277+12V+Battery+Handling+Process

Instructions if Missing a 12 Volt Battery (Stolen or Vandalized)

Note:
Loading personnel can choose to follow this guideline to remove a disabled vehicle from a railcar or can report the condition to Fenkell for remediation.

Warning:
If one or both battery cables are cut or damaged, use the instructions labeled “Handling of a Disabled Vehicle on a Railcar" in this manual.

This procedure is not intended for use on Electric vehicles. Please follow the specific instructions labeled “BEV Specific Instructions”

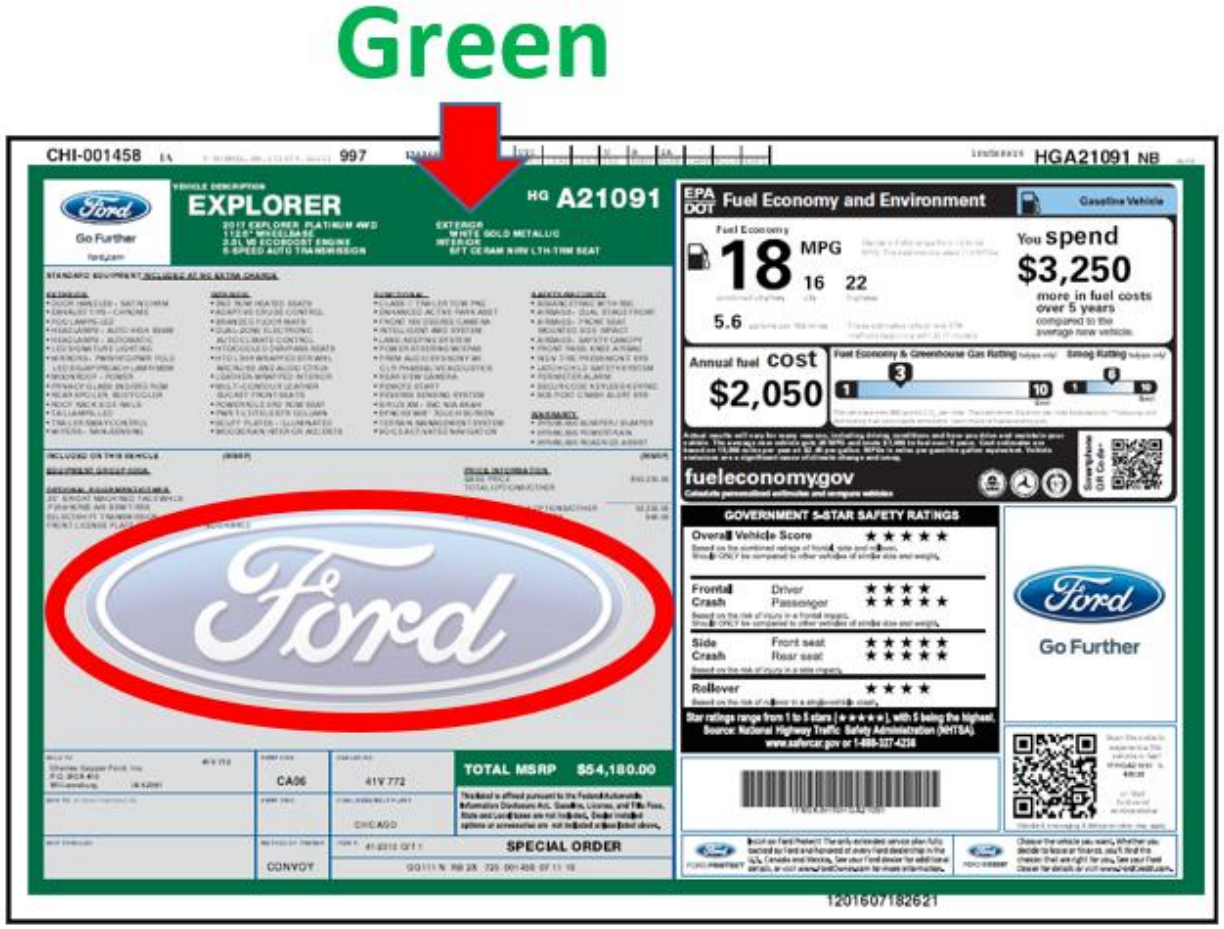
Battery Electric Vehicle Trouble-Shooting Guide

Critical Takeaways for Operating a BEV:

- Use caution as a BEV is nearly silent when it starts and during normal operation of the vehicle
- As the vehicle naturally operates silently, **ensure that you turn off the vehicle before exiting the vehicle!**
- Ensure headlights, map lights, dome lights, etc. are off to preserve vehicle battery
- During transport of vehicle, do not engage the accessory modes
- Aggressive acceleration, accessory mode usage, heavy HVAC usage will cause excessive drain to the HV battery

Green Monroney Sticker and Ramp Label for Retail Units

All retail units produced in North America, Ford and Lincoln, regardless of Origin and Market, will have a New Green Monroney Sticker and Ramp Label as shown below. All these units will have priority in the event of any transportation disruption or in transit repair (ITR) in the Vehicle Logistics Network.



Loose Content Label

The loose content label (LCL) is placed on any vehicle that contains items that are not permanently secured down to the vehicle. Below is an example of an LCL list you will see on a Ford/Lincoln vehicle.

Check list for LCL Inspection

- All 3rd party logistic companies are responsible for verifying that the items listed on the LCL are inside the vehicle before accepting responsibility for any vehicle. LCL items could come in a sealed bag or could be found in various spots around the vehicle depending on model.
- If LCL items are not in a sealed bag, verify that all items are present in the vehicle. If any item is missing, please note the item on the inspection sheet.

LCL Items in Bags

- If the LCL items are placed in a sealed bag, please keep the bag sealed. On the inspection sheet note the “bag has not been tampered with.”
- If the LCL items are placed in a sealed bag and you notice that the bag has been tampered with note on the inspection sheet “bag has been tampered with.”

Example LCL

Loose Item Checklist

ANTENNA
WHEEL COVERS
JACK/LUG WRNCH
SPARE TIRE
FUEL KIT (GAS0
REF MANUAL(S)

Keys

- Please look for the keys in the – cup holder/center console/glove box – in that order based on what’s available for a particular vehicle.
- For missing keys please enter in Fenkell.

BEV/PHEV Charging Ports

- There are two different types of charging interfaces for NA vs. EU. If you are re-charging an EU vehicle, please ensure you are using the correct cable. (Note: Since they are a difference size and shape, they are not interchangeable)

- The 12V battery located in the left side of the trunk is the power source for: computer system, lights, wipers, radio, accessories.

Note:

- A discharged 12V battery will prevent the vehicle from operating (Accessory Mode, Start Mode) & prevent the HV batteries from being charged.
- Requiring the 12V battery to be recharged or replaced prior to HV charging and/or operating the vehicle.
- While in Start Mode the high voltage battery recharges the 12V battery via a DC to DC converter.

Damage Under Vehicle Protection (Full/Partial Body Covers, Wrap Guard, Etc.)

Refer to the Ford Warranty & Policy Manual, Section 2, regarding the inspection procedure for vehicles that contain wrap guard or Full/Partial Body Covers.

The following rules must be adhered to regarding vehicles with Full Body Covers. Should a Full Body Covered vehicle arrive to your inventory, please follow the basic rules listed below:

- We recommend around 10 to 15 mph for driving if the driver door is open. Max speed when driving a Full Body Covered unit is limited to a maximum of 40mph (driver door zipper must be opened, and door cover rolled up onto roof using Velcro fastener provided in cover).
- If FBC unit requires driving on public roads, driver and passenger side doors and exterior mirrors are not to be covered (requires both front door zippers on cover to be opened, and door covers rolled up onto roof using Velcro fastener provided in cover).
- For carhaul loaded deliveries of FBC units, the max speed is 70mph (delivery on carhaul requires all zipper closure flaps to be zipped closed, including the driver door flap)
- All door zippers on cover to be closed when not driving (i.e. vehicle is located on car hauler/rail car/ocean vessel/parking lot).
- All Zippers must be closed when the vehicle is not driving, whether it be in a parking lot, hauler, etc...

Vehicle Shipping and Storage Facilities

The base facility requirements for permanent and temporary shipping & storage yards are enumerated in the Ford quality procedure, VOPQUG-225. These requirements are part of the contracted service agreement with Ford Transportation Purchasing.

Link below for reference:

VOPQUG-225 Preparation and Storage of Finished Vehicles
https://wiki.ford.com/pages/viewpage.action?spaceKey=QOS&title=VOPQUG-225+Preparation+and+Storage+of+Finished+Vehicles

****Important Note****

On all property owned by Ford Motor Company and/or their directed contractors, hazard lights/flashers should ONLY be used in a distress situation (i.e. stranded on side of road). The use of hazard lights/flashers is strictly prohibited during normal transportation throughout the facility

Damaged Vehicle Category Definitions (CAT A/B/D/F)

Vehicle Damaged - Category A

- AMRO has determined the damage is repairable and the disclosable damage does not exceed the limit identified in the "Warranty and Policy Manual". In accordance with Ford Motor Company policy, the unit can be sold as new and it will be forwarded to the ship-to location. Dealers/Fleets will receive a copy of the AMRO estimate from DVO.

Vehicle Damaged - Category B

- Ford AMRO has determined that the unit has experienced damage to one or more key components (i.e. frame, suspension, cut/weld body panels, etc.). Vehicle can be repaired and sold as new only with disclosure to customer prior to sale. If customer or dealer does not want the vehicle, it will be sold at auction. If sold at auction, it is recommended that Dealers/Fleets reorder the vehicle and request expedited action.

*Disclosure laws vary from state to state. It is incumbent on the selling dealer to comply with their state's laws.

Vehicle Damaged - Category C & D

- AMRO has determined that the damage is un-repairable, the unit cannot be sold, and it will not be forwarded to the ship-to location. The damage has been severe and the unit will be scrapped. It is recommended that Dealers/Fleets reorder the vehicle and request expedited action.

Vehicle Damaged - Category F

- Ford AMRO has determined the disclosable damage to be in excess of $3,000*. Vehicle can be repaired and sold as new only with disclosure to customer prior to sale. If customer or dealer does not want the vehicle, it will be sold at auction. If sold at auction, it is recommended that Dealers/Fleets reorder the vehicle and request expedited action.

*Disclosure laws vary from state to state. It is incumbent on the selling dealer to comply with their state's laws.

COPAC Codes

All exceptions (damaged or INOP units) should be reported to the Fenkell Vehi-Trac Reporting System. If you do not have access, they will provide access to and information on how to use Fenkell's Vehi-Trac Reporting System. Enter a BG code in COPAC and an authorization code.

*Note if vehicle is locked and there is a trained and qualified employee who can unlock the vehicle on-site you may precede with unlocking the vehicle. If any damage occurs to vehicle during this process the party unlocking the vehicle is responsible for all damage.

1) The "BG" transaction code (stops the clock) for damages repaired at the ramp. The BG code will require authorization code VTD001.
2) After repairs and final delivery, submit a final delivery record along with ensuring the COPAC hold is removed.

The carrier should submit a 4A record type regarding the following damage exception codes:

- BY: Carriers should only submit this code if they have completed a 10032 damage claim form.
- BX: Carriers should only submit this code if the damaged unit is going to be re-entered into the network for final dealer delivery. Therefore, unit should have a BY and a BX code.
- BG: Carriers should submit this code for battery, tire and glass repair.

For more detailed instructions, refer to Ford's New Carrier Transporting Ford Vehicles Claim Policy manual. Any questions regarding transmission of damaged vehicle codes should be directed to the COPAC team.

EXC Code	Type of Code (Exception For Ramp Charge)	COPAC Description
RB	Exception Code	Sales District Hold/Reassigned
BG	Exception Code	Tire/Glass/Battery Holds
Y1	Ramp Charge Payment	Storage In Dealer Request
Y2	Ramp Charge Payment	Storage In- Finance Hold, Dealer Termination, Auto Show
YH	Ramp Charge Payment	Storage Out Dealer Request
YJ	Ramp Charge Payment	Storage Out

Drive-Away: General Instructions

ALL VEHICLES WILL BE TRANSPORTED IN ACCORDANCE WITH ALL LOCAL, CITY, COUNTY, STATE AND FEDERAL LAWS, ORDINANCES, AND REGULATIONS.

If an incident occurs that involves a police report the drive-away company must notify Linda Luttman with DVO, Ben Pohl with NAVL quality, and your local TFWWI contact. Driver should remain with vehicle at all times until the vehicle reaches its next destination and responsibility of ownership has been passed to the next party.

All drivers must obey by the guidelines below:

- Obey posted speed limits
- Use of cell phone is prohibited when operating any Ford or Lincoln vehicle
- When driving any Ford/Lincoln vehicle always wear the seatbelt
- Check to make sure you have adequate fuel to reach your destination
- Cold weather vehicle handling
- Never try to force frozen wiper arms to move
- Use plastic/rubber (never any metal or wood device) ice scrapers to clear snow or ice and free frozen wiper arms
- All windows should be cleared of snow and ice prior to operating the vehicle
- Never use plastic ice scrapers on painted surfaces
- If any of the following scenarios happen while the vehicle is in possession of the driver, please contact your local TFWWI rep for communication of issue:
    - Fuel and Tire Policy:
        - Fuel – Any fuel required in-transit to reach next destination is the responsibility of the drive-away company.
        - Flat Tire – If the vehicle has a flat tire upon receipt, please notify yard manager immediately for replacement of tire. In the event of a flat tire while in-transit the drive-away company should have the vehicle towed on a flatbed tow truck to next destination for tire replacement. The drive-away company is responsible for tow bill associated with flat tire. If the next destination is a dealer, the delivery receipt must accompany the vehicle.
    - If the vehicle breaks down while in-transit to next destination, the driver should have the vehicle towed on a flatbed tow truck to next destination for repair. If the next destination is a dealer, the delivery receipt must accompany the vehicle.
    - In case of auto accident, driver should drive vehicle to next destination or back to origin ramp if final destination is a dealer. In case of auto accident that renders the vehicle inoperable or unsafe to drive, the driver should have the vehicle towed on a flatbed tow truck to next destination or back to origin ramp if final destination is a dealer. Under no circumstance should a vehicle involved in auto accident be delivered to the dealer. Contact Linda Luttman with DVO, Ben Pohl with NAVL quality, and your local TFWWI rep.

