



Rail and Haulaway Vehicle Handling Manual

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For updates contact
North American Vehicle Logistics
at Ford Motor Company

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

<https://fsp.portal.covisint.com/documents/106025/13672774/2013+Rail+and+Haulaway+Vehicle+Handling+Manual/32788437-bd2a-4205-b19f-0bc748aafc94>

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Mary Heady (primary contact) (313) 248-1002

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Tire/Glass/Battery Repair or Replacement

Fenkell Automotive Services

(800) 325-3517 or (586) 276-1700

Attention: David Wensing or Mary Taranto – maryt@fenkell.com

www.fenkell.com

AIAG Damage Codes and Types Pocket Card

Automotive Industry Action Group

26200 Lahser Road, Suite 200

Southfield, Michigan 48034

(248) 358-3570

www.aiag.org

Repetitive Damage Email- The goal of this email address is to make reporting damage or repetitive damage incidents.

Reporting Damage Correspondence - UPSFordQuality@ups.com

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, tie-down, and unload. The Ford method to load, tie-down, 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. 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 vehicles will be conducted by members of your management.

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

<https://us.library.covisint.com/PublicDocViewer?nodeID=2803>

For further details, contact the North American Vehicle Logistics (NAVL) office.

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

ALWAYS WORK SAFELY & HANDLE FORD VEHICLES WITH CARE!

North American Vehicle Logistics
Ford Motor Company

Safety Overview

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).

The Origin Service Provider (OSP) 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 have emergency flashers in use or a top mounted emergency flasher in use at all times 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 needed 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 not required during the act of carhaul loading and unloading. Seatbelts are required during rail loading and unloading except for oversized vehicle (Superduty, 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 needed, for safe loading.

Only drive and park in designated areas. Observe established driving patterns within aisle ways 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. Use extreme caution while sharing the roadway with car haul or commercial vehicles. When walking, use designated pedestrian aisles and ensure you are visible to anyone operating vehicles or equipment you encounter.

Do not exceed 15 MPH or posted speed limits when driving to and from loading or unloading areas. Do not exceed 5MPH when loading vehicles on railcars. Always maintain a safe driving distance behind the vehicle in front and follow the 5 second rule. Excessive speeds and reckless driving will not be tolerated. No horseplay, eating, drinking, or use of tobacco products in any Ford/Lincoln vehicle or while driving an OSP shuttle van. Do not use mobile phones, tablets, or any personal electronic device while inside any in-transit vehicle.

Follow proper securement methods in this manual. After Loading, ensure the Parking brake is fully engaged. Never load no-start vehicles on haulaway or rail equipment. If a no-start vehicle needs to be removed from a railcar or haulaway truck, a driver must be inside the no-start vehicle.

Do not push vehicles with other vehicles.

Do not attempt to charge a battery unless properly trained.

High voltage components & wiring are usually labeled and/or covered with: orange convolute, insulation, stripe tape. Avoid these components to reduce risk of injury or death associated with high voltage electrical systems! In the event of an accident with any electric and hybrid electric vehicles refer to the Emergency Response Guide available online. The link is:

<http://evsafetytraining.org/Resources/Auto-Manufacturer-Resources/Ford.aspx>

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

Seatbelt Policy

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.

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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 needed, for safe loading.

Management Instructions

Loading/Unloading – Management

- 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. It is your responsibility, as a carrier for Ford Motor Company, to determine the appropriate dress code of your handling personnel to meet Ford's quality requirements and all safety standards. It is also your responsibility to enforce full compliance with the uniform standard that you establish.
- Loading/unloading of Ford/Lincoln vehicles must be supervised at all times by a knowledgeable representative of the carrier, or an agent with the authority to ensure that vehicles are handled in compliance with the provisions contained within this publication.
- To prevent delay caused by shipping vehicles to the wrong destination, the full serial number must be checked against the invoice.

Grounds Maintenance

- Vehicle parking bays must be clearly marked and wide enough to permit opening of doors without damage to nearby vehicles.
- All working 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.

Rail

- Loading ramp angles must not exceed 4° for rail and 11° for haulaway.
- Vehicles having flat tires on rail must be aired up for removal, then once in the bay, contact Fenkel for tire replacement.

Common Instructions

Loading/Unloading – Personnel

- Keep tools they carry or use from contacting vehicle exteriors and interiors.
- Ensure Tie-down tools have protective covering on the handles.
- Prior to entering or exiting vehicles, items that should be verified are:
 - ✓ hoods, doors, deck lids, tailgates, and windows are fully and securely closed;
 - ✓ vehicle keys are not left in the ignition, door, deck lid, or tailgate;
 - ✓ push button start is in the off position with the engine off; and
 - ✓ protective seat and floor covers are properly positioned.
- Once in the loaded position or in the parking bay, items that should be verified are:
 - ✓ all electrical accessories are turned off;
 - ✓ the windshield wipers are in the down position;
 - ✓ the ignition switch is in the off position or the push button start is in the off position with the engine off;
 - ✓ the parking brake is firmly set;
 - ✓ the transmission is in park or 1st gear; and
 - ✓ the keys are properly placed – 1. Cup holder/2. Center console/3. Glove box – in that order based on what's available for a particular vehicle.
- Do not compress the suspension or deflate the tires to reduce vehicle height.
- In-transit vehicles must never be used for shuttling personnel around the yard.
- Do not alter or remove printed materials such as vehicle label, tags, starting instructions, or the owner's manual.
- Flat tires are to be replaced prior to moving the vehicle to its next location. Contact Fenkel for tire replacement. Using the spare tire is prohibited.

Loading/Unloading – Vehicle Handling Specific to Winter Conditions

- Never try to force frozen wiper arms to move.
- Use plastic/rubber (never any metal device) ice scrappers to clear snow or ice and free frozen wiper arms.

No-Start Vehicle Procedures

- No vehicle should be delivered to a dealer with a dead battery.
- Never try to push, pull, or use ether to start a vehicle.
- Never load no-start vehicles on haulaway equipment. No start vehicles equipped with power brakes, power steering, or electronic transmissions will be difficult to maneuver.
- Never cut the Rap-Gard seam at the hood opening to charge/replace a battery; instead, remove the entire sheet of Rap-Gard. Do not attempt to re-apply the Rap-Gard. Dispose of the Rap-Gard because unseen dirt or grit could scratch the vehicle.
- If a vehicle arrives on a railcar with a dead battery, it is to be jump started with an auxiliary power source and driven off the railcar directly to the facility's battery charging station. For non-battery related no-start conditions, the vehicle must be pushed off the railcar by hand or towed with a low clearance towing vehicle – in either case, a driver must be inside the no-start vehicle.
- The proper steps for charging a 12 Volt Battery are:
 - 1) Check the Battery Charging Log to see if the vehicle had been previously placed on the facility's charging system;
 - 2) Charge the battery and record the VIN in the Battery Charging Log; and
 - 3) If the charge holds, the vehicle can then be bayed and released to the carrier; or
 - 4) If the charge does not hold, contact Fenkel, Ford's authorized battery contractor.
- When using a booster battery to "jump start", be careful that positive cables are attached to the proper battery terminal, and the negative cable is attached to the booster battery and the engine ground on the "no start" vehicle. In the no-start vehicle, turn on the heater blower motor and turn off all other accessories. Never use a booster battery from another in-transit vehicle.
- Follow all federal, state, local, company rules, and warnings on the battery relative to safe battery handling and disposal.
- Refer to Special Handling: Focus BEV section of this manual for instructions on how to recharge the high voltage battery in the Ford Focus BEV.

Missing/Stolen Vehicles

Carriers are required to report missing and/or stolen units to Ford Motor Company.

You're responsible for managing and reconciling your inventory. If you discover a missing/stolen vehicle it is imperative that the following instructions be followed.

Steps for Missing/Stolen Vehicles:

- Carrier should report missing/stolen vehicles immediately to:
 - 1) Damaged Vehicle Operations (313) 248-1002
 - 2) Local police department
 - 3) Vehicle Shipping Supervisor if vehicle is missing from plant or plant confines.
- Confirm in writing with an email to Mary Heady (mheady@ford.com) of Damaged Vehicle Operations (DVO) that ALL notifications were made and supply as much information as possible.
- 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.
- Reported Stolen units that are later recovered may not be sold as NEW and are required to go to auction.

Ford/Lincoln Vehicle Handling and Loading Restrictions

Special Handling: Transport Mode

No vehicle should ever leave the factory gate out of transport mode or in factory mode. The vehicle screen should always read "Transport Mode" after being released from the factory.

If discovered out of transport mode or in factory 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 shipping yards than the vehicle should be returned to the factory
- 2) If the vehicle is at the ramp please apply exception code JG and authorization code NoTM. Please contact your local UPS contact if further clarification is needed. Please do not hold vehicle at ramp, continue to ship as normal.



[OK to Ship]



[Return to Plant or Apply Exception Code]

Special Handling: Hybrid Models

HYBRID BATTERY INSTRUCTIONS

Low Voltage Start Instructions

- There are two battery systems in the hybrid, the conventional low voltage and the high voltage
- Majority of the time you will only need to jump start the low voltage battery, same as is performed on current non-hybrid vehicles
- Use only 12-volt supply to start the vehicle
- Turn the heater fan ON in the vehicle, to protect any electrical surges, and turn off all other accessories
- Connect proper positive to positive and negative to negative connections

Preparing Your Vehicle

- If your low voltage (under hood) battery becomes disconnected or disabled for any reason, the "vehicle controller" must relearn the engine's operating characteristics, in order to operate it at maximum efficiency.
- Relearning process occurs the first time the vehicle is driven after reconnecting the low

voltage battery.

- If the learning procedure doesn't have time to complete during the drive, the engine will continue to operate after you turn off to complete the relearning process
- This is a normal condition and will not re-occur unless the low voltage battery is disconnected again.

High Voltage Jump Start

- If you attempt to start your vehicle and the engine cranks but does not start, the high voltage battery may need to be jump started
- The service soon (yellow wrench) light on the instrument cluster may also be illuminated and the message center may display a message
- To jump start the high voltage battery, turn the ignition to OFF, open the access panel in the driver side foot well, and press the jump start button
- After pressing the button you should wait eight minutes before attempting to start the engine, otherwise the high voltage battery may not receive sufficient charge to start the engine
- The high voltage battery will use voltage from the low voltage (under hood) battery to charge itself
- When the button is pressed the indicator light on the button will illuminate
- After eight minutes has passed, the indicator light will flash rapidly for two minutes
- Turn the ignition to RUN
- The message center will display "JUMP START COMPLETED"
- You may now attempt to start the engine
- If you attempt to start the engine before eight minutes passes, the jump start procedure will stop and will have to be restarted if the engine does not start
- Multiple jump starts are possible

WARNING!!