Vehicle Line	Assembly Plant	Type of Rail: Bi/Tri	Rail Load Ratio Standard	Number of Chocks per Vehicle	Chock Position	Transmission Park/Neutral	Carhaul Tie Down Method: Chain Or Over-the-tire Soft Strap Or Both
Mustang	FRAP	Tri	5 per deck 15 per rail car	2 sets, same side	N/A	Automatic: Park Manual: 1st gear	Over-the-tire soft strap
Mach E	Cuautitlan	Bi	5 per deck 10 per rail car	(6-4-4-4-6)	High	Park	Over-the-tire soft strap
Bronco Sport	Hermosillo	Bi	6 per deck 12 per rail car	4	High	Park	Over-the-tire soft strap
Maverick	Hermosillo	Bi	5 per deck 10 per rail car	(6-4-4-4-6)	High	Park	Over-the-tire soft strap
Escape / Corsair	Louisville	Bi	5 per deck 10 per rail car	(6-4-4-4-6)	High	Park	Over-the-tire soft strap
Nautilus	Hangzhou	Bi	5 per deck 10 per rail car	(6-4-4-4-6)	High	Park	Over-the-tire soft strap
Ranger	Michigan Assembly	Bi	5 per deck 10 per rail car	(6-4-4-4-6)	High	Park	Both
Explorer / Aviator	Chicago	Bi	5 per deck 10 per rail car	(6-4-4-4-6)	High	Park	Both
Bronco	Michigan Assembly	Bi	5 per deck 10 per rail car	(6-4-4-4-6)	High	Automatic: Park Manual: 1st gear	Both
F-150 / Lightning	Dearborn / Kansas City	Bi	4 per deck 8 per rail car	6	High	Automatic: Park Manual: 1st gear	Both
Econoline	Ohio Assembly	Bi	4 per deck 8 per rail car	6	High	Park	Both
Super Duty	Kentucky Truck	Bi	4 per deck 8 per rail car	6	High	Automatic: Park Manual: 1st gear	Both
Expedition / Navigator	Kentucky Truck	Bi	5 per deck 10 per rail car	(6-4-4-4-6)	High	Park	Both
Transit / E-Transit	Kansas City	Bi	4 per deck 8 per rail car	6	High	Park	Both

GRATE BI-LEVEL CHOCKING & SPACING REQUIREMENTS

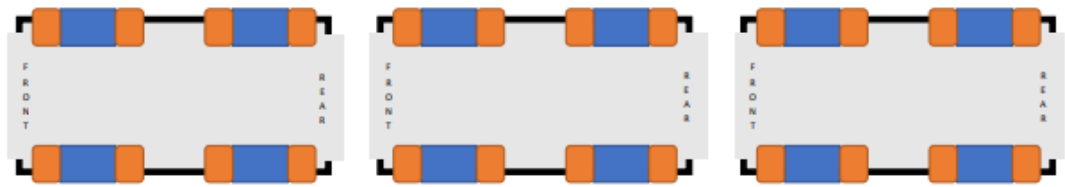
ASSOCIATION OF AMERICAN RAILROADS

MxV RAIL

Three Vehicles per Deck

When loading three vehicles per deck, a minimum clearance of 7″ to the multi-level end doors and 5 ″of bumper clearance between vehicles must be maintained. If the size of all vehicles loaded on the multi-level allows for additional spacing, then bumper clearance to multi-level end doors must be increased. Bumper clearance between vehicles must be increased using all allotted space on the multi-level decks.

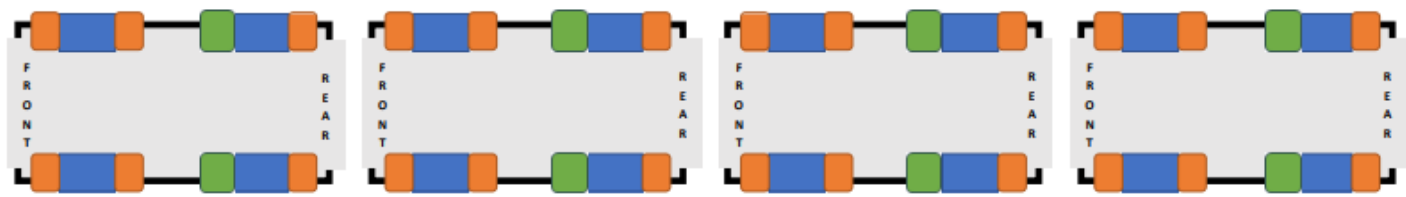
- **Eight chocks applied per vehicle (four outboard and four inboard)**
- **Inboard chock face plates should contact the vehicle tire tread up to 3/4″ from the tire tread.**
- **Inboard chock side paddles must not contact the tire side walls and can't exceed 1 1/2" from the tire side wall.**
- **Minimum of 2″ of clearance is required for the use of inboard chocks.**



Four Vehicles per Deck

When loading four vehicles per deck, a minimum clearance of 7″ to the multi-level end doors and 5″ of bumper clearance between vehicles must be maintained. If the size of all vehicles loaded on the multi-level allows for additional spacing. First the bumper clearance to multi-level end doors must be increased, then bumper clearance between vehicles should be increased using all allotted space on the multi-level decks.

- **Six chocks applied per vehicle (four outboard and two inboard behind the front tires).**
- **Inboard chock face plates should contact the vehicle tire tread up to 3/4" from the tire tread.**
- **Inboard chock side paddles must not contact the tire side walls and can't exceed 1 1/2" from the tire side wall.**
- **Minimum of 2" of clearance is required for the use of inboard chocks.**
- **When EVs are present, double chock the rear tires as noted by the green blocks vs front tires on gas powered vehicles.**



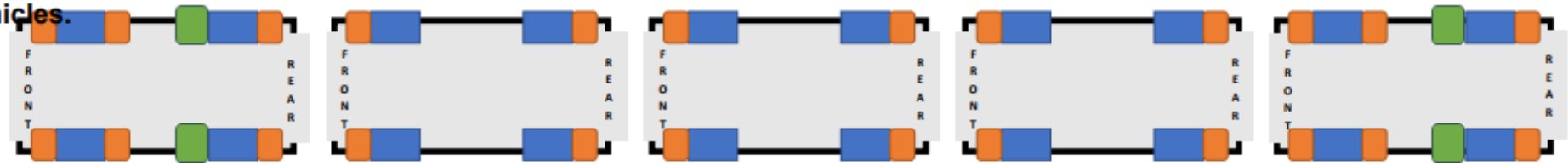
Ford | LINCOLN

GRATE BI-LEVEL CHOCKING & SPACING REQUIREMENTS

Five Vehicles per Deck

When loading five vehicles per deck the minimum clearance of 5″ to the multi-level end doors and 3″ of bumper clearance between vehicles must be maintained. If the size of all vehicles loaded on the multi-level allows for additional spacing. First the bumper clearance to multi-level end doors must be increased to 7″ then bumper clearance between vehicles should be increased to 5″.

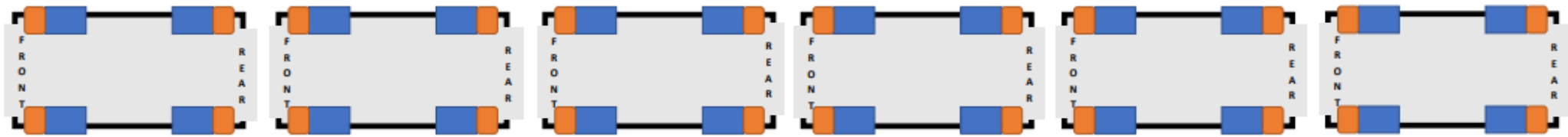
- **Six chocks applied on the first and last vehicles on the deck (four outboard and two Inboard behind the front tires).**
- **Inboard chock face plates should contact the vehicle tire tread up to 3/4" from the tire tread.**
- **Inboard chock side paddles must not contact the tire side walls and can't exceed 1 1/2" from the tire side wall.**
- **Minimum of 2" of clearance is required for the use of inboard chocks.**
- **When EVs are present, double chock the rear tires as noted by the green blocks vs front tires on gas powered vehicles.**



Six Vehicles per Deck

When loading six vehicles per deck the minimum clearance of 5″ to the multi-level end doors and 3″ of bumper clearance between vehicles must be observed. If the size of all vehicles loaded on the multi-level allows for additional spacing. First the bumper clearance to multi-level end doors must be increased to 7″ then bumper clearance between vehicles should be increased to 5″.

- **Four chocks applied to all vehicles on the deck including outboard vehicles**



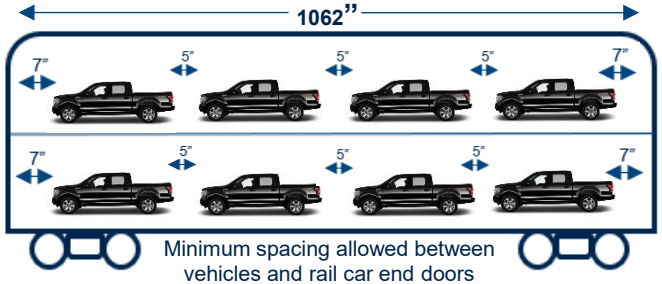
Shipping and Handling Standards – F-150 (Includes Raptor, Tremor)

Rail

- AAR spacing is to be followed; this guide is a reference that will reinforce requirements for AAR spacing.
- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.

Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks must be used.
- All chocks should be placed in the **highest setting**.

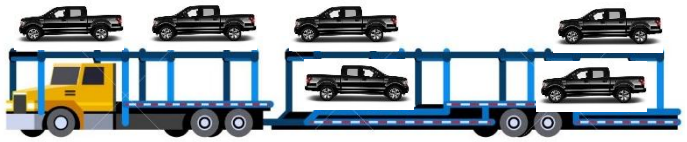


Minimum spacing allowed between vehicles and rail car end doors

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Reg Cab	122	141	209.1	227.7	83.6	75.6	77.0	4,021	4,363
Super Cab	145	163	231.7	250.3	83.6	75.5	77.1	4,345	4,949
Super Crew	145	157	231.7	243.5	83.6	75.6	77.6	4,465	5,022
Raptor	145	145	232.6	232.6	87.0	79.8	80.6	5,740	6,000
Tremor	145	145	231.7	231.7	79.9	77.2	77.2	5,115	5,115

Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- No unit with a drop-in bed liner (i.e. non-spray bed liner) or a tonneau cover should be backed on – **these units should only be loaded facing forward.**
- Do NOT hit the “tailgate button” on the key FOB when handling the new F-150s. Automatic tailgate could possibly cause damage to the unit and the vehicle behind it.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.



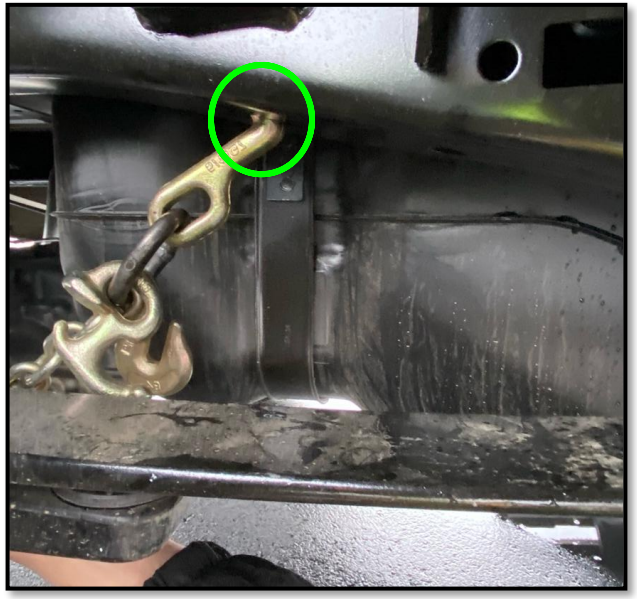
** Carrier responsible for ensuring proper loading ** positions for Raptor units

Tie down slots are not double wall

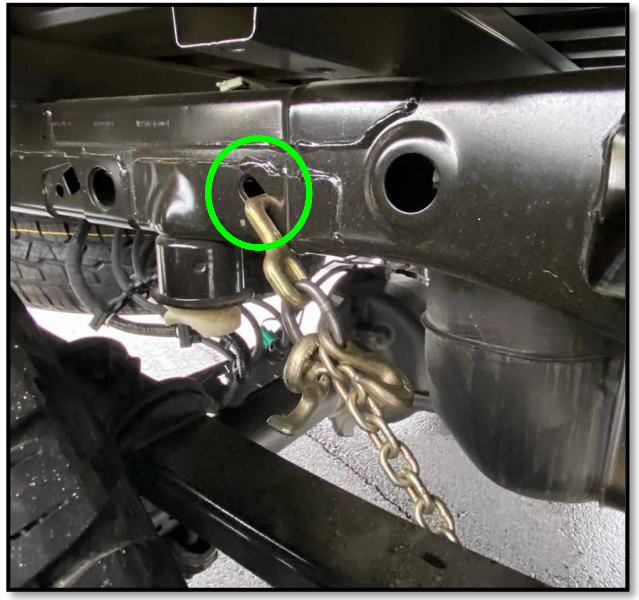
Preferred Method -
Over the Tire Strap

Approved Chain
Tie Down Slot

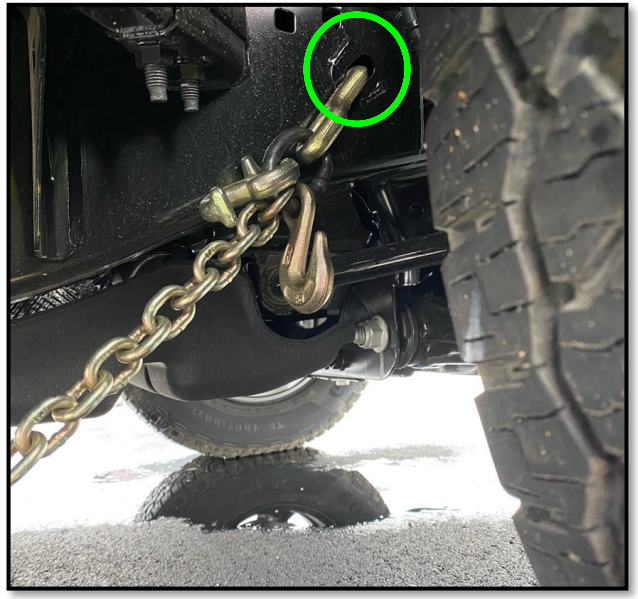
Rear “A” Tie Down
(Tie down slot on bottom of frame)