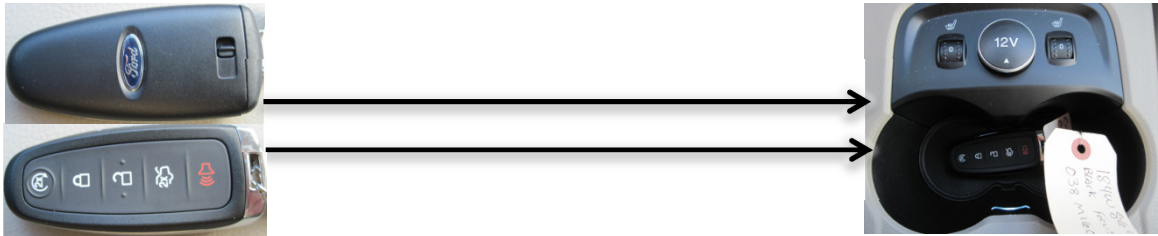
DO NOT USE ETHER TO START "NO START" PASSENGER CAR OR LIGHT TRUCK DIESEL ENGINES. OBSERVE ALL WARNING DECALS AND REFER TO THE OWNER'S MANUAL FOR STARTING INSTRUCTIONS.

- Don't allow an engine to idle for an extended period of time.
- When driving to and from loading or unloading areas, personnel must:
- Operate at safe speeds as conditions permit, not to exceed 15 MPH or posted speeds.
- Observe established driving patterns within aisle ways.
- Never attempt to pass other vehicles.
- During the process of loading or unloading, personnel must exercise extreme caution to avoid vehicle body side, roof or undercarriage contact with the railcar or trailer. This is achieved by driving down the center at speeds that prevent vehicle bounce. Speeds must not exceed 5 MPH.
- Loading ramp angles must not exceed 4 degrees for rail and 11 degrees for haulaway.

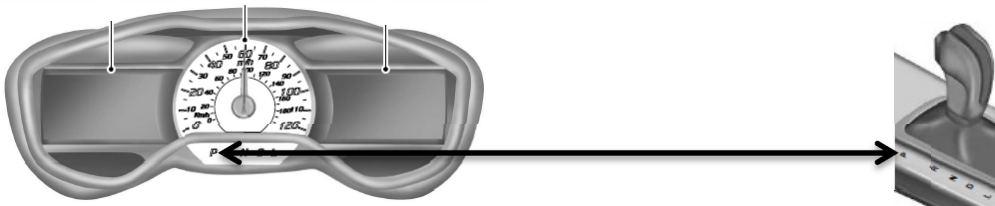
Special Handling: Focus BEV

Warning: Exercise extreme caution to reduce risk of injury or death as vehicle contains a High Voltage electrical system. High voltage components & wiring are usually labeled and/or covered with: orange convolute, insulation, stripe tape. Avoid these components!

- Starting the Vehicle: Ready to Start Mode
 - 1) Confirm key fob is inside vehicle



- 2) Confirm vehicle is in P (PARK).

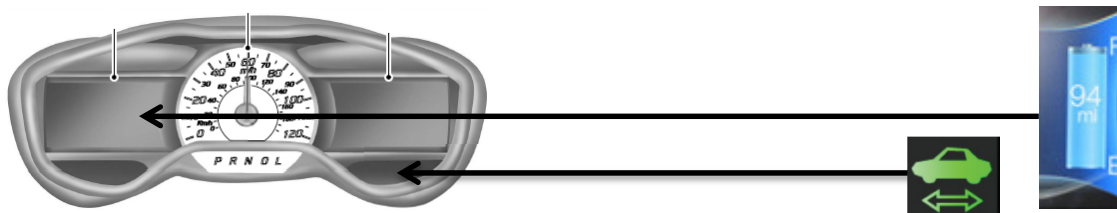


- 3) Place foot on brake pedal while pressing Power button.



Note: Failure to apply the brake pedal will place vehicle in Accessory Mode. Pressing the Power button again with foot off brake pedal will place vehicle in Off Mode. To start vehicle, repeat sequence ensuring foot is on the brake pedal while pressing Power button.

- 4) Confirm Ready to Drive icon (green) and Battery icon (blue) appear and verify there is enough distance to empty for final delivery.



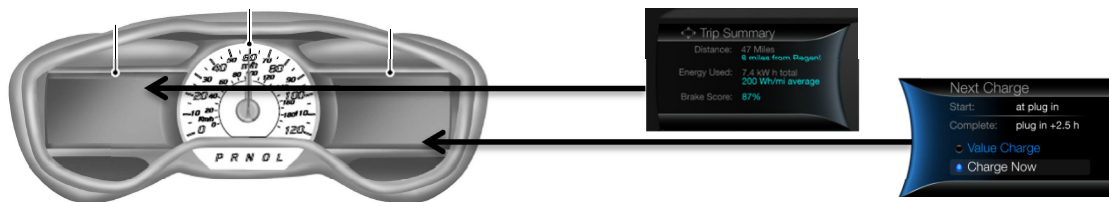
- 5) Drive as normally but two things to be aware pedestrians may not hear the car approaching and acceleration comes more readily than a normal gas engine

Special Handling: Focus BEV (Continued)

- Turning Off the Vehicle: Off Mode
 - 1) Confirm vehicle is in P (PARK).
 - 2) Ensure foot is not on brake pedal while pressing Power Button.

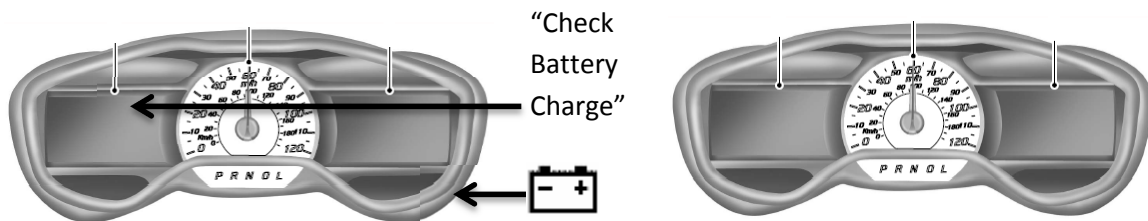


- 3) When placed in Off Mode, the vehicle will display “Trip Summary” on the left side of the cluster, and “Next Charge” on the right side of the cluster for approximately 26 seconds.



- Battery Life

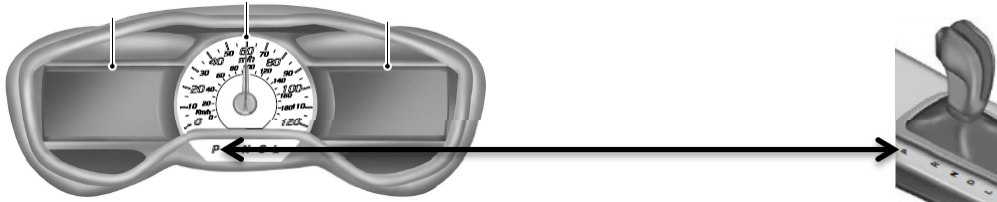
The battery will not be fully charged. Verify there is enough distance to empty for final delivery. If a vehicle should dwell for over 25 days, it should be started and placed in “Ready to Drive Mode” and allowed to idle for at least 10 minutes to maintain a HEALTHY 12V low voltage battery. Vehicles requiring recharge in order to reach final delivery destination should be recharged with a standard electric vehicle coupler (SAE J1772).
- Recharging the 12V Battery
 - 1) 12V battery issues are identified by a Check Battery Charge displayed on the left side of the cluster, or a completely blank cluster, or problems charging the High Voltage Battery.



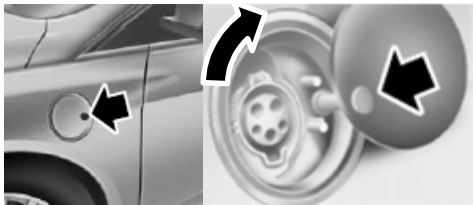
- 2) Un-snap protective terminal cover from 12V battery.
- 3) Refer to Rail & Haulaway guide instructions for battery jump-starting/charging procedure.
- 4) Once vehicle is in Start Mode, keep jumper cables connected for 3 minutes before removing them. Allow vehicle to idle for several minutes, and then replace 12V battery cover.

Special Handling: Focus BEV (Continued)

- Recharging the High Voltage Battery
 - 1) Confirm vehicle is in Off Mode and set in P (PARK).



- 2) Press Charge Port Door indentation to open.



- 3) Insert a standard electric vehicle coupler (SAE J1772) until you hear a click.
- 4) A 25% battery charge has been achieved when the top right quadrant is solidly lit and the bottom right quadrant is pulsing.
- 5) Once charged to desired level, press coupler latch release, remove connector and place back in proper stow.
- 6) Press charge port door indentation to close (clicking door into place).



- In the Event of a No-Start
 - 1) Verify 12V battery has sufficient power, and charge if necessary.
 - 2) Verify High Voltage battery has sufficient power, and charge if necessary. If a standard electric vehicle charge coupler (SAE J1772) is not available, then follow the In Transit Repair (ITR) process.

Warning: 12V power is required to properly move internal transmission components into N (Neutral). Refer to Section 4 Recharging the 12V Battery for jump-starting/charging process if cluster is blank (12V battery is dead) before shifting transmission.

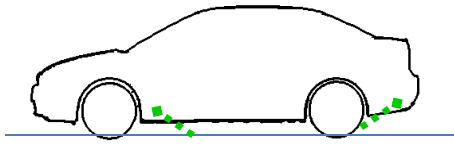
- In the Event of an Accident

In the event of an accident refer to the Emergency Response Guide available online.

The link is: <http://evsafetytraining.org/Resources/Auto-Manufacturer-Resources/Ford.aspx>

2014 Ford/Lincoln Vehicles

Ford Focus



- 1) For Haulaway, follow these load restrictions when loading: V-pull only using Ford approved T-hooks, except when car is above cab facing reward, the driver must use over the tire soft straps on each tire.
- 2) Focus ST units can only be loaded on the lower deck in the last 3 locations and must be facing rearward (backed in) only.

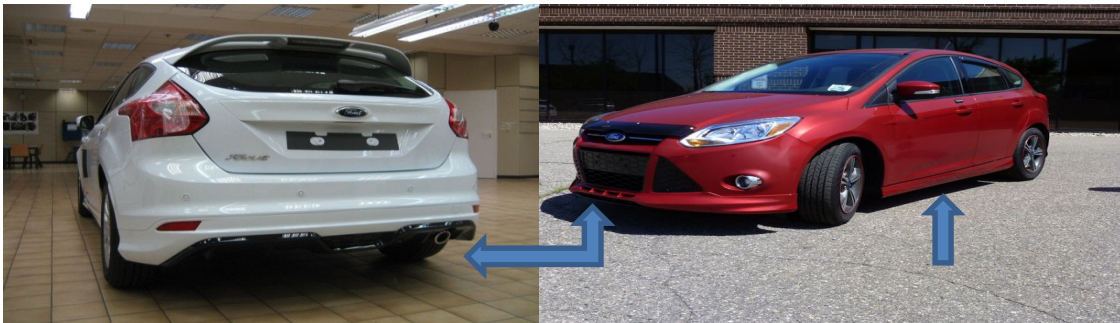
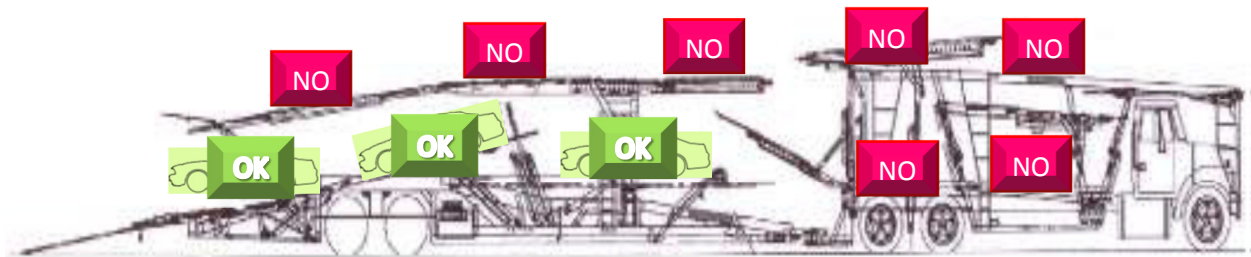
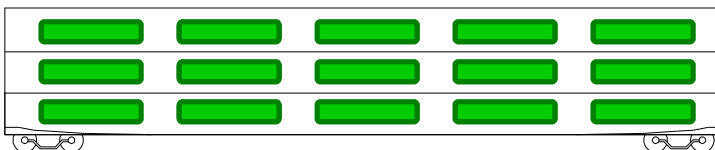


Figure One

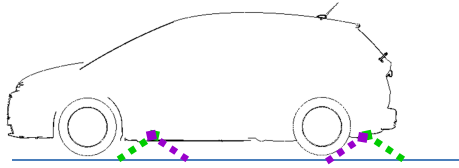


- 3) No other load restrictions



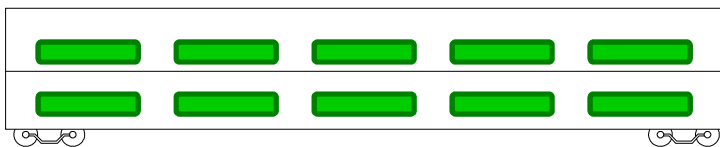
For Rail, there are no load position restrictions.

Ford C-Max



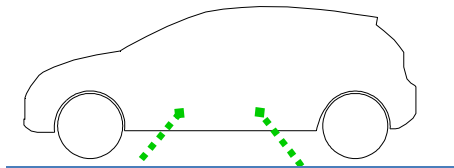
For Haulaway, there are no load position restrictions.

Apply either a “A-Pull” or “V-Pull” using Ford approved T-hooks. When using a V-pull operator must take extreme care not to make contact with the rear control arms.



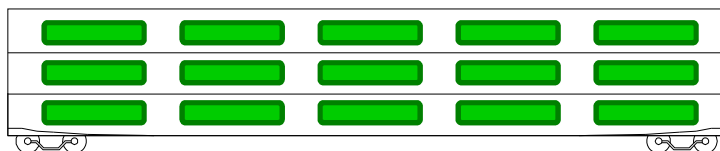
For Rail, there are no load position restrictions.

Ford Fiesta



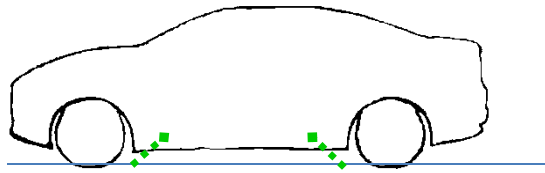
For Haulaway, there are no load position restrictions.

Apply a “A-Pull” or “V-Pull” using Ford approved T-hooks.

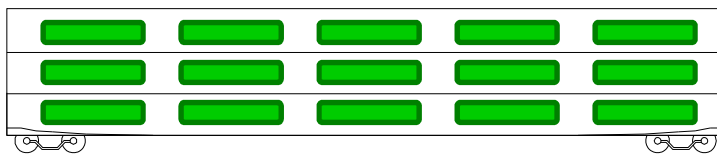


For Rail, there are no load position restrictions.

Ford Fusion & Lincoln MKZ



For Haulaway, there are no load position restrictions.
Apply a "A-Pull" using Ford approved T-hooks.



Caution:

- 1) No MKZ's on A deck.
- 2) When loading Fusions in the A1 and A5 positions use extreme caution.

For Rail, there are no load position restrictions.

Ford Mustang

All Mustangs with 6 speed manual transmissions should always be driven on in the forward orientation.

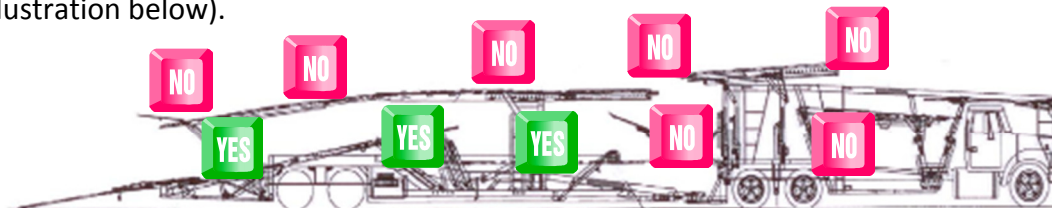
Mustang convertibles should always be driven on in the forward orientation.

Shelby GT 500/Boss Special Instructions

The Shelby and Boss have a lower front fascia, so use extra care when loading to avoid damage. Extreme caution must be exercised for both the loading and unloading process. Strict compliance to the 5 mile per hour or less rule is of utmost importance.

These two units should never be part of any drive away move.

For Haulaway, Shelby GT 500/Boss loading is restricted to only 3 positions on the bottom deck (see illustration below).



For Rail, loading the Shelby GT 500/Boss is restricted to the "B" and the "C" decks only. No loading allowed on "A" deck.

Please advise all personnel to avoid slipping the clutch excessively on the Shelby Mustang GT500/Boss when loading, unloading or moving the vehicles. Excessive slippage of the clutch may result in permanent damage to the clutch components.

Make sure the transmission is in first gear before moving the vehicle forward, and make sure the transmission is in reverse before moving the vehicle backwards. Please note that the gear shift lever has a bias spring that may allow the vehicle to be shifted into third gear instead of first, and that reverse is located to the far right and forward. Familiarize yourself with the shift pattern shown below.

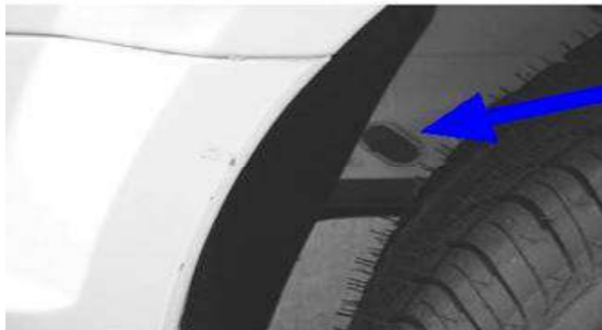
Shelby GT500 Shift Pattern

1	3	5	R
2	4	6	

Ford Mustang - Additional Information

Front Tie Down Slot:

Slotted hole in side rail alongside front tire:



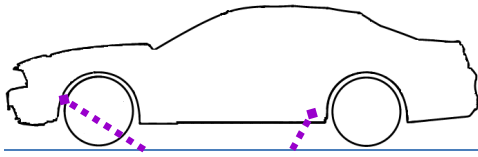
V-Pull only

Rear Tie Down Slot:

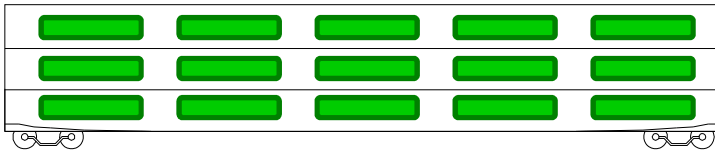
Slotted hole forward of rear wheel in side of torque box:



V-Pull Only



Apply a "V-Pull" using Ford approved T-hooks.



For Rail, there are no load position restrictions.

Ford Taurus & Lincoln MKS

Front Tie Down Slots:

Slotted holes in frame behind front wheels:



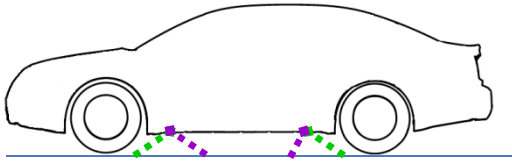
A-Pull or V-Pull Tie

Rear Tie Down Slots:

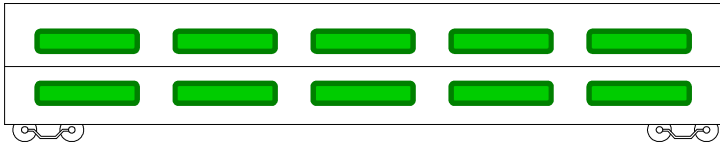
Slotted holes in frame in front of rear wheels:



A-Pull or V-Pull Tie



**For Haulaway, there are no load position restrictions.
Apply a A-Pull or V-Pull using Ford approved T-hooks.**



For Rail, there are no load position restrictions.