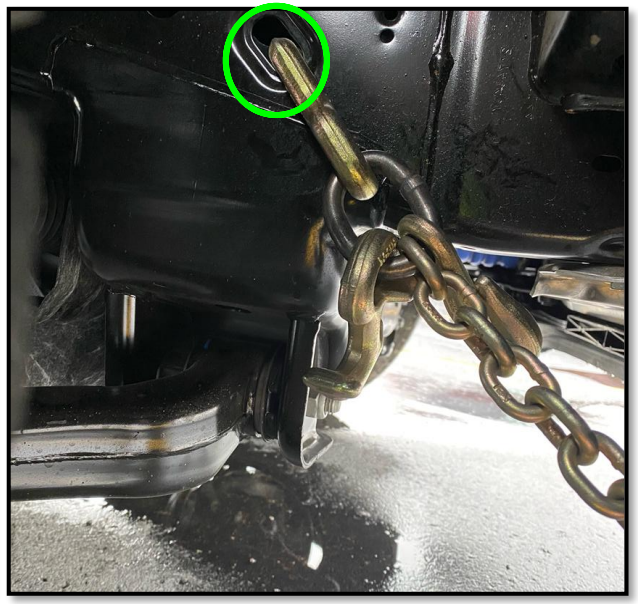
Rear “V” Tie Down

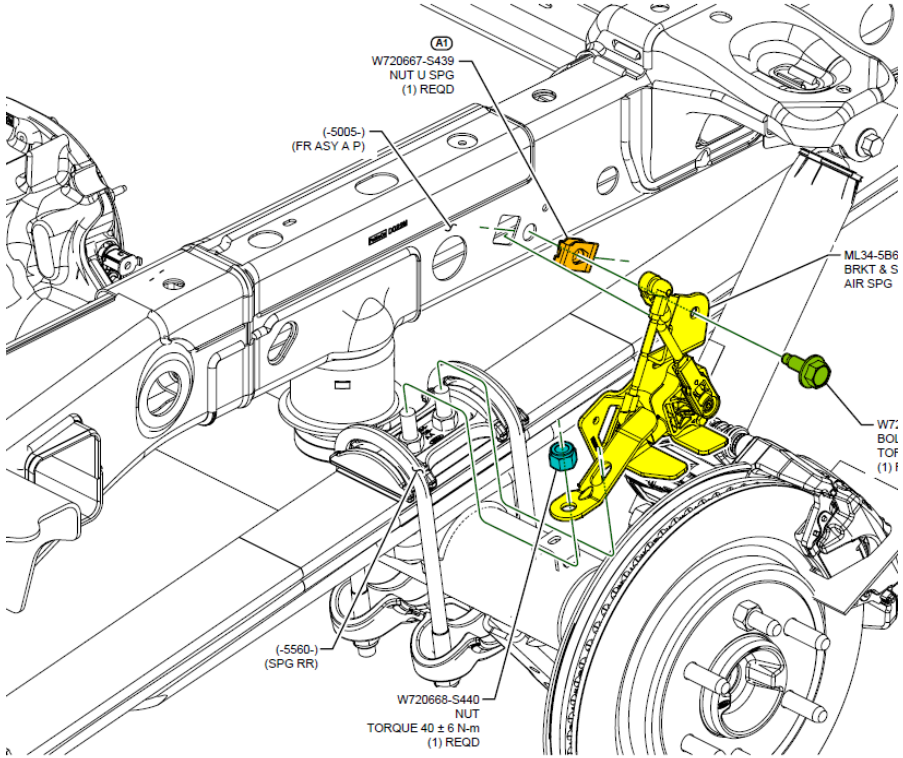


Front “V” Tie Down



Front “A” Tie Down





Ride Height Sensor

Below is the assembly illustration for the F-150 rear ride height sensors. Vehicles with adaptive headlamps, that do not have CCD rear shocks, have a sensor on the LH side only. Vehicles with onboard scales, that do not have CCD rear shocks, have a sensor on the LH and RH side.

* Please be mindful when loading that straps or chains do not come in contact with any components of the vehicle*

Please Note

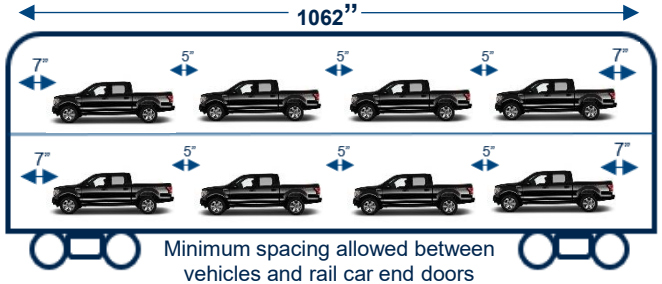
Car Haulers with split decks must be aware of the proper loading procedure to avoid any undercarriage damage to the vehicle.

* Please be mindful when loading that the axle does not come in contact with any part of the trailer*

Shipping and Handling Standards – F-150 Lightning

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



Minimum spacing allowed between vehicles and rail car end doors

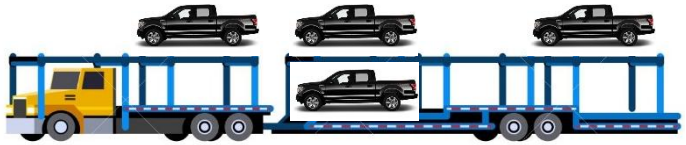
Chocks:

- All units must be secured using a 6-point chocking system where **(4) chocks are used on the rear tires**. (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks must be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Lightning	145.5	145.5	232.7	232.7	83.6	78.3	78.3	6,015	6,893

Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- No unit with a drop-in bed liner (i.e. non-spray bed liner) or a tonneau cover should be backed on – **these units should only be loaded facing forward.**
- Do NOT hit the “tailgate button” on the key FOB when handling the new F-150 Lightnings. Automatic tailgate could possibly cause damage to the unit and the vehicle behind it.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.



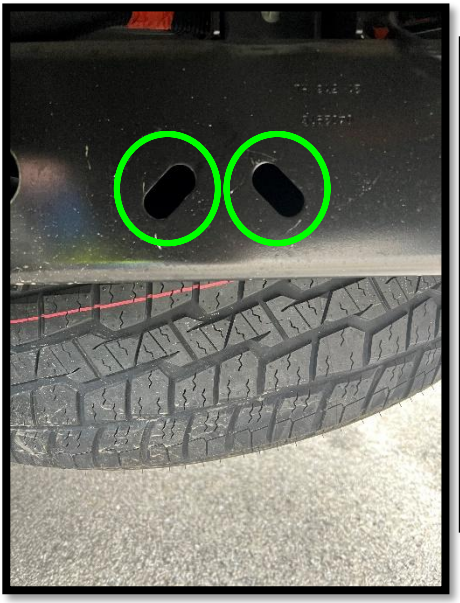
**** Carrier responsible for weight restrictions when loading Lightning units ****


Homogenous load factor (4)

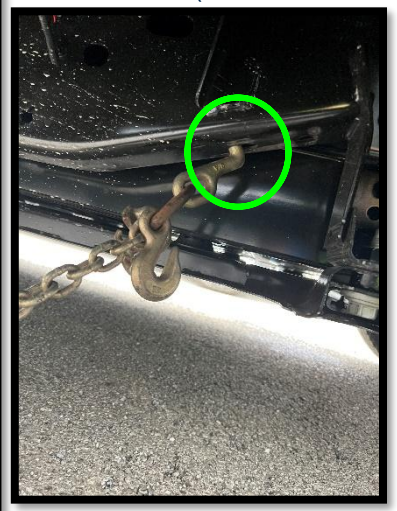
Preferred Method -
Over the Tire Strap

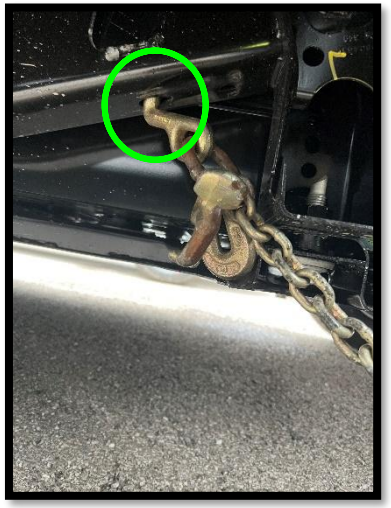
Approved Chain
Tie Down Slot

Rear “A or V” Tie Down

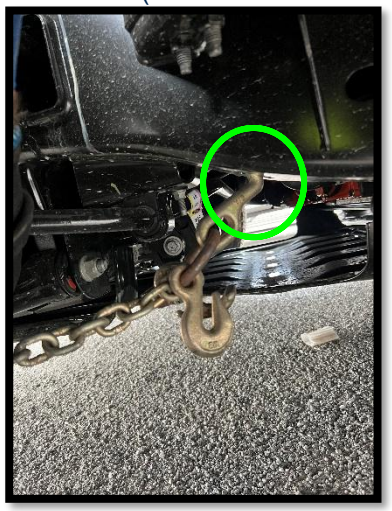


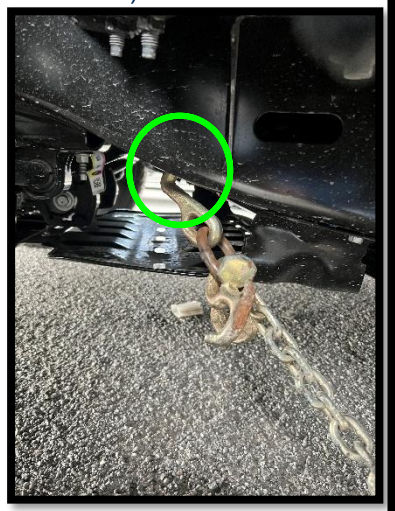
Rear “A or V” Tie Down
(Tie down slot on bottom of frame)



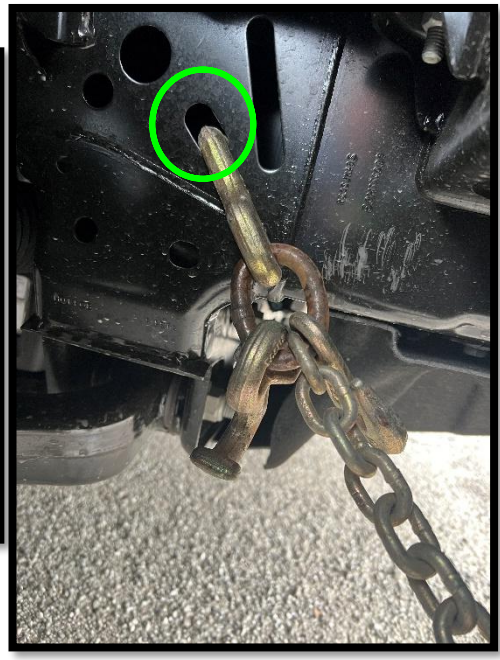


Front “A or V” Tie Down
(Tie down slot on bottom of frame)





Front “A” Tie Down



2022 F-150 Lightening BEV

Tire removal – jacking, lifting points and jack stand positioning

Fenkell
AUTOMOTIVE SERVICES
Your trusted automotive solution
Manufacturers | Fleet | Retail

Rev A 4/27/2022 1

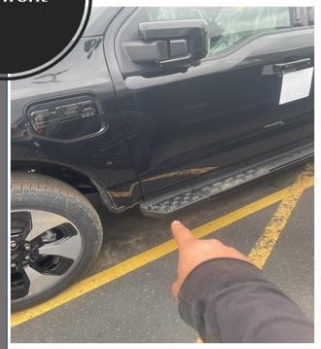
Lifting Point and Jack Stand Placement

Lifting Point
Must place a piece of wood under bolt area

Jack stand Placement Must be placed as close as possible to align with the arrow found on the frame

Floor jack and stand location

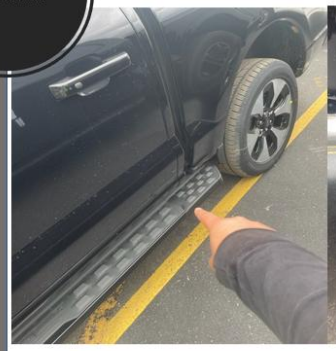
Left front



3

Floor jack and stand location

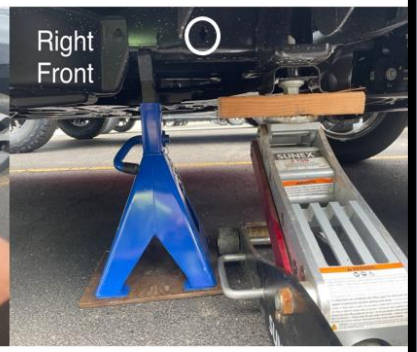
Left rear



4

Floor jack and stand location

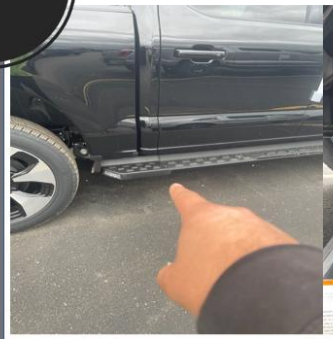
Right Front

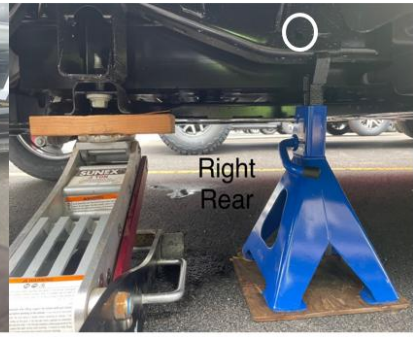


5

Floor jack and stand location

Right Rear



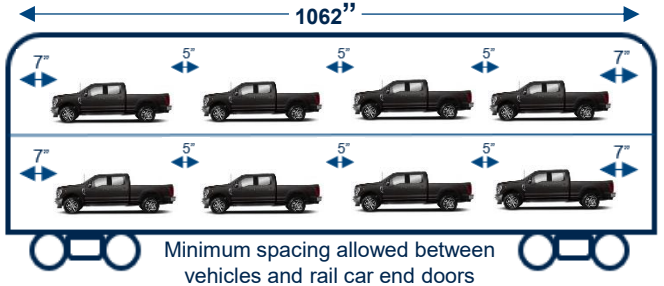


6

Shipping and Handling Standards – Super Duty (F-250, F-350, F-450, F-550)

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.
- Do NOT load on 86” Rail Car. When loading on “A” deck, there is a high risk of roof damage.