Ford Explorer

Front Tie Down Slots:

Slotted hole in the bottom of frame:



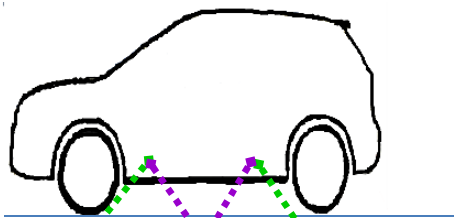
A-Pull or V-Pull Tie

Rear Tie Down Slots:

Slotted hole in bottom of frame:

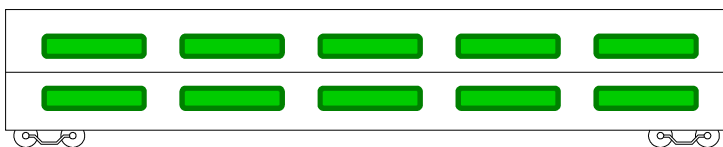


A-Pull or V-Pull Tie



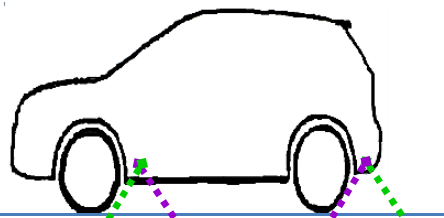
For Haulaway, there are no load position restrictions.

Apply either a “A-Pull” or “V-Pull” using Ford approved T-hooks.



For Rail, there are no load position restrictions. Please do not use AVR chocks on the front tires.

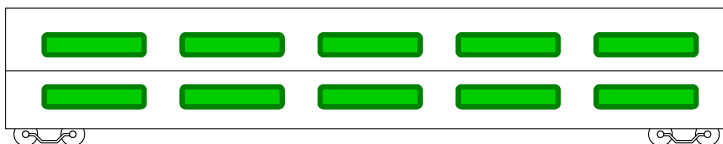
Ford Escape



For Haulaway, there are no load position restrictions.

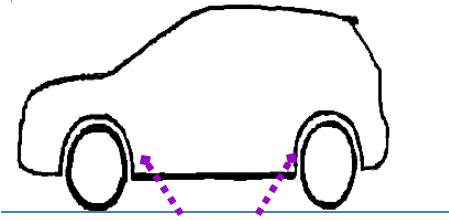
Apply either a “A-Pull” or “V-Pull” using Ford approved T-hooks.

Caution: For A-Pull be careful not to touch exhaust pipe. For V-Pull be careful not to touch the control arm.

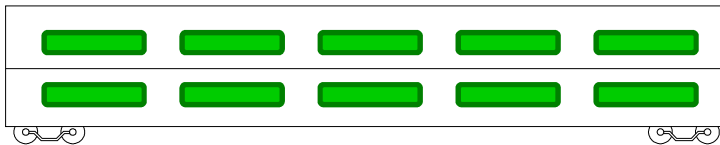


For Rail, there are no load position restrictions. Please use chocks in the medium position on the front tires and the high position on the rear tires. No supplemental chocks should be used on the Escape model.

Lincoln MKC *New Model*



For Haulaway, there are no load position restrictions.
Apply using a “V-Pull” using Ford approved T-hooks.



For Rail, there are no load position restrictions.

Ford E-Series

Front Tie Down:

Two slotted holes forward of front wheel
in outer wall and bottom of frame:



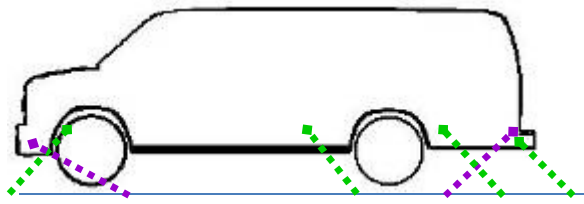
A-Pull or V-Pull Tie

Rear Tie Down Holes:

Located behind rear tire and exhaust pipe:



A-Pull or V-Pull Tie



For Haulaway, there are no load position restrictions besides clearance & weight distribution. Apply either a “A-Pull” or a “V-Pull” using Ford approved T-hooks

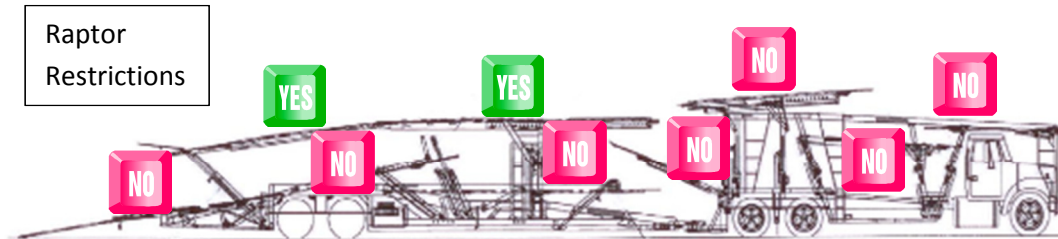


For Rail, there are no load position restrictions.

Ford F-150

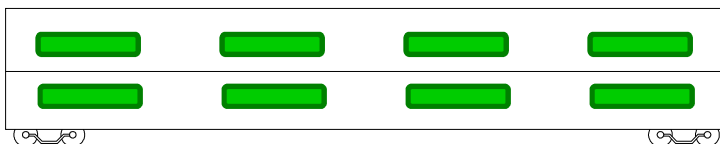
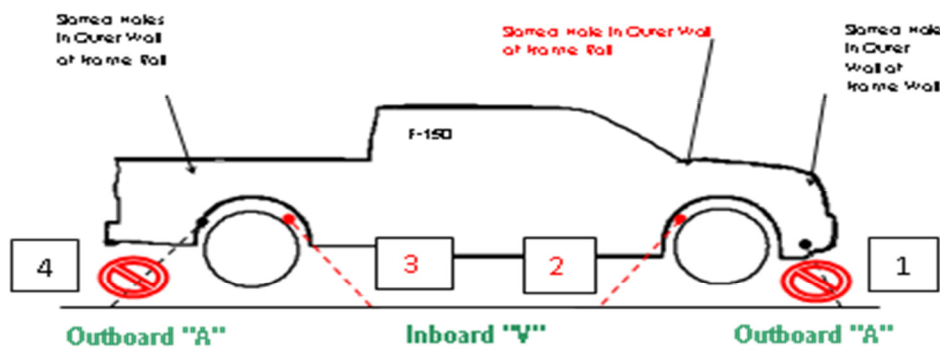
For Haulaway, the loading restrictions are:

- 1) Apply a V-Pull using Ford approved T-hooks.
- 2) no unit should be put in a position where contact is made with the front air dam;
- 3) Mirrors can move away from the vehicle during the transport (due to wind/travel). Inspect mirrors on both sides before loading and unloading to make sure they are folded tight against the vehicle. Failure to adhere could cause contact to certain hoses/ and or parts of the haulaway truck.
- 4) no unit with a drop-in bed liner (i.e. non-spray bed liner) or a tonneau hard cover should be backed on – these units should only be loaded facing forward.
- 5) Extreme care should be used to ensure that none of the hooks come in contact with the underbody components while securing or releasing the vehicle from the tie down chains. Chains should form 30– 50 degree angles in line with the tie down holes. Only T-Hooks should be used on all Ford products per existing Ford standards. Ensure that all 4 chains have been released before moving vehicles during unloading.
- 6) F-150s are restricted to the top deck only using the rear two positions only. They should only be tied down using Inboard V chain configurations only. Extreme caution should be taken to avoid contact with the wiring and stabilizer bar while securing units. See below graph.



Ford F-150 - Additional Information:

Below are photos of the tie down holes. Tie down holes (1) before front tires and behind rear tires (4) (also referred to as Outboard A pulls) should NOT be used. All car haul shipping is now restricted to tie down holes (2) and (3) as seen below in photos and referred to as Inboard "V" pulls. This restriction applies to all F-150s units.



For Rail, there are no load position restrictions.

Ford Super Duty

For Haulaway, the loading restrictions are:

- 1) no unit should be put in a position where contact is made with the front air dam;
- 2) no unit with a drop-in bed liner (i.e. non-spray bed liner) should be backed on – these units should only be loaded facing forward.

Apply either a “A-Pull” or “V-Pull” using Ford approved T-hooks.

Ford Super Duty - Additional Information:

Front Tie Down Holes:

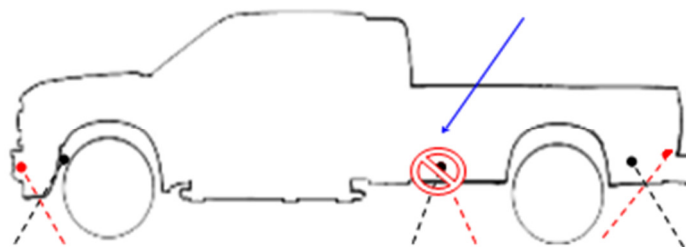


A-Pull or V-Pull Tie

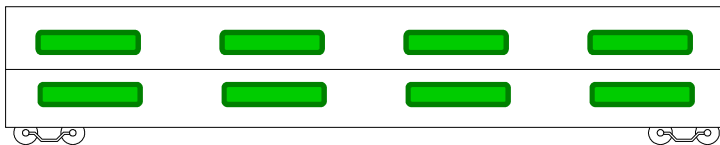
Rear Tie Down Holes:



A-Pull or V-Pull Tie



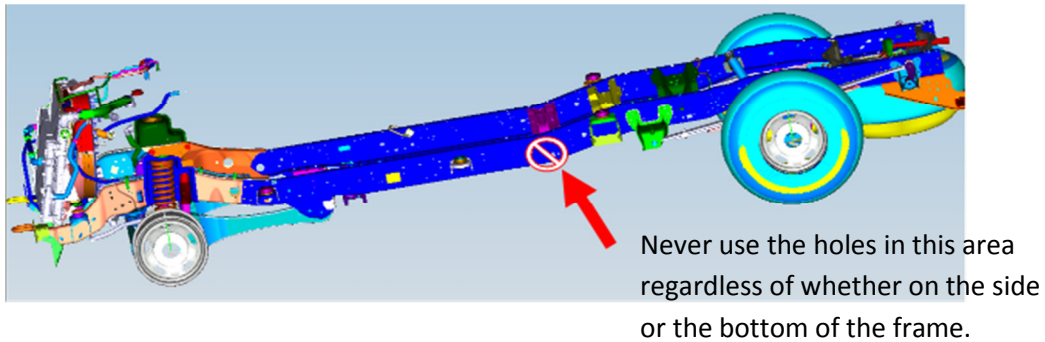
Do not use holes in this area.



For Rail, there are no load position restrictions.