Minimum spacing allowed between vehicles and rail car end doors

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
F-250	142	142	231.8	231.8	83.6	78.1	81.3	5,697	7,401
F-350	145	176	230.7	266.2	83.6	78.9	81.1	5,877	7,868
F-450	141	160	231.0	254.4	83.6	78.8	82.1	7,657	8,068
F-550	145	205	230.7	290.7	83.6	78.8	83.4	5,494	8,039

Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

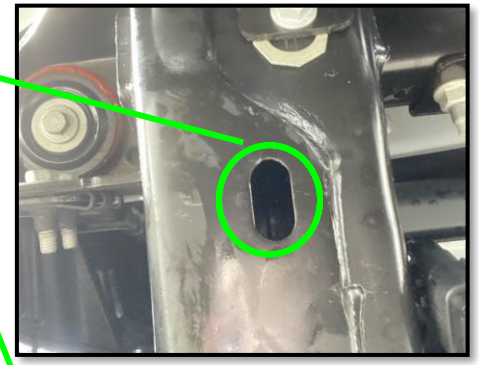
Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- No unit with a drop-in bed liner (i.e. non-spray bed liner) or a tonneau cover should be backed on – **these units should only be loaded facing forward.**
- Do NOT hit the “tailgate” button on the key FOB. Automatic tailgate could possibly cause damage to the unit and the vehicle behind it.
- During shipment, deck angles are not to exceed 18 degrees.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.

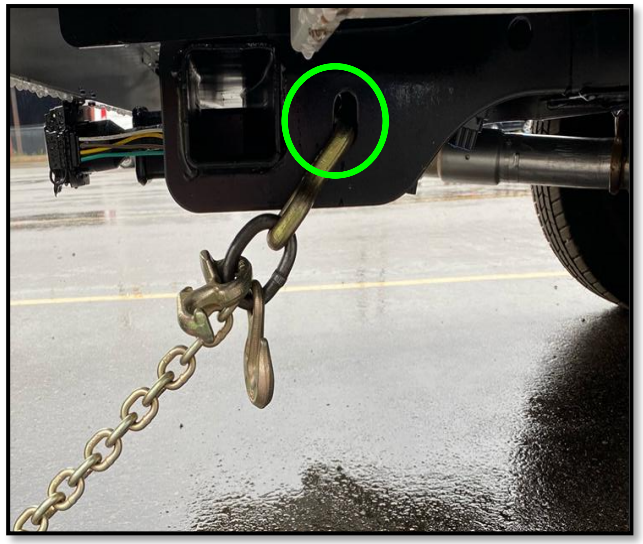
Preferred Method:
Over-the-Tire Soft Strap
(All 4 Tires)

A & V Pull use
same tie down slot

(Tie down slot on bottom of frame)



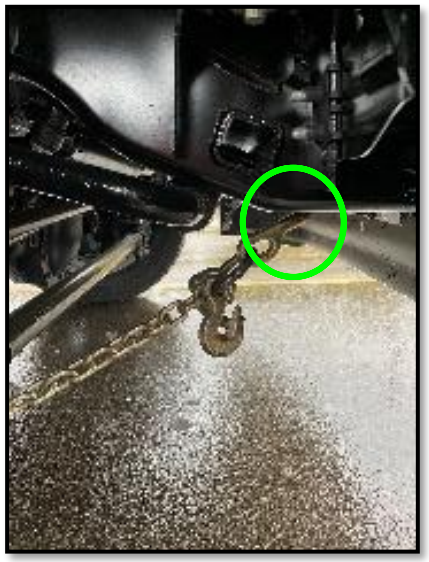
Rear “A” Tie Down



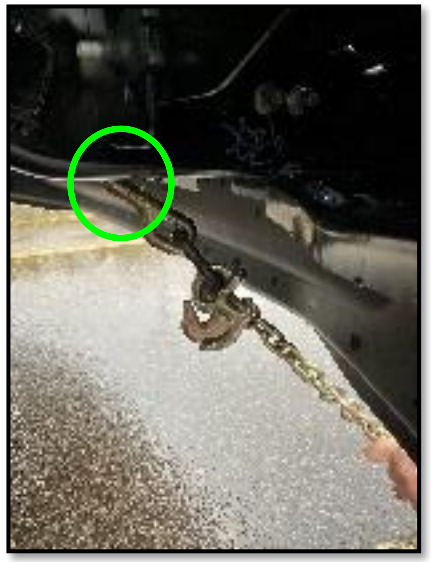
Rear “V” Tie Down

A & V Pull use same tie down
slot

Front “V” Tie Down



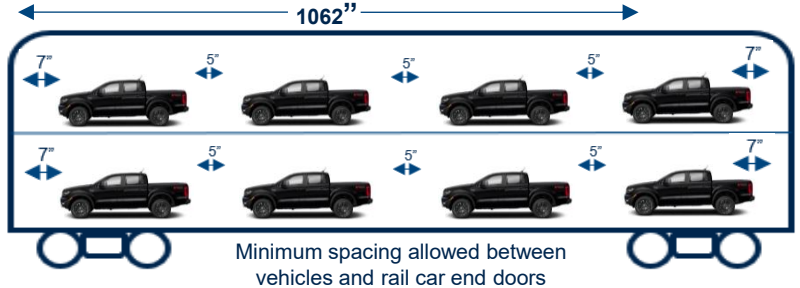
Front “A” Tie Down



Shipping and Handling Standards – Ford Ranger

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



Minimum spacing allowed between vehicles and rail car end doors

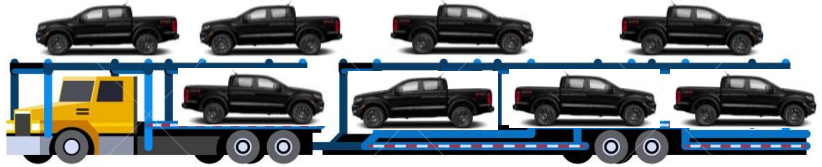
Chocks:

- Load ratio of 8 (4 per deck), do a 6-point chock on the A1/B1 and A5/B5 unit. For the A2/B2, A3/B3, and A4/B4 unit, use 6. (6-6-6-6) | (6-6-6-6) = 48 chocks (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

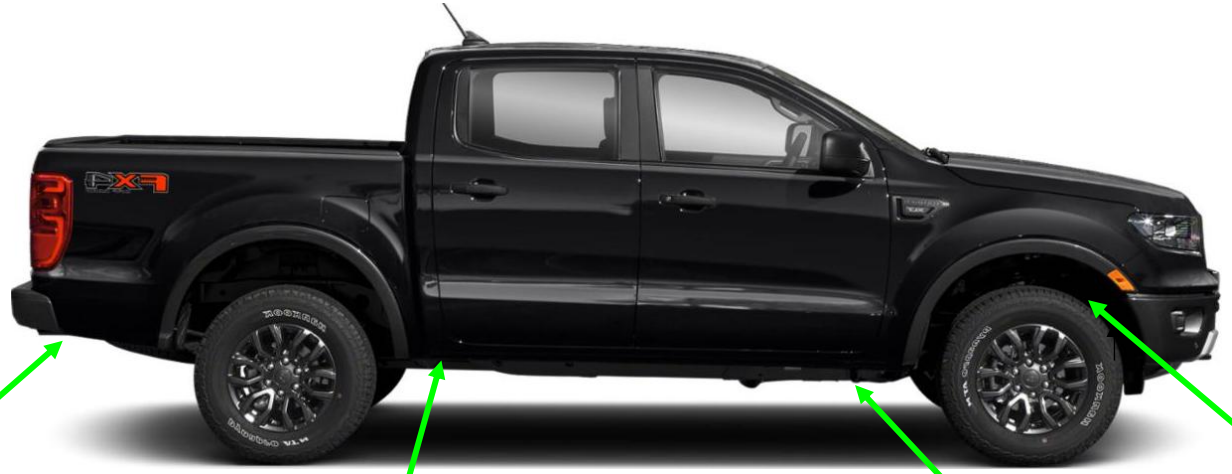
Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Super Cab	126.8	126.8	210.8	210.8	77.8	70.7	71.1	4,145	4,354
Super Crew	126.8	126.8	210.8	210.8	77.8	71.1	71.5	4,232	4,441

Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- No unit with a drop-in bed liner (i.e. non-spray bed liner) or a tonneau cover should be backed on – **these units should only be loaded facing forward.**
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.

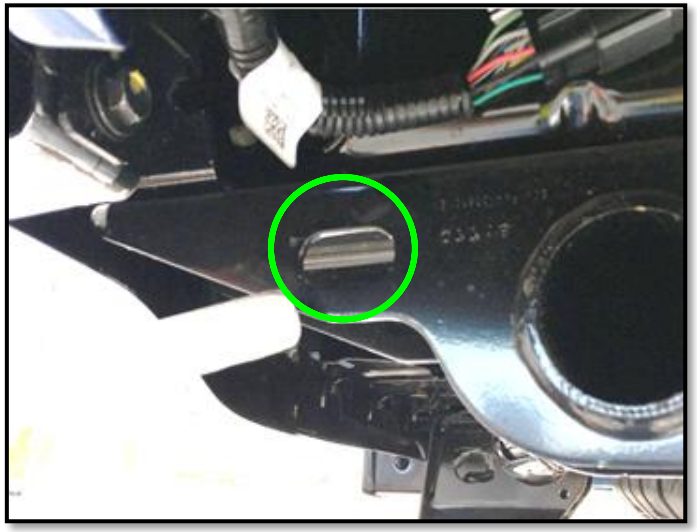


Preferred Method -
Over the Tire Strap

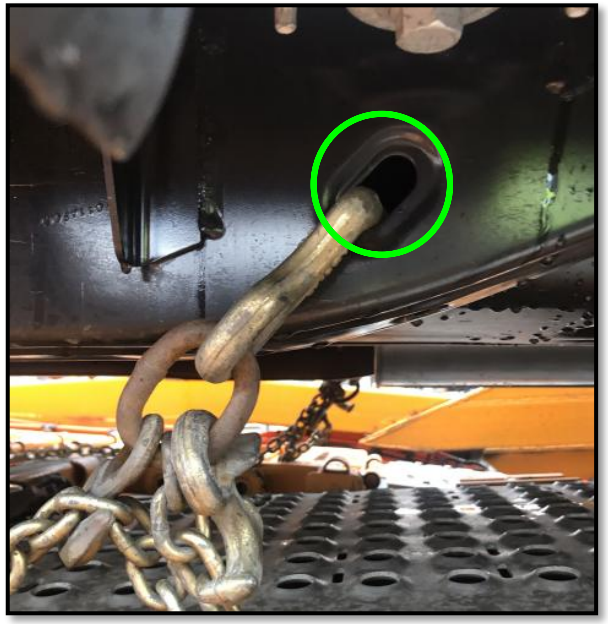


Approved Chain
Tie Down Slot

Rear “A” or “V” Pull w/ Hitch option



Rear “V” Pull ONLY



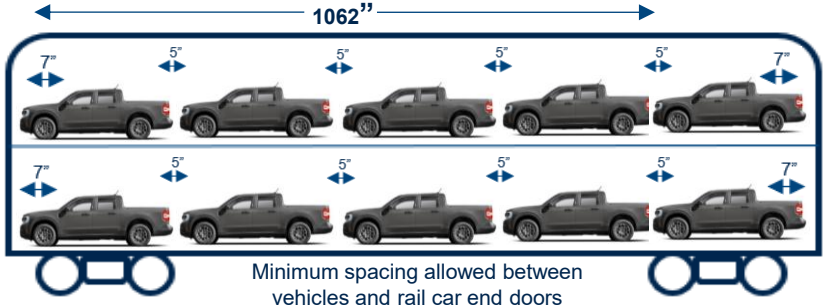
Front “V” Pull ONLY

Front “A” Pull ONLY

Shipping and Handling Standards – Ford Maverick

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 5, B deck = 5).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



Minimum spacing allowed between vehicles and rail car end doors

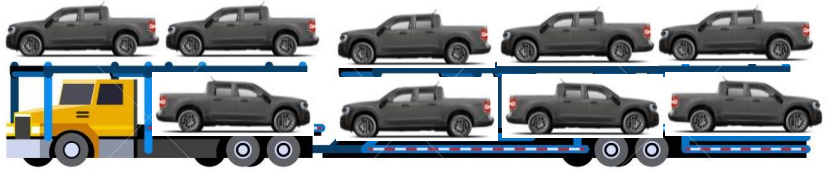
Chocks:

- Load ratio of 10 (5 per deck), do a 6-point chock on the A1/B1 and A5/B5 unit. For the A2/B2, A3/B3, and A4/B4 unit, use 4. (6-4-4-4-6) | (6-4-4-4-6) = 48 chocks (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- **Front wheel chocks should be placed in “Mid” setting and Rear wheel chocks should be placed in High setting (Street Version ONLY). All other Mavericks should be chocked in High setting, front and rear.**

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Super Crew	121.1	121.1	199.7	199.7	75.6	68.7	68.7	3,636	3,693

Haulaway

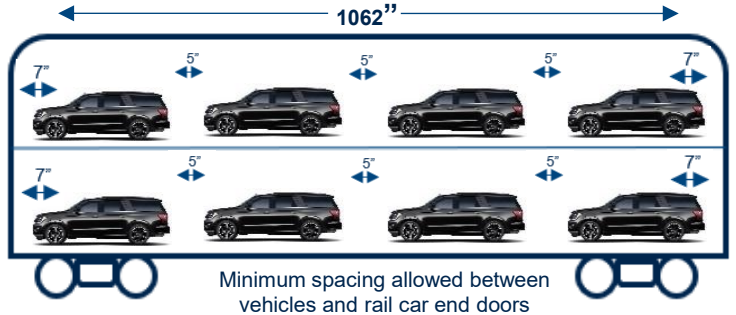
- Soft strap over-the-tire method ONLY.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- No unit with a drop-in bed liner (i.e. non-spray bed liner) or a tonneau cover should be backed on – **these units should only be loaded facing forward.**
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.