Ford-350 Chassis

F-350 Chassis Cab Rear Tie Down Locations:



Front Tie Down Hole:

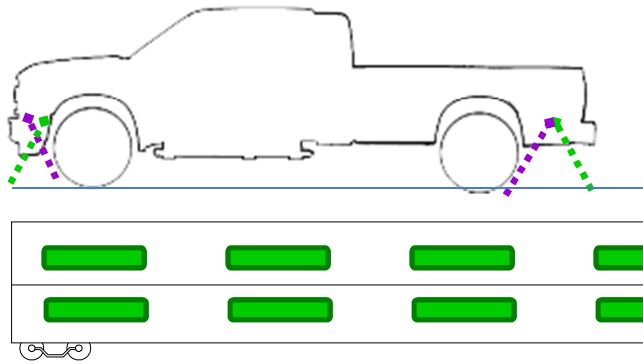
Located near front cab on side frame bar:



Rear Tie Down Hole:

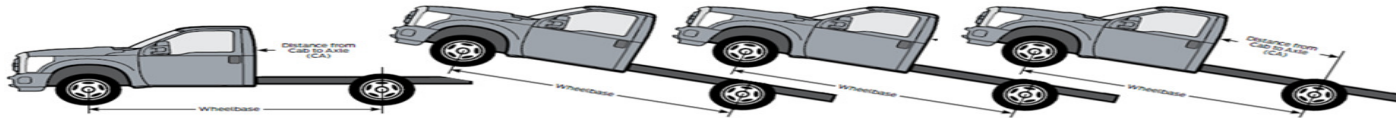
Rearward of rear wheel in outer wall of frame rail, Inboard and Outboard:





For Rail, there are no load position restrictions.

Ford-350 Chassis - Additional Information



Ford Motor Home Chassis Tie Down Information

Front Tie Down Information					Rear Tie Down Information			
Vehicle Position	Type of Shipping slot on chassis	Chain Positioning on equipment	Tie Down Hook application	Tie Down Chain Angle	Type of shipping slot on chassis	Chain Positioning on Equipment	Tie Down Hook Application	Tie Down Chain Angle
Position 1 over tractor	Horizontal shipping slot	Outboard grab hook hole	S-Hook see photo A	A type	Rear Diagonal shipping slot	Front cross member or ladder assembly	T-hook see photo B	A Type
Position 2 trailer front lower	Horizontal shipping slot	Outboard grab hook hole	S-Hook see photo A	A type	Round shipping hole	Outboard grab hook hole	S-Hook see photo C	A Type
Position 3 trailer center	Front Vertical shipping slot	Outboard grab hook hole	T-Hook see photo D	A Type	Rear Diagonal shipping slot	Outboard grab hook hole	T-Hook see photo B	A Type
Position 4 trailer rear upper	Horizontal shipping slot	Outboard grab hook hole	S-Hook see photo A	A Type	Rear diagonal shipping slot	Outboard grab hook hole	T-Hook see photo B	A Type



S-Hook Application – Photo A

T-Hook Application – Photo B

S-Hook Application – Photo C

T-Hook Application – Photo D

Ford F-250 and Larger Additional Information

Haulaway Instructions:

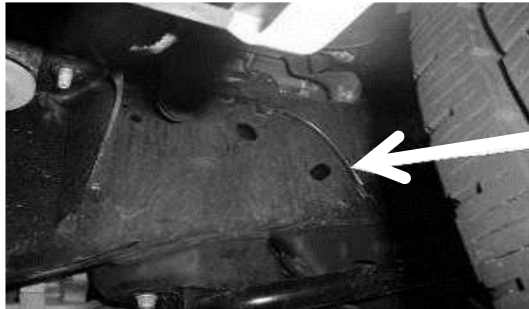
- In general, the instructions for passenger cars apply to the loading and transportation of light trucks. However, due to the numerous truck models with varying wheelbases as well as the various load combinations, certain variations in tie-down methods are authorized as follows:
- In no instance are tie-downs to be achieved by fastening chains around rear axle housings or spring shackles.
- When it becomes necessary to provide additional frame clearance, on chassis cabs or cutaways, either one or both taillight assemblies, including the mounting brackets, can be completely removed from the frame, placed on the floor in the cab and re-installed at destination.
- When trucks are modified by carriers because of equipment limitations, it is the carrier's responsibility to reverse those modifications. The vehicle must be delivered to the destination in the same condition it was in when released by the shipper.
- Exhaust stacks and breather caps - when removed from trucks -must be wrapped and placed in the cab of the unit or banded to the frame from which removed. These parts are removed only when it is necessary to reduce the overall height to comply with state and federal clearance regulations while being transported. Vehicles with stacks or breather caps removed are not to be operated other than in loading or unloading operations. Trucks with flapper valves must have valves installed to prevent water entry into the engine. The carrier is responsible for the replacement and reconnection of any exhaust stacks and breather caps that were removed.
- When vehicles have been modified with up fits they may be handled differently and will be addressed by Quality Assurance Bulletins (QAS) issued by NAVL.

WARNING: Instructions for the re-installation of exhaust stacks and breather caps must be followed carefully and completely. Properly installed exhaust stacks and breather caps may be necessary for compliance of the vehicle with the noise emission regulations of the U.S. Environmental Protection Agency for medium and heavy trucks. The removal of these components - for purpose of shipment without proper re-installation - or the use of the vehicle - other than in loading or unloading after these components have been removed -may violate the Federal Noise Control Act.

Ford Expedition

Front Tie Down Slots:

Slotted hole behind the front tire in outer wall of frame rail:



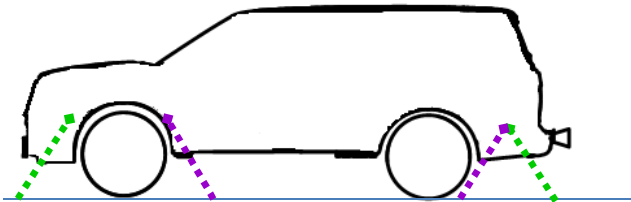
A-Pull or V-Pull Tie

Rear Tie Down Slots

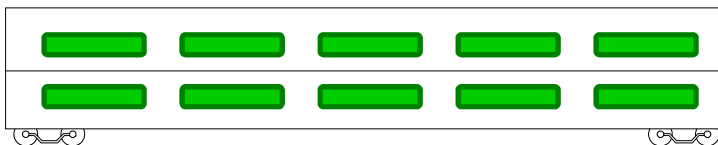
Two slotted holes in outer side of frame rail:



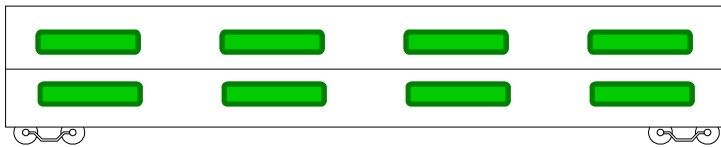
A-Pull or V-Pull Tie



For Haulaway, there are no load position restrictions.
Apply either a “A-Pull” or “V-Pull” using Ford approved T-hooks.



Load Density of 10 on a Bi-Level Railcar for Expedition units.



Load Density of 8 on a Bi-Level Railcar for Expedition EL units.

For Rail, there are no load position restrictions.

Lincoln Navigator

Front Tie Down Slot:

Slotted hole behind the front tire in outer wall of frame rail:



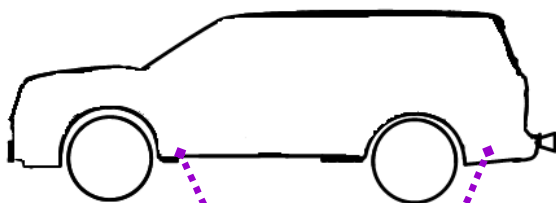
V-Pull Tie Only

Rear Tie Down Slot:

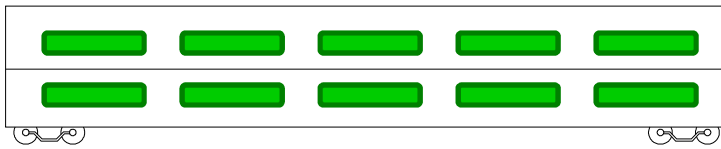
Slotted hole in outer side of frame rail:



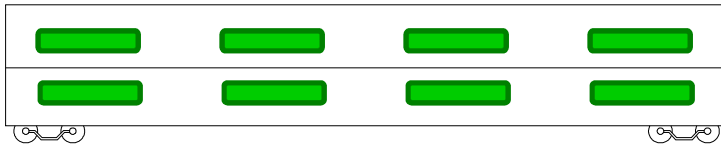
V-Pull Tie Only



**For Haulaway, there are no load position restrictions.
Apply only a "V-Pull" using Ford approved T-hooks.**



Load Density of 10 on a Bi-Level Railcar for Navigator units.



Load Density of 8 on a Bi-Level Railcar for Navigator L units.

For Rail, there are no load position restrictions.

Ford Edge & Lincoln MKX

Front Tie Down Slots:

Slotted hole behind front tires:



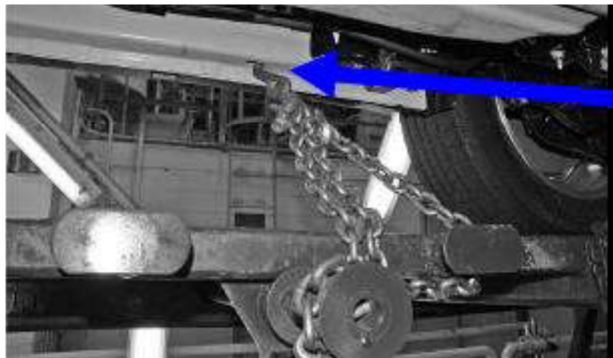
A-Pull Tie Only

Mandatory Use of "T" Hook

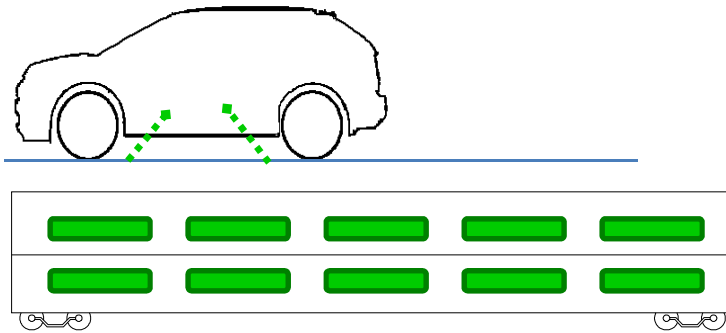
Avoid using any other slots except the ones illustrated above

Rear Tie Down Slots:

Slotted hole behind rear tires:



A-Pull Tie Only



**For Haulaway, there are no load position restrictions.
Apply only a “A-Pull” using Ford approved T-hooks.**

For Rail, there are no load position restrictions.

Ford Flex & Lincoln MKT

Front Tie Down Slots:

Slotted holes in frame behind front wheel:



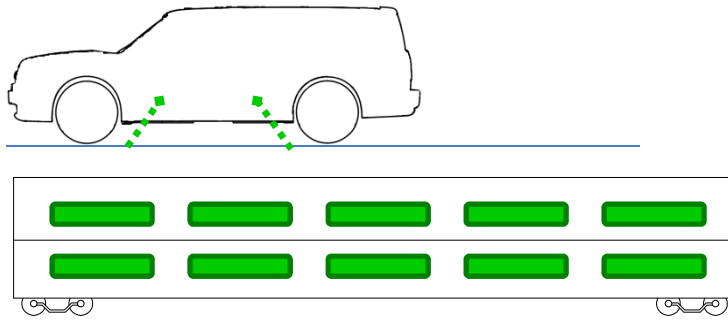
A-Pull Tie Down Only

Rear Tie Down Slots:

Slotted holes in frame in front of rear wheels:



A-Pull Tie Down Only



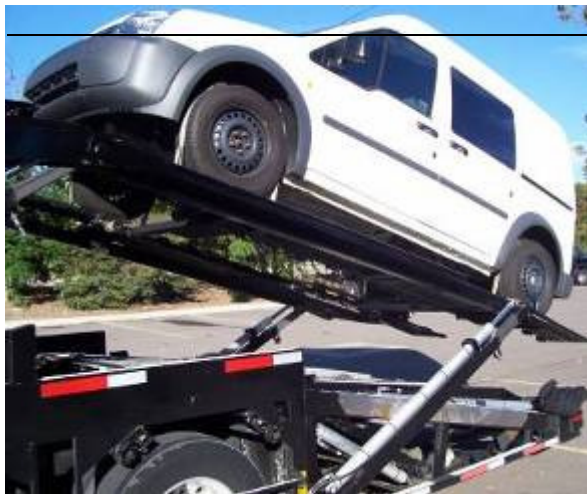
**For Haulaway, there are no load position restrictions.
Apply only a “A-Pull” using Ford approved T-hooks.**

For Rail, there are no load position restrictions.

Ford Transit Connect

Soft Strap Only

This vehicle can only be shipped using soft strap ties only for car haul. All Transit Connect units will have a speed lip (see photo B below). Extreme care must be used during car haul loading to avoid damage to the speed lip. During rail shipping this unit will ship on bi-level railcars. It will require 4 standard chocks on rail. If the rail cars are equipped with supplemental chocks they should also be used.



2014 Vehicle Matrix

Vehicle Line	Bi/Tri	-	Load Ratio Standard	A Pull/V Pull/Soft Strap (Convoy)	Number of Chocks	Chock Position	Transmission Park/Neutral	Assembly Plant
Econoline	Bi		8	Either	6	High	Park	Ohio Assembly
Edge / MKX / Flex / MKT	Bi	e/	10	A Pull Only	4	High	Park	Oakville
Expedition / Navigator	Bi	b/	10	Ex Either/ Nav V Pull	4 or 6	High	Park	Kentucky Truck
Explorer	Bi	e/	10	A Pull Only	4	High	Park	Chicago
Escape	Bi		10	Either	4	Front Tires: Medium Rear Tires: High	Park	Louisville
MKC	Bi		10	V Pull Only	4	Front Tires: Medium Rear Tires: High	Park	Louisville
F-150 Raptor	Bi	e/	4	V Pull Only	6		Park	Dearborn
F-150	Bi	e/	8	V Pull Only	6	High	Park	Dearborn / Kansas City
F-Series (over 8,500 GVW)	Bi	e/	8	Either	6	High	Park	Kentucky Truck
Transit Connect	Bi		5	Soft Strap Only	4		Park	Otosan
Focus	Tri		15 or 17	V Pull Only	2		Park	Michigan Assembly
Fusion / MKZ	Tri		15	A Pull Only	2		Park	Hermosillo
Motorhome Chassis	Bi		6	Not Applicable	6		Park	Detroit Chassis
Mustang	Tri		15	V Pull Only	2		Park	Flat Rock
Taurus / MKS	Bi	d/e/	10	A Pull Only	4	High	Park	Chicago

Fiesta	Tri	f/	17 or 18	A Pull Only	2		Park	Cuautitlan
CMAX	Bi		12	Either	4	Front Tires: low Rear Tires: Medium	Park	Michigan Assembly

b/ Expedition EL and Navigator L require 6 chocks.

d/ Taurus and MKS sedans can be mixed on C-deck of a tri-level railcar if the height is 65" or higher.

e/ If railcar is equipped with supplemental chocks, it is mandatory to use all chocks as described in this manual.

f/ Subject to change. Load ratio dependent on 4 or 5 door models.

Drive-Away: General Instructions for Vehicle Protection

- Before starting the motor, a check must be made of the oil, power steering and cooling system fluid levels.
- Tires are to be checked for correct pressure.
- Temporary legal tail lights **must** be installed on all "F" Series chassis cowl and "B" Series bus chassis prior to driving on any public thoroughfare.
- Where weights vary significantly, the heaviest vehicle in the combination is to be the towing unit.
- When weight distribution is equal, use the unit with the shortest wheelbase to do the towing.
- If practical, use a unit with tandem axles as the towing vehicle.
- When load combinations permit, diesel-powered vehicles should be used as towing units.
- The vehicles being towed are not to exceed the gross axle weight rating of the towing unit. In addition, the power train of the towing unit should not be over-taxed at highway speeds.
- Any tools or other loose items in vehicle cabs should be removed and properly packaged.
- Always try, when possible, to avoid newly tarred or oil roads and highway sections that may be temporarily in bad condition. Drive slowly on soft tar which may have melted because of hot weather.
- If a vehicle breaks down while in transit please contact your local UPS rep.
- When driving any Ford/Lincoln vehicle always wear the seatbelt.

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

- If an accident occurs that involves a police report the driveway company must notify Mary Heady with DVO, Shawn Lin with NAVL quality, and your local UPS contact.

In-Transit Repair of Heavy Truck Tires

If a flat tire occurs during drive-away delivery, the driver must request road service from the nearest authorized dealer for the tire brand involved. When this is impractical, the driver should have the tire repaired at the nearest tire repair facility and then proceed with vehicle delivery. In all cases, the driver must advise the destination dealer of the existence of a repaired tire by marking the delivery receipt. This notation must state the exact location of the repaired tire such as the "left front". In addition, the driver must request the person – receiving the delivered unit – to confirm notification of the repaired tire by initialing the statement of repair on the delivery receipt.

Loading/Unloading - Vehicle Handling Summary Dos & Don'ts

DOS

- ✓ Wear a clean uniform
- ✓ Ensure maximum side-to-side spacing is achieved by parking left wheels on left parking line.
- ✓ Enter and exit the vehicle only through the door.
- ✓ Report Mechanical Problems
- ✓ Close Glove Box and Doors
- ✓ Close Hood and Trunk
- ✓ Close Tailgates
- ✓ Place Extra Keys Per Plant or Local Standards
- ✓ Push button start must be in the off position with engine off.
- ✓ Ensure Vehicle Doors are completely closed (door latches fully engaged)
- ✓ Turn Off Electrical Accessories
- ✓ Maintain Vehicle Cleanliness
- ✓ Obey Posted Speed Limit
- ✓ Close All Windows and Vents
- ✓ Be Aware of Low Clearance Vehicles when Loading and Adjust Speed Accordingly
- ✓ Use extreme caution when loading any Ford manual transmission vehicle on haulaway rigs, especially backwards on to the top rack of the rig.

DON'Ts

- ✗ Don't wear things with exposed buttons, zippers, or fasteners that could scratch a vehicle.
- ✗ Don't wear jewelry – it could lead to personal injury and/or vehicle damage.
- ✗ Don't let any tools you have for your job come in contact with vehicle exteriors or interiors.
- ✗ Don't use anything (e.g. crayons, chalk, grease) other than "liquid paper" type for writing on a glass surface.
- ✗ Don't write on the front windshield or any shaded area of side/rear windows.
- ✗ Don't try to push start a vehicle.
- ✗ Don't sit or lean on vehicles.
- ✗ Don't drink, eat, or smoke inside a vehicle.
- ✗ Don't use mobile phones, tablets, or any personal electronic device while inside the vehicle.
- ✗ Don't leave the ignition on
- ✗ Don't leave the windows open
- ✗ Don't race the engine
- ✗ Don't leave hoods or deck lids open
- ✗ Don't park off the left line
- ✗ Don't leave doors or vents open
- ✗ Don't push vehicles with other vehicles
- ✗ Don't spin the wheels
- ✗ Don't dirty the seats, carpet or interior
- ✗ Don't attempt to charge a 12 Volt or High Voltage battery unless properly trained
- ✗ Don't use the windshield wipers or flashers to identify vehicles in bay that are waiting to be picked up.

Rail Instructions

Rail Instructions: Transport Equipment

- Railcars must be maintained in a manner that provides damage free transportation. Any of the following defects make a railcar unfit for loading until permanently repaired.
 - ⇒ Broken cross members
 - ⇒ Cracked uprights
 - ⇒ Broken or loose tie-down tracks
 - ⇒ Inoperative ratchets
 - ⇒ Less than 100% door edge protection
 - ⇒ Inoperative hinged decks
 - ⇒ Inoperative end doors
 - ⇒ Loose or missing side shielding
 - ⇒ Bridge plate pipes loose or missing
 - ⇒ Cracked or broken barrel rings
 - Railcars must be equipped with wheel chock assemblies as follows:
 - ⇒ Tri-Levels with Thrall car or Standard car chock assemblies.
 - ⇒ Bi-Levels with minimum of 48 Holden chock assemblies.
 - Rail carriers are responsible for furnishing (and maintaining) portable bridge plates of sufficient length and quantity to allow safe loading and unloading.
 - Prior to placement for loading, railroad personnel must make certain that railcars have been inspected and serviced per AAR specifications as follows:
 - ⇒ All railcars have 100% door edge protection
 - ⇒ Tie-down devices are lubricated and defective devices are repaired or replaced (as required)
 - ⇒ Hinges for hinged decks are lubricated and the decks are locked in the raised position (as-required).
 - ⇒ Hinges for end doors are lubricated and the doors are locked in the open position (as required).
 - ⇒ Accumulated snow, ice or debris is removed from tie-down tracks and vehicle pathways (This also applies to railcars placed for unloading.)
- NOTE: UNDER NO CIRCUMSTANCES SHOULD SALT BE USED TO MELT SNOW OR ICE TO EASE MOVEMENT OF TIE-DOWN DEVICES OR TO GAIN TRACTION ON RAILCAR DECKS OR LOADING RAMPS.*
- Carriers or their agents are responsible for de-icing railcars prior to loading and unloading. Commercial chemical compounds such as "Urea" or a mixture of 60% ethylene glycol and 40% water may be used for de-icing purposes.