Shipping and Handling Standards – Ford Expedition / Lincoln Navigator

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



Minimum spacing allowed between vehicles and rail car end doors

Chocks:

- Load ratio of 8 (4 per deck), do a 6-point chock on the A1/B1 and A5/B5 unit. For the A2/B2, A3/B3, and A4/B4 unit, use 4. (6-6-6-6) | (6-6-6-6) = 48 chocks (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Expedition	122.5	122.5	210.0	210.0	82.9	76.6	77.2	5,443	5,623
Navigator	122.5	122.5	210.0	210.0	82.9	76.4	76.4	5,633	5854

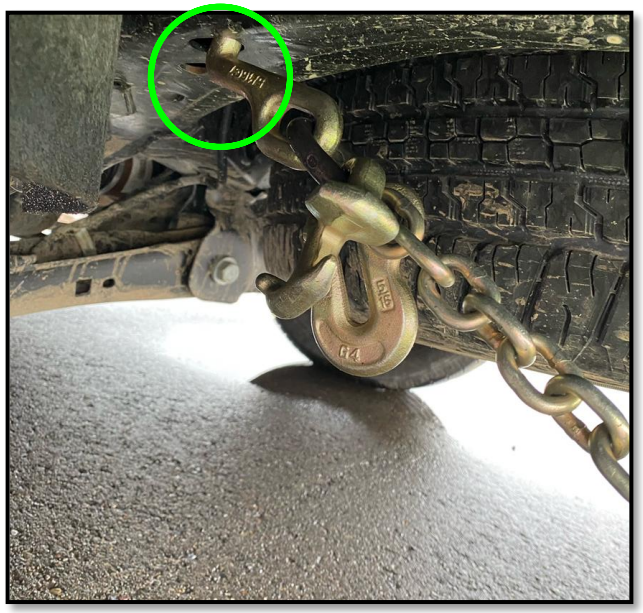
Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Expedition/Navigator cannot be loaded on the top deck over the driver’s cab, in any orientation
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.
- For those units equipped with ‘hands-free’ power liftgate, see QAS Bulletin #343A further down in this manual.

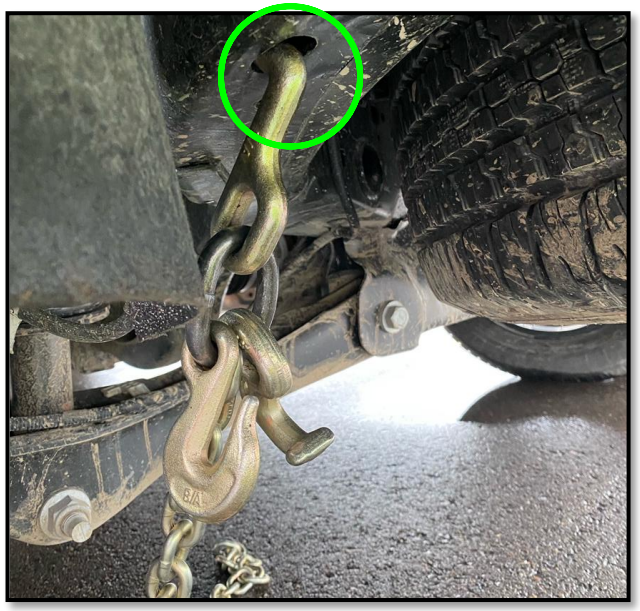
Preferred Method -
Over the Tire Strap

Approved Chain
Tie Down Slot

Rear “V” Tie Down

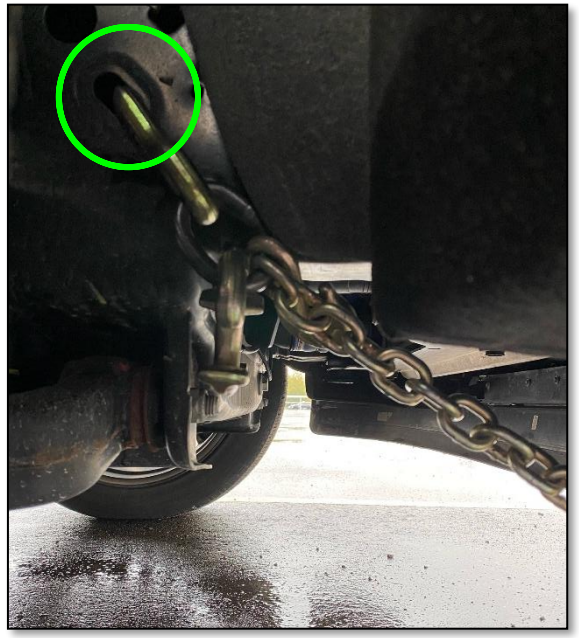


Rear “A” Tie Down



Front “V” Pull ONLY

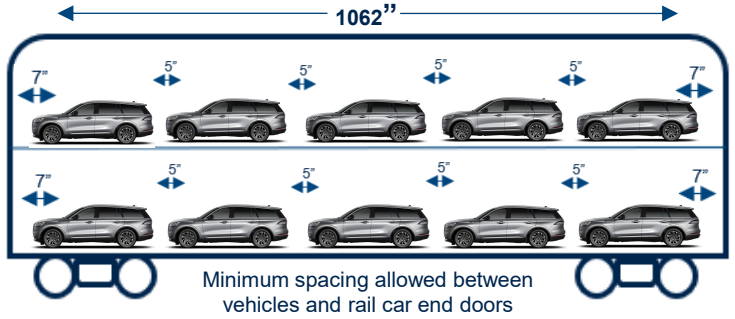
Front “A” Pull ONLY



Shipping and Handling Standards – Ford Explorer / Lincoln Aviator

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 5, B deck = 5).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



Minimum spacing allowed between vehicles and rail car end doors

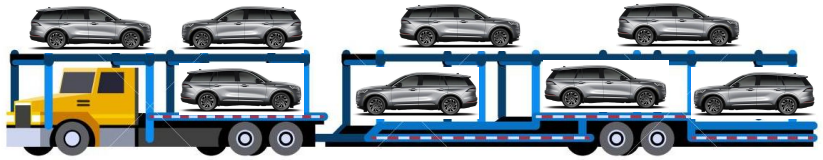
Chocks:

- Load ratio of 10 (5 per deck), do a 6-point chock on the A1/B1 and A5/B5 unit. For the A2/B2, A3/B3, and A4/B4 unit, use 4. (6-4-4-4-6) | (6-4-4-4-6) = 48 chocks (please follow AAR Chocking Requirements & Guidelines).
  - If available, (6) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Explorer	119.1	119.1	198.8	198.8	81.9	70.2	70.2	4,345	4,701
Aviator	119.1	119.1	199.3	199.3	85.3	70.0	70.0	4,774	5,673

Haulaway

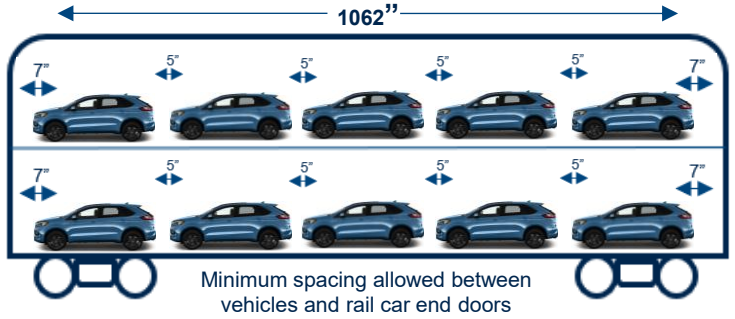
- Soft strap over-the-tire method ONLY.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.



Shipping and Handling Standards - Lincoln Nautilus

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 5, B deck = 5).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



Minimum spacing allowed between vehicles and rail car end doors

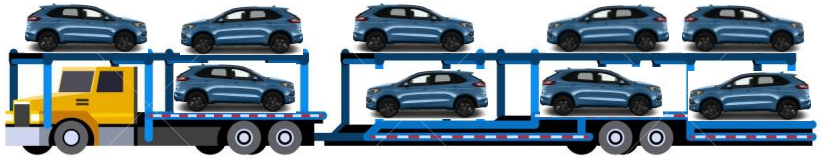
Chocks:

- Load ratio of 10 (5 per deck), do a 6-point chock on the A1/B1 and A5/B5 unit. For the A2/B2, A3/B3, and A4/B4 unit, use 4. (6-4-4-4-6) | (6-4-4-4-6) = 48 chocks (please follow AAR Chocking Requirements & Guidelines).
  - If available, (6) chocks to be used.
- **Front wheel chocks should be placed in “Mid” setting and Rear wheel chocks should be placed in High setting.**

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Edge	112.2	112.2	188.8	188.8	78.9	68.3	68.3	4,124	4,124
Nautilus	112.2	112.2	190.0	190.0	89.1	66.2	66.1	4,165	4,545

Haulaway

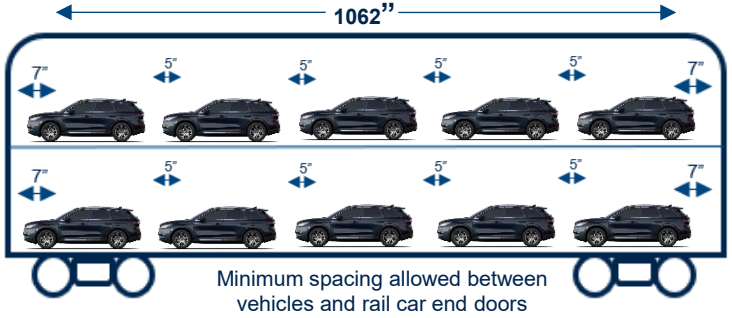
- Soft strap over-the-tire method ONLY.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.



Shipping and Handling Standards – Ford Escape / Lincoln Corsair

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 5, B deck = 5).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



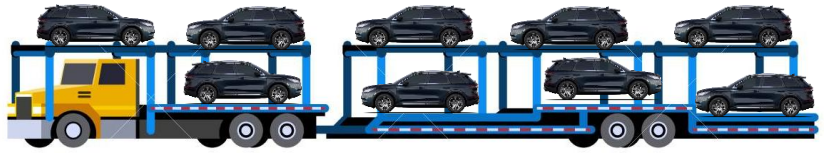
Chocks:

- Load ratio of 10 (5 per deck), do a 6-point chock on the A1/B1 and A5/B5 unit. For the A2/B2, A3/B3, and A4/B4 unit, use 4. (6-4-4-4-6) | (6-4-4-4-6) = 48 chocks (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Escape	106.7	106.7	180.5	180.5	77.1	66.1	66.1	3,283	3,904
Corsair	106.7	106.7	181.4	181.4	77.3	63.8	64.1	3,702	4,398

Haulaway

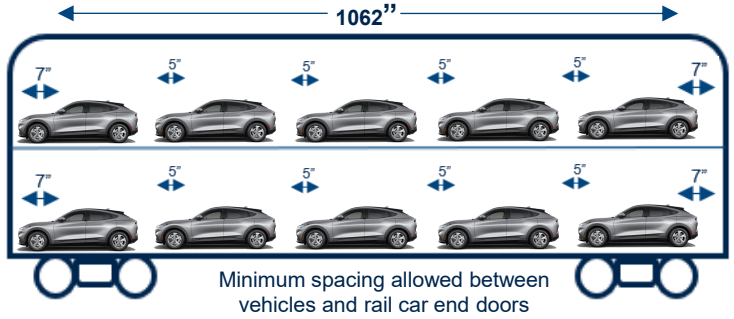
- Soft strap over-the-tire method ONLY.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.
- Plug-in (PHEV) Escape/Corsair should NOT be loaded behind tractor trailer.



Shipping and Handling Standards – Ford Mustang Mach-E

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 5, B deck = 5).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.

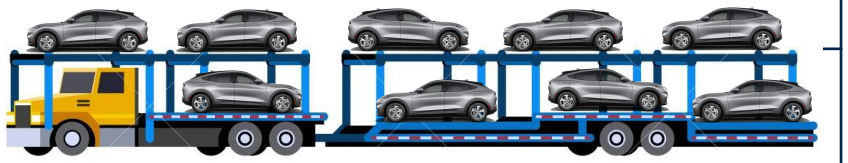


Minimum spacing allowed between vehicles and rail car end doors

Chocks:

- All units must be secured using a 6-point chocking system where **(4) chocks are used on the rear tires**.
- Load ratio of 10 (5 per deck), do a 6-point chock on the A1/B1 and A5/B5 unit. For the A2/B2, A3/B3, and A4/B4 unit, use 4. (6-4-4-4-6) | (6-4-4-4-6) = 48 chocks (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Mach-E	117	117	186.0	186.0	77.1	63.9	64.0	4,394	4,727



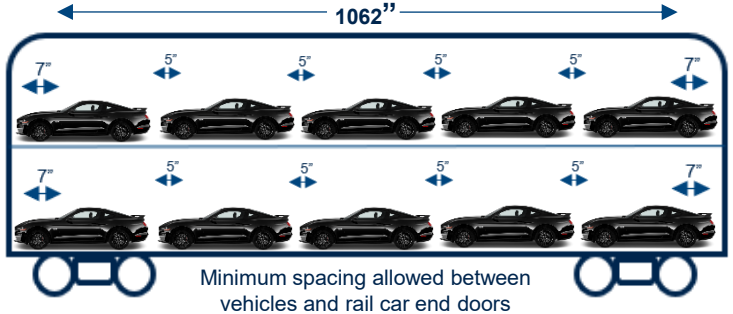
Haulaway

- Soft strap over-the-tire method ONLY.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle. Ramp skids to be extended fully upon loading.
- Do NOT latch on to any part of the metal rim/wheel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.

Shipping and Handling Standards – Ford Mustang (GT, GT500, Mach 1)

Rail

- Vehicles are to be equally spaced and positioned on Tri-level rail cars only (A deck = 5, B deck = 5). **GT350/500 & Mach 1 to be loaded on "B" deck of a Bi-level ONLY.**
- A minimum of 5" is required between vehicles and 7" between vehicle and rail car end doors.
- A minimum 3" roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver's door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.
- Due to low clearance, driver must maintain a slow speed when transitioning from rail car to rail car.