Rail Instructions: Transport Equipment (Continued)

- Multilevel cars must be placed for unloading so that all vehicles can be driven off forward.
- Where railcar loading or unloading is performed, railcars on the same track must be compatible. No more than 3" of height difference should exist between railcars. Do not load/unload through more than 5 railcars.

NOTE: FAILURE TO OBSERVE THESE GUIDELINES WILL EXPOSE VEHICLES TO ROOF AND UNDERCARRIAGE DAMAGE.

- When placed for loading or unloading, railcar couplers must not be compressed. Compressed couplers will not allow bridge plates to be properly seated and, thereby, reduce loading height clearances. Should slight deck height differences exist, bridge plates should be attached to the higher deck.

NOTE: FAILURE TO LEAVE COUPLERS IN THEIR NORMAL EXTENDED POSITION WILL EXPOSE VEHICLES TO ROOF AND UNDERCARRIAGE DAMAGE.

- Hand brakes must be set on all railcars with air "ON".

NOTE: FAILURE TO SET BRAKES PROPERLY WILL EXPOSE VEHICLES TO MAJOR DAMAGE - AND LOADING AND UNLOADING PERSONNEL TO INJURY SHOULD BRIDGE PLATES FALL DUE TO RAILCAR MOVEMENT.

- At destination ramp locations - where Ford and competitor traffic are unloaded at the same time - Ford loads must be placed nearest the unloading dock to avoid the reduced height and width clearances of multilevel railcars used by competitors (for example, 20'2" extended height tri-levels).

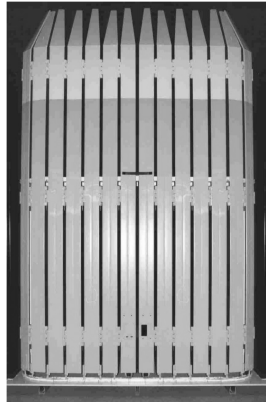
BI-LEVEL RAILCARS WITH ECONOLINES AND DUAL REAR WHEEL FENDERED PICKUPS MUST BE PLACED NEAREST THE UNLOADING DOCKS. DUE TO THE HIGH/WIDE CHARACTERISTICS OF THESE VEHICLES, DRIVING THROUGH RAILCARS SHOULD BE MINIMIZED.

Rail Instructions: Loading/Unloading

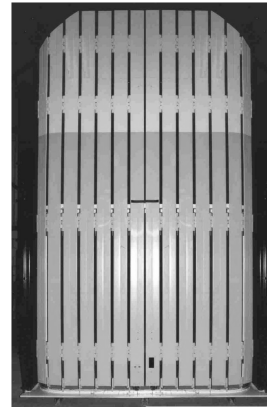
- A railroad representative should thoroughly inspect units upon receipt for loading and document exceptions noted. Similar inspections should be made at destination.
- Prior to loading or unloading, the track must be inspected to be sure that railcars are placed in the prescribed manner as described on the preceding pages. Deviations must be corrected before loading or unloading begins.
- Vehicles in the loaded position must have a minimum of 3 inches between Vehicles and 5

inches from end doors unless otherwise directed by North American Vehicle Logistics Operations (NAVL).

- When loading railcars with hinged "B" decks, all vehicles loaded on the "A" deck must be properly tied down (chain only) before lowering and locking the hinged decks.
- When unloading railcars with hinged "B" decks, vehicles loaded on "B" deck must be unloaded and the hinged decks raised and locked before releasing tie-down chains on "A" deck.
- All personnel responsible for loading should be aware that rail cars with RAVE doors *should not be loaded* onto routes destined for Texas, Louisiana, and Mexico. This initiative is also being driven by the VEQ, MUAR, and MPEC participants.



RAVE door example 1



RAVE door example 2

Rail Instructions: Loading/Unloading (Continued)

Rail Instructions: Vehicle Inspection Checklist after Loading

As a final review of items previously outlined, please ensure the following vehicle inspections.

- ✓ Vehicles must have the required front to rear and overhead clearances to avoid contact during transport.
- ✓ Automatic Transmissions must be in Park.
- ✓ Manual transmissions must be in 1st gear.
- ✓ Vehicles transported in totally enclosed railcars are to be left **UNLOCKED**.
- ✓ All keys are to be handled in compliance with local standards.
- ✓ Glove box door is to be securely closed.
- ✓ Ignition and all electrical accessories must be turned off.
- ✓ All windows/vents must be fully closed.
- ✓ Parking brake must be set fully applied.
- ✓ Protective seat and floor coverings must be in place.
- ✓ Hoods, deck lids and tailgates must be properly closed.
- ✓ All keys are to be removed from external lock.
- ✓ Key code cards must not be visible.

Rail Car Deck Capacity and Height Specifications

Enclosed car inside clearance is 1,076" with a loading length of 1,066". A minimum of 3" spacing between vehicles is required and 5" to end doors. There is a minimum of 3" lateral spacing required for loading on each side of the vehicle. Tri level rail car doors are 100" wide. Bi level rail cars doors are 103" in width.

Average measurement from top deck to top of rail

	<u>A</u>	<u>Deck Clearance</u> <u>B</u>	<u>C</u>
Universal Enclosed Car (Bi) 19' <u>1/</u>	87"	94-13/16"	-
Universal Enclosed Car (Tri) 18'-10" <u>1/</u>	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

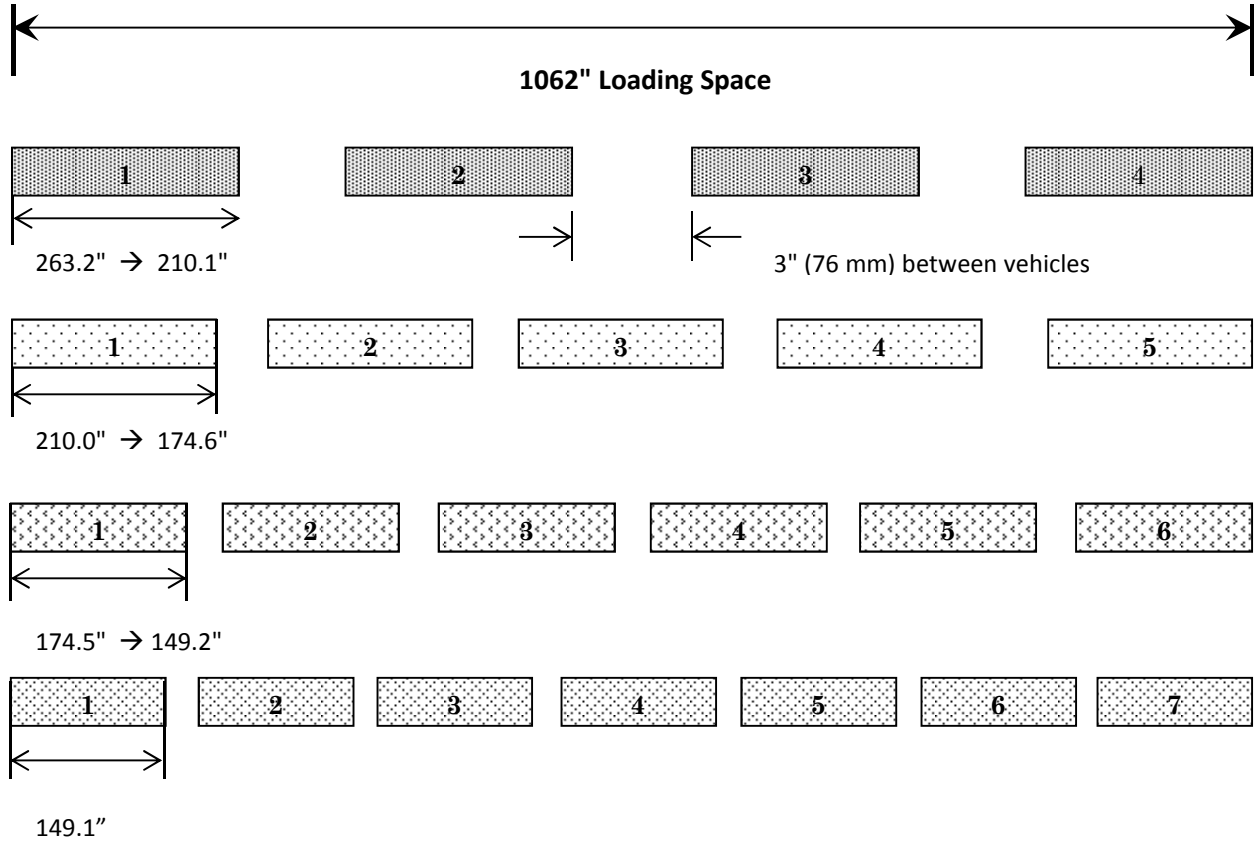
Multilevel Railcar Load Length and Vehicle Length Break Points

Enclosed Railcar

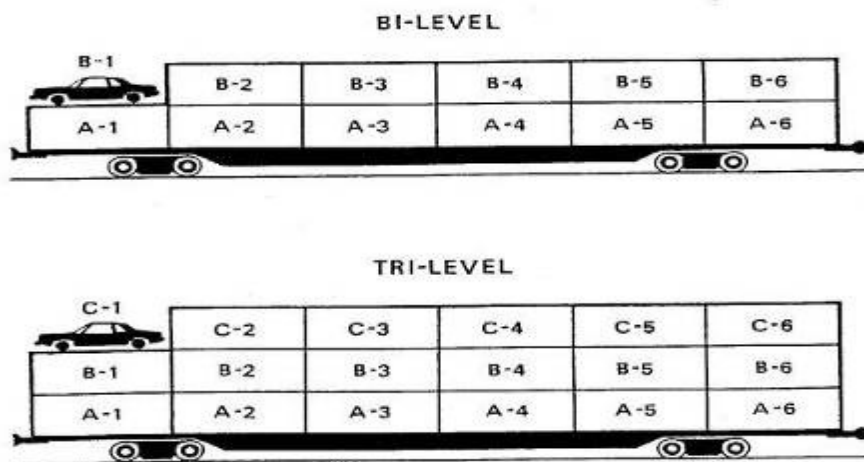
1,072" Total Space - 10" for Ends = 1,062" Loadable Space

5" Vehicle Clearance to Railcar Door on Both Ends

1,062" Loadable Space



Railcar Vehicle Position Number



Wheel Chock Handling

Supplemental Bi-Level Rail Chocks

The rail carriers have committed to add "supplemental" chocks to bi-level railcars over the next three years. The reason for the addition of the "supplemental" chocks is to reduce the occurrence of vehicles jumping chocks. The rail carriers have chosen to adopt and procure two different supplemental chock designs from two different manufacturers – Holden and Zeftek. The "supplemental" chocks are to be used in conjunction with the current Holden chock system.