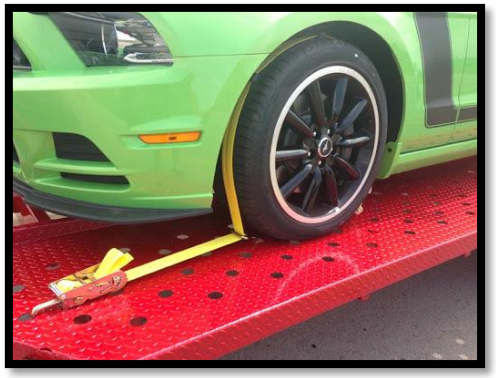


Minimum spacing allowed between vehicles and rail car end doors

Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **lowest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Mustang	107.1	107.1	188.3	190.2	78.4	54.4	55.0	3,532	4,183



Chock Height Settings

Front Chocks for GT-500

- Grip-Lock: High Setting
- Stay-Put: Do Not Use
- Grate-Lock: Low Setting
- Holland Lock-n-Load – High Setting

Front Chocks for Mach-1

- Grip-Lock: High Setting
- Stay-Put: High Setting
- Grate-Lock: Medium Setting
- Holland Lock-n-Load – High Setting

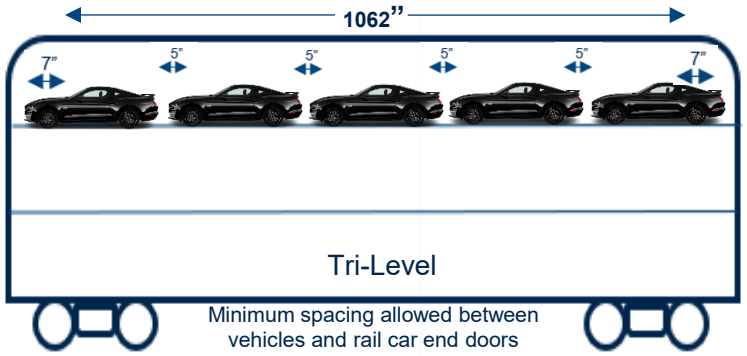
Rear Chocks for GT-500 / Mach-1

- High Setting

Shipping and Handling Standards – Ford Mustang (GT, GT500, Mach 1)

Rail

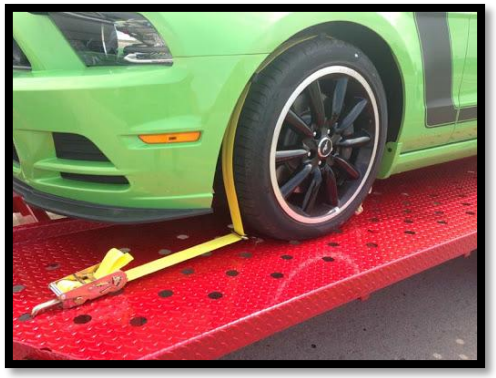
- Vehicles are to be equally spaced and positioned on Tri-level rail cars only (A deck = 5, B deck = 5). **GT350/500 & Mach 1 to be loaded on "B" deck of the Bi-level ONLY.**
- A minimum of 5" is required between vehicles and 7" between vehicle and rail car end doors.
- A minimum 3" roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver's door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.
- Due to low clearance, driver must maintain a slow speed when transitioning from rail car to rail car.



Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **lowest setting**.

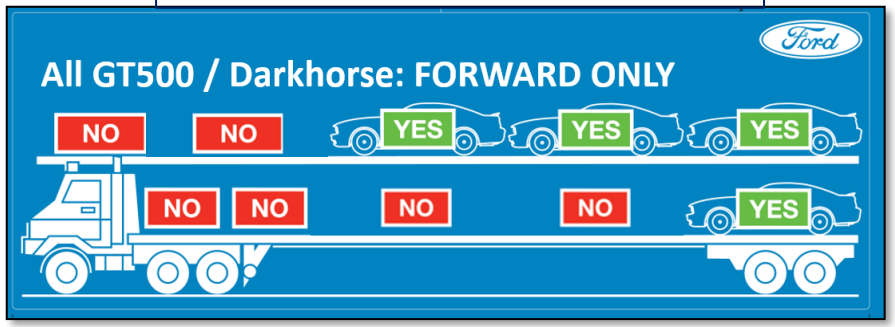
Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Mustang	107.1	107.1	188.3	190.2	78.4	54.4	55.0	3,532	4,183



Haulaway

- Soft strap over-the-tire method ONLY.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.

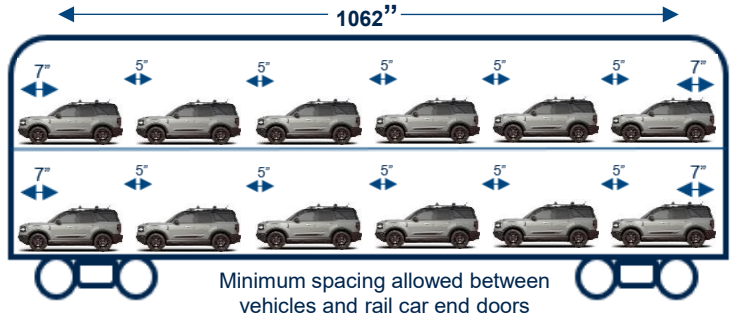
For GT500 / Darkhorse models only



Shipping and Handling Standards – Bronco Sport

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 6, B deck = 6)
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



Chocks:

- All units must be secured using a 4-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Bronco Sport	105.1	105.1	172.7	172.7	77.3	70.2	71.4	3,467	3,707

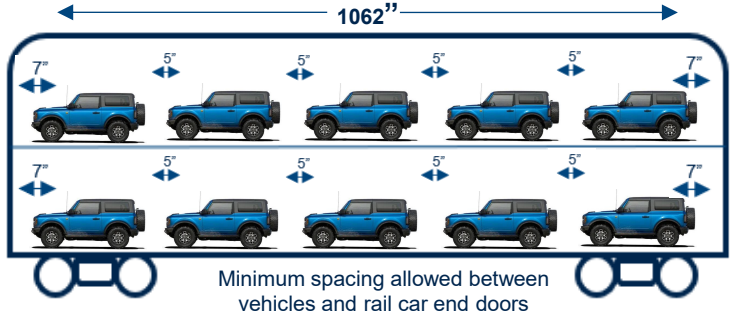
Haulaway

- Soft strap over-the-tire method ONLY.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.

Shipping and Handling Standards – Bronco

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 5, B deck = 5).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit. Spotter to be used while loading/final setting of unit.



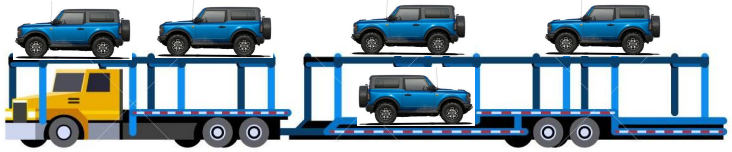
Chocks:

- Load ratio of 10 (5 per deck), do a 6-point chock on the A1/B1 and A5/B5 unit. For the A2/B2, A3/B3, and A4/B4 unit, use 4. (6-4-4-4-6) | (6-4-4-4-6) = 48 chocks (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
2-Door	100.4	100.4	173.7	173.7	78.9	73.8	75.2	4,705	4,749
4-Door	116.1	116.1	189.4	189.4	78.9	73.0	75.3	4,497	4,935

Haulaway

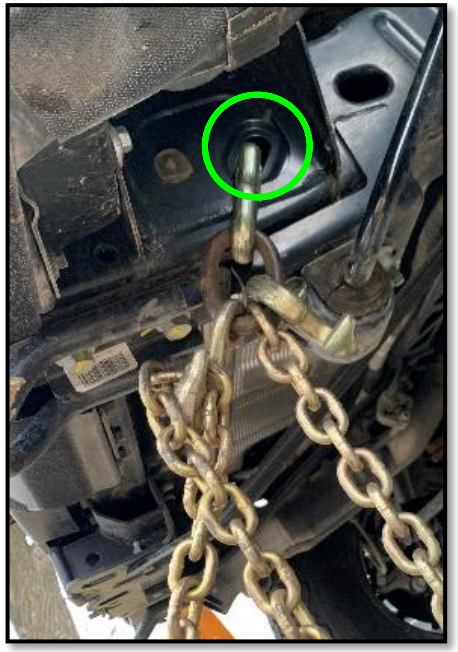
- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Soft-top Bronco’s are restricted from being **BACKED ON** in the position directly over the cab (“B1” or “1” position). They will be loaded “drive-on” only.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.



Preferred Method -
Over the Tire Strap

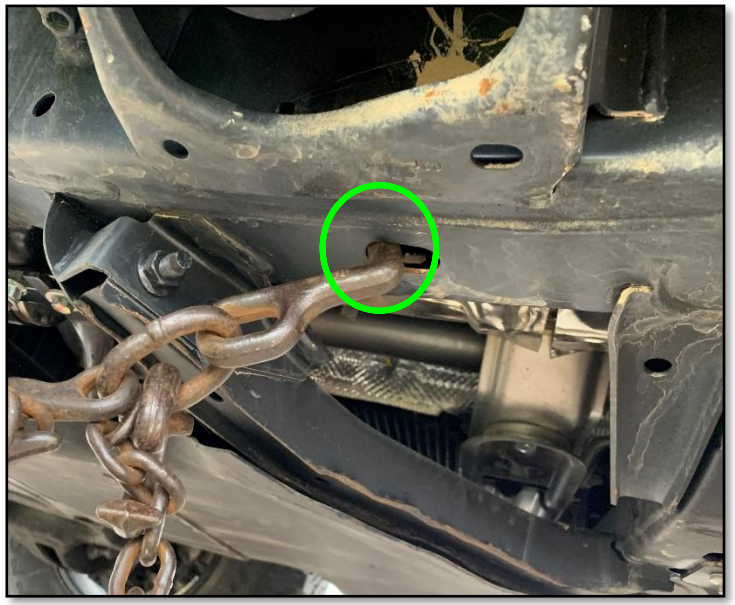
Approved Chain
Tie Down Slot

Rear “A” Tie Down ONLY



Front “V” Tie Down

Front “A” Tie Down

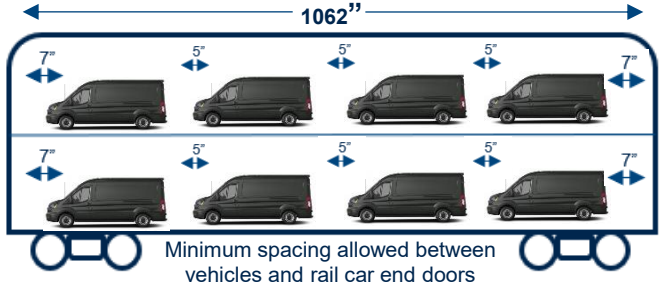


(Tie down slot on bottom of frame)

Shipping and Handling Standards – Ford Transit (Low/Med/High Roof, DRW, Strip Chassis)

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.
- Loaders need to be aware of their surroundings to avoid damage to the vehicle (gussets, ceiling, etc.)



Minimum spacing allowed between vehicles and rail car end doors

Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Transit	130	148	219.9	235.5	87.3	82.2	109.6	4,985	5,537
Transit Cutaway	138	178	223.3	263.4	80.8 – 83.1	86.5	87.3	4,592	4,667
Transit Chassis Cab	138	178	223.3	263.4	87.3	86.5	87.3	4,486	4,815

Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.

On a standard Bi-Level (excluding the new 20’-2” railcars, etc.), LR Transit is approved for B-Deck. To make A-Deck work, there would need to be significant conversation and orchestration to ensure no damage. If you get a lower clearance A-Deck (like an 86”) or have to travel through one as low at 85”, there is serious risk of damage. Not auto approved for A-Deck.

Special Handling Precautions Require for Transit Low Roof on Rail

*** When shipping on normal 90’ Bi-Level rail cars, Low Roof Transits can only be shipped on the ‘B’ deck.

If F-150 mix volumes requires shipment of LR Transits on ‘A’ deck, you must have a waiver agreement from Ford NAVL. No Exceptions allowed from this rule.

Low Roof

Bi-Level Loading Aid

	Minimum Requirement is 4 per Deck		
	87" A-Deck Loadable	89" A-Deck Loadable	B-Deck Loadable
Driving through Railcar	Stay centered Obey loading speed limits, under 5 mph Ensure vehicle does not hit Railcar Door Control Arm (photo 1)	Stay centered Obey loading speed limits, under 5 mph Ensure vehicle does not hit Railcar Door Control Arm (photo 1)	Stay centered Obey loading speed limits, under 5 mph
Driver Door	Caution opening Driver Door Railcar Door Edge Bumper may not protect vehicle's door edge from hitting railcar wall Take additional precaution (photo 2)	Caution opening Driver Door Railcar Door Edge Bumper may not protect vehicle's door edge from hitting railcar wall Take additional precaution (photo 2)	Caution opening Driver Door Vehicle Door's Top Corner may hit the railcar ceiling allowing only 7" clearance for egress Take additional precaution
Sliding Side Door	Caution opening Sliding Door may impact angled B-Deck support Take additional precaution (photo 3)	No Concerns	No Concerns
Rear Door (Van only)	Trailing vehicle needs to allow for rear door to open, minimum 30" (photo 4)	Trailing vehicle needs to allow for rear door to open, minimum 30" (photo 4)	Trailing vehicle needs to allow for rear door to open, minimum 30" (photo 4)

Preferred loading is on the B-Deck, with egress through the sliding side door.
If the unit has Cargo style side doors with clear access to the rear, loading on the B-Deck, with egress through the Rear Door is acceptable.

Rear Door egress is not an option for the Wagon / Bus variant.
Low Roof is mixable with other Bi-Level product.

Photo 1

Photo 2

Photo 3

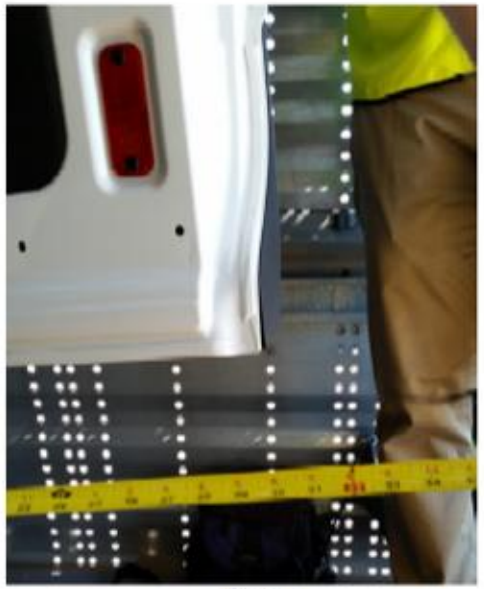
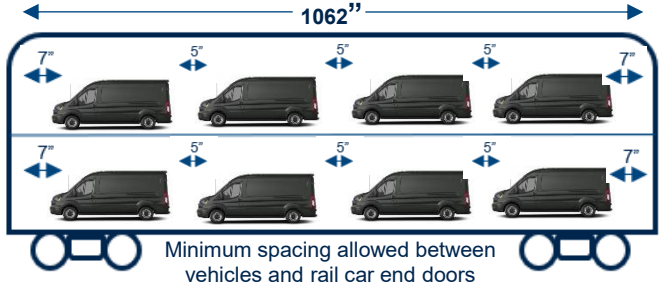


Photo 4

Shipping and Handling Standards – Ford E-Transit (Med/High Roof, Strip Chassis, Cargo Van)

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.



Minimum spacing allowed between vehicles and rail car end doors

Chocks:

- All units must be secured using a 6-point chocking system where **(4) chocks are used on the rear tires**.
  (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
E-Transit	130	148	217.8	263.9	83.2	82.2	110.4	5,640	6,188

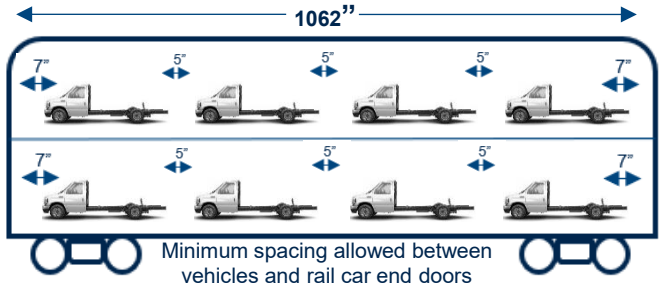
Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Drivers to ensure decks are cleared and are properly set before loading.
- Do NOT latch on to any part of the metal rim/wheel.

Shipping and Handling Standards – Ford Econoline (Chassis Cab, Cut Away)

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.

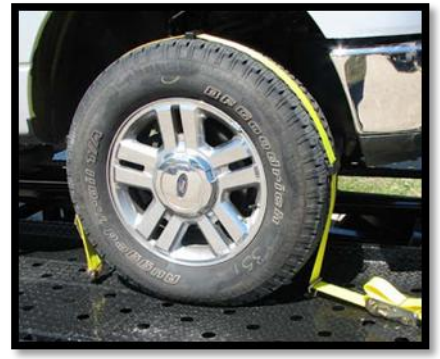


Minimum spacing allowed between vehicles and rail car end doors

Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Econoline	138	176	241.1	261.1	79.4 – 94.9	80.0	80.4	4,950	5,519



Haulaway

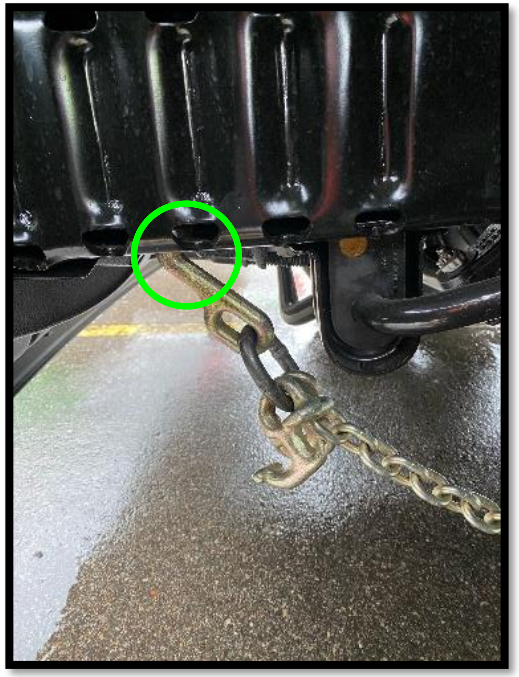
- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Vehicles to be **Drive on only**.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.

Preferred Method -
Over the Tire Strap

Front “A” Pull ONLY

Approved Chain
Tie Down Slot

Front “A” Tie Down ONLY



(Tie down slot on bottom of frame)

Rear “V” Tie Down ONLY

Shipping and Handling Standards – Medium Truck (F-650, F-750)

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.

Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
F-650	146	281	225.0	441.0	90 - 96	94.9	95.3	9,407	11,186
F-750	146	281	246.0	441.0	90 - 96	95.3	95.3	10,112	11,596

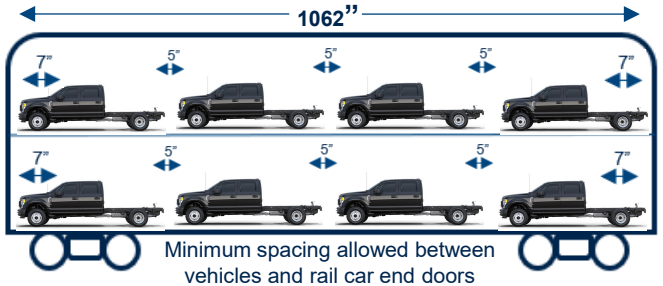
Haulaway

- Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Vehicles to be **Drive on only**.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.

Shipping and Handling Standards – Super Duty Chassis Cab (F-350,F-450, F-550, F-600)

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- A minimum 3” roof to ceiling clearance must be maintained throughout rail car.
- Exercise caution when entering or exiting the driver’s door on rail due to restricted clearance between door and side panel.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.

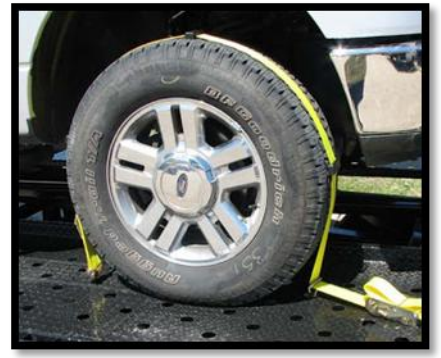


Minimum spacing allowed between vehicles and rail car end doors

Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Super Duty Chassis Cab	145.3	205.3	230.7	290.7	79.1 – 85.3	78.8	83.5	5,494	8,039



Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Vehicles to be **Drive on only**.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Do NOT latch on to any part of the metal rim/wheel.

Shipping and Handling Standards – Stripped Chassis / Motorhome (includes E-series)

Rail

- Vehicles are to be equally spaced and positioned on Bi-level rail cars only (A deck = 4, B deck = 4).
- A minimum of 5” is required between vehicles and 7” between vehicle and rail car end doors.
- When loading and unloading vehicle, driver must maintain a SLOW speed (5mph or less) to avoid any damage to the unit.

Chassis Cab and Chassis Cutaway Transit do not fit on regular bi-level and are restricted to MABL’s and Hi-Bi rail cars used for Med and High Transits.

Chocks:

- All units must be secured using a 6-point chocking system (please follow AAR Chocking Requirements & Guidelines).
  - If available, (8) chocks to be used.
- All chocks should be placed in the **highest setting**.

Model	Wheel Base		Length		Width Mirrors folded in Greater than 83" (CONCERN)	* Height (No Options)		Approx. Curb Wt. (lbs.)	
	Min.	Max.	Min.	Max.	(in.)	Min.	Max.	Min.	Max.
Stripped Chassis	138	252	300.1	394.1	90.5 – 95.4	70.15	87.8	4,085	6,388

Haulaway

- Soft strap over-the-tire method preferred but can use Ford approved T-hooks if using chain tie down slots.
- Approved for “A-pull” and “V-Pull” using T-hooks.
- Use of ramp extensions to access the upper and lower deck is mandatory in order to provide a smooth transition from the ground level to both decks. This is to avoid scraping the front underside of the vehicle.
- Driver to ensure ramps are not pinching any wires/hoses on the chassis.
- Do NOT latch on to any part of the metal rim/wheel.

Ford Active QAS Bulletins

* For more information on a specific Bulletin, please contact NAVLQC@ford.com with any questions *

Ford Motor Co. Process for BODY (Transportation) Damage

Damage identified by **Ramp** or **Carrier**.

Analyze the severity of the damage incurred. Would the damage be classified as any or all of the following:
(1) **major** damage?
(2) driving or transporting the unit would be **unsafe**
(3) cause **more damage** to the vehicle? and/or
(4) known that final dealer would attempt to reject the unit?
→ If **yes**, then report the unit to **Fenkell**. If **no**, **note & ship** unit.

Submit inspection information (to FV, COPAC) noting the exception(s) found using AIAG, FV and COPAC* codes.

Ramp* enters the exception information into Fenkell Vehi-Trac system, places unit on **hold,** and advises the **carrier** that unit is **NOT** to be **shipped.** Pictures of damage & window sticker to be uploaded to Fenkell.

Fenkell Assigns Next Step:
(1) Advise Ramp to Note & Ship.
(2) Enter into DVO as it requires AMRO inspection and off-site repair.****
(3) Arrange for a specialized tech to manage the repair on-site.
****Ramp sends gate-exit information to FV

If repair is performed on-site or returns from ITR dealer: **Ramp** to remove **hold** and advise **carrier** the unit can now be **shipped**.

Carrier ships repaired unit.

RAMP / CARRIER → Fenkell → RAMP → CARRIER

RAMP

- For greater process information and guidance to assist in the decision to ship the unit or send to ITR, see (enclosed) documents "INOP visuals" and "Quick Reference Guide". **Questions** – contact information is provided on the "Quick Reference Guide".
- If the ramp is responsible for identifying the exception originally, then the ramp is required to submit inspection (FV, COPAC) information noting the type of exception encountered.
- Responsible for the prompt notification of the issue to Fenkell and provide Fenkell with all the requested information and pictures (when applicable).
- Responsible for sending exit and re-received information to FV.

Fenkell

- Responsible for reviewing all new tickets and dispatching appropriate next steps within 1 business day of initial report.
- Responsible for communicating "note & ship" instructions and receiving confirmation of this instruction to ramp management, when applicable.
- Responsible for entry of major damage VINs into the VASCOR DVO system to trigger AMRO.
- Responsible for coordinating specialized on-site repair of damaged units then communicating repair complete back to ramp management.
- Ensure **auction** units are not shipped back to the Ramp after repairs are completed. Ford DVO Operations will arrange transportation of repaired unit to be sent directly to auction (Cat B, F) from the ITR dealer.

CARRIER

- For greater process information and guidance to assist in the decision to ship the unit or send to ITR, see (enclosed) documents "INOP visuals" and "Quick Reference Guide". **Questions** – contact information is on the "Quick Reference Guide".
- If the carrier is responsible for identifying the exception originally, then the carrier is required to submit inspection (FV, COPAC) information noting the type of exception encountered.
- Timely shipping of unit after repairs are completed (target is next-day).
- **If the unit is an auction unit, (CAT B, F), it **should not come back to the ramp** after initially going to ITR. If it does come back, contact aucpicku@ford.com immediately!
- ***Carrier (not Ramp) would report unit to DVO if they moved the unit out of bay and had official care & custody at the time issue was identified.

*Codes-**FV** / **COPAC**: (note & ship) **BG** / **n/a** | (On-Site Repair) **BK** / **BG** | (In-Transit Repair) **BT** / **BY**

Created by: Benjamin Pohl (bpohl4@ford.com)
Last Updated: 16-November-2020

Ford Motor Company Process for Fenkell On-Site Repairs

Battery, Tire, Wheel, Glass, Keys/Fobs, No-Start

Exception found with vehicle at Ramp by **carrier** or **ramp** management.

Exception found by **Carrier**: Submit inspection information (to FV/ COPAC) noting the exception(s) found using AIAG, FV and COPAC* codes. **Advise Ramp** management. Place unit on **hold** so it does not ship.

Exception found by **Ramp**: Submit inspection information (to FV/ COPAC) noting the exception(s) found using AIAG, FV and COPAC* codes. **Advise Carrier** to place unit on hold to prevent shipment of unit.

Ramp* enters the VIN into Vehi-Trac (Fenkell's system), describes the issue and the current bay/ location.

Fenkell's authorized technician performs repairs and provides documentation of **completed** repairs to **Ramp** for sign-off and to serve as notice. Vehi-Trac will then email **Ramp** & **Carrier** contacts advising repair is **complete**.

Carrier removes hold based on automated **Vehi-Trac** notification, and/or via communication with **Ramp,** now allowing for carrier to ship unit.

Carrier ships repaired unit.

RAMP → **CARRIER** → **Fenkell** → **RAMP** → **CARRIER**

RAMP

- If the ramp is responsible for identifying the exception originally, then the ramp is required to submit inspection (FV, COPAC) information noting the type of exception encountered.
- Responsible for entering exception in Vehi-Trac system same day issue is identified.
- Responsible for making vehicle available for Fenkell authorized technician to access and make necessary on-site repairs.
  - i.e.: requires ample room to perform work

FENKELL

- Responsible for timely repair of vehicle.
- Responsible for obtaining sign-off from Ramp management after repairs completed.
- Ensuring Fenkell management is quickly advised of completed repairs so Vehi-Trac sends automated message to Ramp & Carrier advising of completed status.
- If repair cannot be completed within 5 days, contact Ford immediately.
- If battery replacement does NOT fix the no-start issue, Fenkell will administer the Warranty process.

CARRIER

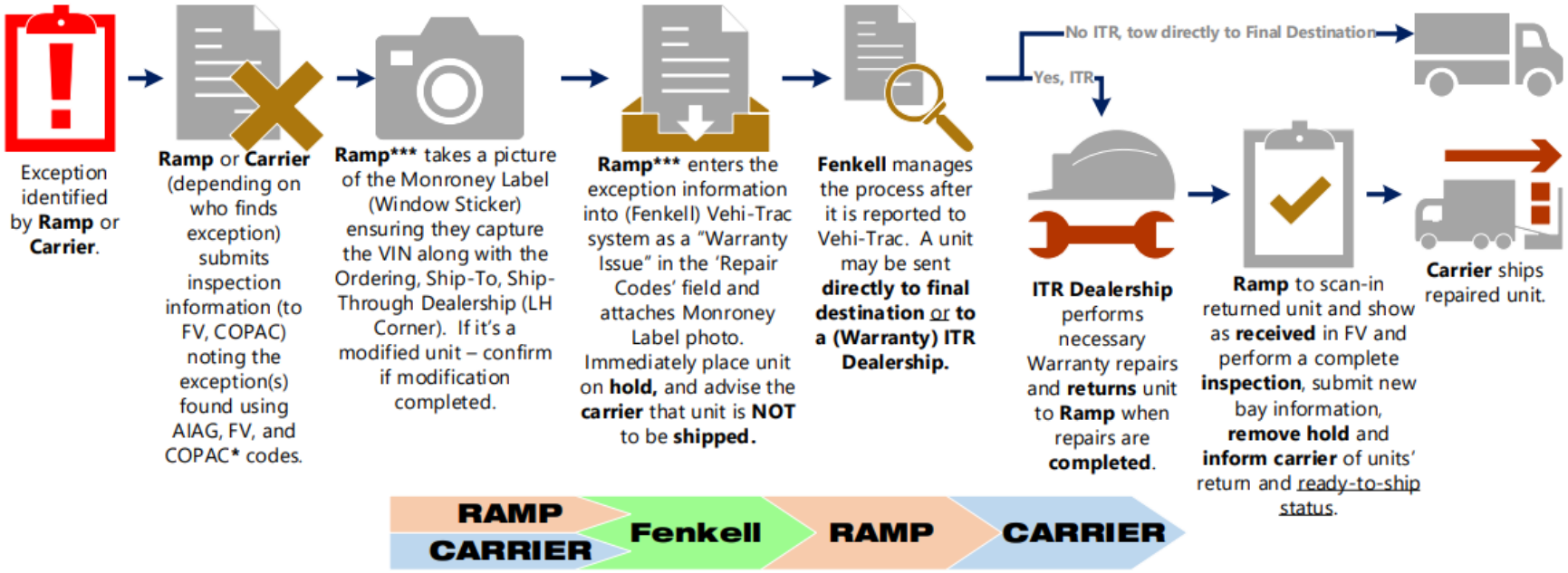
- If the carrier is responsible for identifying the exception originally, then the carrier is required to submit inspection (FV, COPAC) information noting the type of exception encountered.
- Responsible for putting unit on hold to prevent unit from shipping until repairs completed.
- Responsible for removing hold when Vehi-Trac communication received advising of completed repairs.
- Timely shipping of unit after repairs are completed (target is next-day).
- ***Carrier (not Ramp) would report unit to Fenkell if they moved the unit out of bay and had official care & custody at the time issue was identified.

*Codes-**FV** / **COPAC**: (note & ship) **BG** / **n/a** | (On-Site Repair) **BK** / **BG** | (In-Transit Repair) **BT** / **BY**

Created by: Benjamin Pohl (bpohl4@ford.com)
Last Updated: 20-October-2020

Ford Motor Co. Process for **Warranty** (Off-Site Repairs)

Process Document Only For: Non-Transportation Damage Issues



RAMP / **CARRIER** → **Fenkell** → **RAMP** → **CARRIER**

RAMP

- For greater process information and guidance, see (enclosed) document "Quick Reference Guide". **Questions** – contact information is provided on the "Quick Reference Guide".
- If the ramp is responsible for identifying the exception originally, then the ramp is required to submit inspection (FV, COPAC) information noting the type of exception encountered.
- Responsible for reporting the exception to Fenkell and providing photo of the Monroney Label.
- Responsible for sending exit and re-received information to FV.
- Responsible for timely communication with the assigned carrier of the unit informing them of status updates of the unit in terms of issue found or ready-to-ship status.

Fenkell

- Responsible for managing the process for vehicles reported with a Warranty exception.
- Responsible for confirming if the unit has a ship-through and if that process step is completed; adjust actions accordingly.
- Based on several factors, vehicles will be transported via tow to their final destination or they will be picked up by the nearest (Warranty) ITR Dealership for repair. Vehicles that go to ITR will return to the Ramp.
- ITR Dealership is responsible for timely repair of vehicle.
- Fenkell is responsible to ensure repairs are completed and unit is returned to the Ramp in a timely fashion.

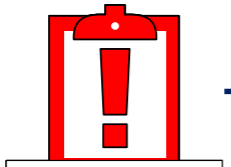
CARRIER

- For greater process information and guidance, see (enclosed) document "Quick Reference Guide". **Questions** – contact information is provided on the "Quick Reference Guide".
- If the carrier is responsible for identifying the exception originally, then the carrier is required to submit inspection (FV, COPAC) information noting the type of exception encountered.
- Timely shipping of unit after repairs are completed (target is next-day).
- ***Carrier (not Ramp) would report unit to Fenkell if they moved the unit out of bay and had official care & custody at the time issue was identified.

*Codes-**FV** / **COPAC**: (note & ship) **BG** / **n/a** | (On-Site Repair) **BK** / **BG** | (In-Transit Repair) **BT** / **BY**

Created by: Benjamin Pohl (bpohl4@ford.com)
Last Updated: 20-October-2020

Ford Motor Company Vehicle Logistics Process for (missing, not found) **Stolen Vehicles**



Ramp or Carrier

(*whomever had care & custody of unit*) must report the unit(s) stolen to local PD and immediately provide all available details to:
Mathew Schmeiser & Benjamin Pohl FoMoCo NAVL,
Jeff Hall & Jason Hall FoMoCo Executive Security

Send a follow-up email(s) with additional details as they are learned

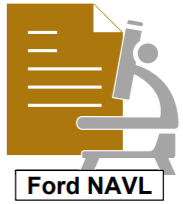
MSCHMEIS@FORD.COM, BPOHL4@FORD.COM, JHALL374@FORD.COM, JHALL417@FORD.COM

***If you only **SUSPECT** a unit to be stolen, do not contact local PD, contact
Mathew Schmeiser
MSCHMEIS@ford.com | (586) 610-7170
to initiate a **joint** investigation***

Ramp or Carrier

(*whomever had care & custody of unit*) must enter the unit in Fenkell Vehi-Trac (Stolen, Not Recovered)

RAMP
CARRIER
FORD NAVL



Ford NAVL

Work (internally) to validate unit has not been delivered and attempt various methods to locate vehicle to aid in vehicle recovery with law enforcement

RAMP

If the unit was in the care & custody of the **Ramp**:

- Unless there is evidence to the contrary, Ramp must **physically verify** that the unit is not in their facility.
- **Promptly** report the unit(s) **stolen** to local PD, enter the unit in Fenkell Vehi-Trac as "Stolen, Not Recovered" and promptly inform Ford Motor Co via email or phone call to
  Mathew Schmeiser
  MSCHMEIS@ford.com | (586) 610-7170
- If you only suspect a unit to be stolen, please contact Mathew Schmeiser (MSCHMEIS@ford.com) | (586) 610-7170 to begin a joint investigation leveraging Ford Motor Co. resources

CARRIER

If the unit was in the care & custody of the **Carrier**:

- Unless there is evidence to the contrary, Carrier must **physically verify** that the unit is not in their facility.
- **Promptly** report the unit **stolen** to local PD, enter the unit in Fenkell Vehi-Trac as "Stolen, Not Recovered" and promptly inform Ford Motor Co via email or phone call to
  Mathew Schmeiser
  MSCHMEIS@ford.com | (586) 610-
- If you only suspect a unit to be stolen, please contact Mathew Schmeiser (MSCHMEIS@ford.com) | (586) 610-7170 to begin a joint investigation leveraging Ford Motor Co. resources

FORD NAVL

- Responsible for working with party that reported the unit stolen to obtain all necessary information.
- Responsible to validate that the unit has not been delivered.
- Responsible for quickly applying all resources available to assist in the locating effort of the vehicle and supporting any queries from law enforcement.
- Responsible for following all internal Ford Motor Company processes and policies

Created by: Nicole Turner (NTURNE38@FORD.COM)
Last Updated: 31-July-2025

Ford Motor Company Vehicle Logistics Process for **Stolen & Recovered Vehicles**

Unit that was reported stolen **has been found.**

Was the unit:

Mis-delivered / lost and re-discovered?
Party that reported the unit stolen **must contact the reporting PD** to have the unit removed from stolen vehicle database (NCIC).

Stolen & Recovered?
Provide information to Ford team
Mathew Schmeiser
MSCHMEIS@ford.com | (586) 610-7170
(if haven't already done so). Ford team will assist in advising when unit is ready for recovery from police impound. Party with care & custody at time of unit theft is responsible to pay all fees to release unit and have unit taken back to the location as advised by Ford.

Mis-Delivered / Lost Unit

Stolen & Recovered

Ramp or Carrier
To work directly with
Mathew Schmeiser
MSCHMEIS@ford.com | (586) 610-7170
To obtain all necessary paperwork to get unit released and will support appropriate party with getting unit out of impound

Ford DVO
Operations will **enter** unit **into** VASCOR **DVO (Transportation) as a recovered stolen** to trigger AMRO

Promptly put vehicle back in **network** and continue to correct **final destination**

Promptly advise Ford NAVL, Mathew Schmeiser once the unit has been dropped at the location as previously advised.
Mathew Schmeiser
MSCHMEIS@ford.com | (586) 610-7170

RAMP

If the unit was in the care & custody of the **Ramp**:

- If unit was found (never was stolen), contact the police department unit was reported stolen to in order to get it removed from database.
  Support prompt shipment of the unit.
- If the unit was found by police (actually was stolen), contact Ford Motor Company Mathew Schmeiser to establish a joint effort in recovery of the unit.
  Mathew Schmeiser
  MSCHMEIS@ford.com | (586) 610-7170

CARRIER

If the unit was in the care & custody of the **Carrier**:

- If unit was found (never was stolen), contact the police department unit was reported stolen to in order to get it removed from database.
  Support prompt shipment of the unit.
- If the unit was found by police (actually was stolen), contact Ford Motor Company Mathew Schmeiser to establish a joint effort in recovery of the unit.
  Mathew Schmeiser
  MSCHMEIS@ford.com | (586) 610-7170

FORD NAVL

- Responsible for working with party that reported the unit stolen to obtain all necessary information.
- Responsible to validate that the unit has not been delivered.
- Responsible for quickly applying all resources available to assist in the locating effort of the vehicle and supporting any queries from law enforcement.
- Responsible for following all internal Ford Motor Company processes and policies

Created by: Nicole Turner (NTURNE38@FORD.COM)
Last Updated: 31-July-2025

Quick Reference Guide:

Understanding How to Quickly & Properly Address Exceptions That Occur During Transportation of a Vehicle

Published By:
Ford Motor Company
North American Vehicle Logistics (NAVL) – Quality & Claims

Version: 3.1

Date of Last Revision: 18-July-2025

Author: bpohl4@ford.com

Purpose of This Guide:

- Clearly define when a vehicle in-transit should be stopped (and repaired) or should continue to its final destination with noted damage.
- Distinguish who should report the exception along with where it should be reported (what system).

Systems Utilized to Report Issues:

Fenkell (Vehi-Trac)

- Battery, Tire, Glass, and Keys (On-site)
- Warranty
- Transportation Damage (Body)
- Link: www.fenkell.com/vehitrac/

To obtain access to this system or general questions, contact:

- NAVL Quality & Claims at: NAVLQC@ford.com

Who is Responsible for Entry into System?

- The party to last have care and custody is required to enter the exception(s) into the appropriate system.

When Must an Entry be made?

- Within 24 hours of identifying the damage.

Stop a Unit in Transit if any of the Following are True (otherwise send to the Final Destination):

- Major damage.
- Driving and/or additional transportation of the vehicle could result in additional damage to the unit.
- The noted damage affects the safe and normal operation of the unit.
- Still not sure?
  - Contact: NAVLQC@ford.com

What Type of Damage is Okay to Send to Final Destination?

- Small scratches, dings, and chips do *not* require entry into the Fenkell system but need to be properly noted and disclosed during final delivery.
- Important! Exception:
  - If the final destination location is **not** a Ford/Lincoln Dealership (i.e. Upfitter, car rental, etc.), the unit must be **defect free**, and a Fenkell (Body/Transportation) entry is required for this type of damage.
- Still not sure?
  - Contact: NAVLQC@ford.com

Types of Exceptions:

Warranty Issues *(Submit through the **Fenkell 'Vehi-Trac' system**) – Select "Warranty Issue" in the 'Repair Code' field* implies a *mechanical* or *electrical* malfunction impeding the normal operation of the vehicle.

- When reporting a Warranty issue to Fenkell, you must upload a picture of the entire Monroney Label (window sticker). The photo must include the VIN along with the Ordering, Ship-To, and Ship-Through dealership information (bottom left-hand corner).

- *If there is information in the ship-through field (upfitting location), you must note in the system whether the unit has already been modified in the 'description of malfunction field'.*
- Examples of Warranty:
  - Vehicle will not start (**after** battery has been replaced); will not go into gear, leaking fluids, oil, gas, etc., with no external damage.

Minor On-Site Repairs *(Submit through the **Fenkell 'Vehi-Trac' system** – Select applicable issue in the 'Repair Code' field)* Fenkell should be exclusively used for any of the following reasons:

- Glass, dead battery/no-start, missing keys/FOBS, flat or missing tire, missing or unusable wheel (rim). (Note: Wheel (rim) scuff/scratch should be noted and sent to final destination).
- Important Note: For battery/no-start exceptions, report them first as a battery issue before reporting as a 'Warranty Issue'.

Major Transportation Damage *(Submit through the **Fenkell 'Vehi-Trac' system** Select 'Body' in the 'Repair Code' field)* implies body damage that is significant in nature. **It is not:** battery, tire, glass, keys, or warranty; and therefore is the result of an event during the transportation of the unit.

- Pictures of the damage are required. You will be prompted to supply them when creating the ticket in Vehi-Trac.
- Picture of the Monroney Label (window sticker) must be uploaded into the Vehi-Trac ticket.
- Fenkell will review all the information provided and will determine the appropriate disposition of the vehicle. They will communicate next-steps to the ticket initiator.
- *Remember, many forms of transportation damage do not need to be entered into Fenkell and can proceed to their final destination. See section:* **"What Type of Damage is Okay to Send to Final Destination?"** *for clarification.*

Stolen & Stolen Recovered Vehicles: To officially report a vehicle as *stolen* to Ford, record the event in Fenkell Vehi-Trac system as a "Stolen, Not Recovered" item. Once the unit is recovered, Ford will make the necessary entries in the system. You must contact Benjamin Pohl on all matters related to Stolen & Recovered vehicles.

- All matters related to Stolen & Stolen Recovered vehicles must be communicated to:
  Mat Schmeiser| mschmeis@ford.com | (586) 610-7170

Important Instruction for Fenkell Transportation Damage Reporting:
When filling out the ticket, for the "Apparent Cause" you must list all the facts that you know to be true: if you know the exact root-cause, provide it in this section, (i.e., date/time of incident, name of driver, company they work for, how the damage happened, etc.). If you do not know what happened, list the facts you do know, such as "Damage found in bay by Company X driver on 'date'. Avoid speculation and list only what you know to be true.

- Still not sure?
  - Contact NAVLQC at NAVLQC@ford.com

Important Note on Flagging Vehicles

All parties responsible for handling and transporting Ford/Lincoln product must be aware that wiper blades and hazard lights shall not be used to ‘flag’ units. Wiper blades are to remain in the down position, without any exception. There is a possibility that the fender could be damaged in the process of leaning over the side of the vehicle (see below images). Please check the wiper blade positioning before opening the hood on a vehicle, as the wiper blades must be in the lowered position.