The Basics:

- All bi-level railcars will still be equipped with 48 standard Holden chocks
- Bi-level railcars may also be equipped with 48 supplemental chocks
- The supplemental chocks will be either Zeftek **OR** Holden style
- If the railcar is equipped with supplemental chocks, it is mandatory to use **ALL** chocks as described in this bulletin.

Holden Supplemental Chock System

The vehicles must still be secured with the minimum number of standard Holden chocks as described in this manual. The four (4) outer tire positions for standard Holden wheel chock placements will not change from current procedure. If the railcar is equipped with Holden supplemental chocks it is mandatory all vehicles be chocked with the additional four (4) supplemental Holden chocks (see figure 3), on the inside tire position of all four tires (8 chocks per vehicle). Holden installation guidelines require chocking the four (4) inside tire positions leaving a gap of no more than three (3) inches (see figure 4). ALL vehicles must be secured with eight (8) chocks, four (4) standard Holden chocks at the outer tire positions in conjunction with four (4) Holden supplemental chocks on the inner side of the tire. Please refer to the vehicle matrix chart to see which Ford and Lincoln vehicles require supplemental chocks.

Zeftek Supplemental Chock System

If the railcar is equipped with Zeftek supplemental chocks the vehicles must still be secured with the minimum number of standard Holden chocks as described in this manual. The Zeftek supplemental chocks will be placed tight against the four outer tire positions in conjunction with the four (4) Holden chocks (see figures 5 and 6). If the vehicle requires more than four (4) chocks, then the standard Holden chock will be used by itself on the required inner tire positions (see figure 7).

Haulaway Instructions

Equipment

- All tractor and trailer combinations must be manufactured or modified and equipped with ratchets, roll bars and idlers positioned in a manner that will allow various Ford/Lincoln vehicles to be carried in any position on the combination, in a safe and secure manner.
- Combinations must be manufactured or modified to allow opening of one front door for vehicle entry or exit without contacting metal surfaces.
- Combinations must be equipped with adequate drip protection for vehicles loaded in lower positions.
- The maximum permitted distance to "JUMP" a vehicle between deck sections is 7 inches. For distances greater than 7 inches, jumper plates or skids must be used and made part of the combination's regular equipment.
- All equipment must be in perfect working condition and free of sharp or jagged edges.
- All equipment should be inspected periodically to determine if replacement is required.
- Leasing company is to trip-lease only to carriers whose equipment meets Ford vehicle shipping standards. It is the responsibility of the leasing company to ensure that trip-leased equipment meets the above equipment requirements.

Loading

- Prior to loading, be certain the vehicle pathway is clear of loose chains hanging from upper decks, jump skids or plates are properly positioned, and deck sections are positioned to avoid vehicle grounding. For dual rear wheel vehicles (DRW), inspect the pathway and area near the hydraulic arm to ensure there are no cotter pins, metal tabs or any other type obstruction that could lead to tire damage during the loading/unloading process.
- Protective padding should be added to any structure on the haulaway rig that may damage the vehicle on an as needed basis. Ideally vehicles should not be placed in locations where opening the door to exit or enter the vehicle is impeded by the haulaway equipment.
- During loading or unloading, vehicles must not be left unattended when tie-downs are not secure, unless the parking brake is firmly set and the transmission is in park or in gear.

Loading (continued)

NOTE: WHILE IT IS PERMISSIBLE TO LEAVE VEHICLES IN PARK OR IN GEAR DURING LOADING OR UNLOADING, IT IS MANDATORY THAT VEHICLES ARE SHIPPED IN ACCORDANCE WITH HAULAWAY TRANSMISSION MATRIX TO DETERMINE PARK/NEUTRAL SHIPPING POSITION.

- Front and rear tie-down chains must exert opposing forces; for example, when front chains slope forward, rear chains must slope rearward.
- All chains must be pulled down evenly, unless noted otherwise. Do not over tighten. The over tightening of chains to gain clearance is prohibited.
- Tie-down chain angles must be approximately 30° to 50° on all units.

NOTE: CARE MUST BE TAKEN TO AVOID CHAIN CONTACT WITH ANY VEHICLE COMPONENT

- All vehicles transported on haulaway equipment must be tied down with FOUR chains.
- After a vehicle is tied-down there must be a minimum of one wrap of the chain around the ratchet bar.
- After tying down, a minimum 2" clearance must be maintained between the vehicle underbody and the trailer.
- After tying down, a minimum 3" clearance from bumper to bumper or trailer, must be maintained.
- After tying down, a minimum 4" clearance must exist between the vehicle roof, hood or deck lid and the top deck.
- After tie-downs are secure, transmissions must be placed in accordance with Haulaway Transmission Matrix.
- When adjusting decks after loading, be aware of vehicle locations to avoid vehicle contact with upper decks.
- Vehicles are not to be modified in any manner for any reason by the carrier (do not remove roof racks, let air out of tires, etc.).
- Prior to departure, all loads must be inspected and approved for proper tie-downs and clearances by a designated inspector or supervisor.
- It is important that all tie-downs are inspected periodically while in transit and any necessary adjustments are made.
- Unused tie-down chains must be secured in a manner that will prevent vehicle contact.
- Decks are not to exceed 18° during transit.

NOTE: LOADED VEHICLES MAY BE LEFT UNLOCKED ON UNINTERRUPTED HAULS AND THEN ONLY WHEN DRIVERS REMAIN WITH THEIR RIGS AND PROVIDE SECURITY.

- Prior to departure, the driver must check the load height to make certain that loaded vehicles will not be exposed to damage from overhead obstructions en route.
- Be aware of low clearance vehicles when loading and adjust speed accordingly.

NOTE: PULL-DOWN SHOULD NOT EXCEED 2" UNLESS OTHERWISE INSTRUCTED. TO REDUCE VEHICLE BOUNCE, THE REAR END SHOULD BE TIED DOWN FIRST. THE PROPER TIE-DOWN PROCEDURE FOR ALL VEHICLES WITH THE REAR TIE-DOWN HOLE FORWARD OF THE REAR WHEEL IN THE SIDE OF THE TORQUE BOX IS: FIRST - TIE DOWN THE REAR OF THE VEHICLE, PULLING DOWN THE REAR END 2" TO 3" - THEN TIE DOWN THE FRONT, PULLING DOWN THE FRONT END 3" TO 4".

- **Chock Equipment** – Use a two-point tie-down on each vehicle and set the wheel chocks. Put one chain on each end on opposite sides of the vehicle pulling in opposite directions (i.e., one chain on the right front and one chain on the left rear).

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. Although this approval pertains to the new securement process, your teams must continue to follow all guidelines for haulaway shipping as detailed in this manual.

- Spacing requirements for Soft Strap Over-Tire Securement are as follows:
 - ⇒ 4 inches - underbody
 - ⇒ 4 inches - bumper to bumper
 - ⇒ 6 inches - roof, hood, deck lid, & top deck
- Four tires must be secured with Soft Strap Over-Tire Securement on all corners.
- Carriers must:
 - ⇒ Ensure that all equipment meets industry safety guidelines.
 - ⇒ Provide driver team members with instructions for proper loading, tie-down, and unloading techniques for Soft Strap Over-Tire Securement.
 - ⇒ Ensure internal guidelines provide for safe and damage-free vehicle deliveries.
- Decks must not exceed seven (7) degrees during transit

Up fits/Modified Vehicles

As required, Quality Assurance Bulletins will be issued by NAVL to explain special handling requirements for vehicles that have modifications.

CHECKLIST - VEHICLE INSPECTION AFTER LOADING

As a final check, the following inspections must be performed:

- ✓ All four tie-down chains on each vehicle are secured in prescribed tie-down holes exert opposing force and are taut.
- ✓ Tie-down chains are not bearing against vehicle component.
- ✓ 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 down.
- ✓ All doors, hoods, deck lids, tailgates and windows are fully and securely closed and doors locked (if trip is interrupted i.e. leaving Haulaway Rig unattended).
- ✓ Jump plates or skids, loading skids and stands are secured in transport position.
- ✓ There is sufficient clearance between vehicles on tractor ramps and trailer for turns.
- ✓ Overall height is within route clearance.
- ✓ Ensure keyless entry card is not exposed to exterior view.

Ford Approved "T" Hook

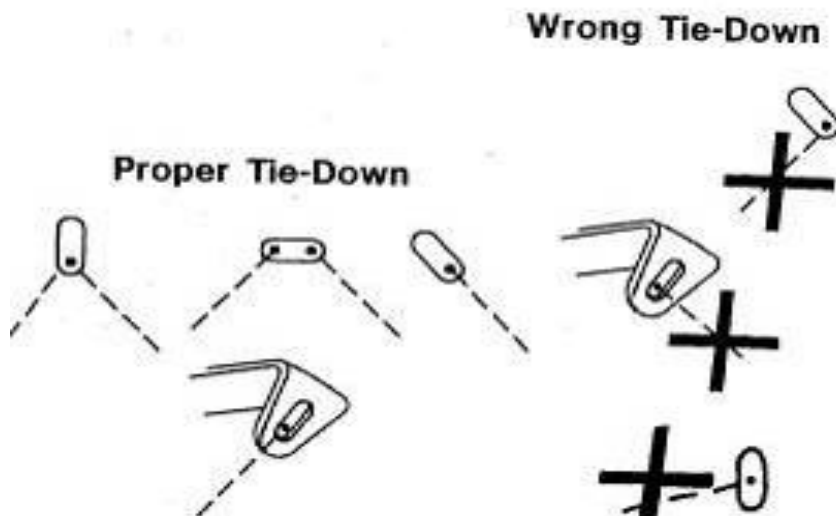
NOTE: THE "T" HOOK SHOULD BE USED IN THE SLOTTED HOLES INDICATED IN "TIE-DOWN LOCATIONS". ALL FORD/LINCOLN CARS AND LIGHT TRUCKS ARE DESIGNED TO USE "T" HOOKS THAT MEET SAE J1142 FEB94 FOR ALL TIE-DOWNS. CHAIN ANGLES ARE TO BE 30 TO 50 DEGREES.



Grab Hook

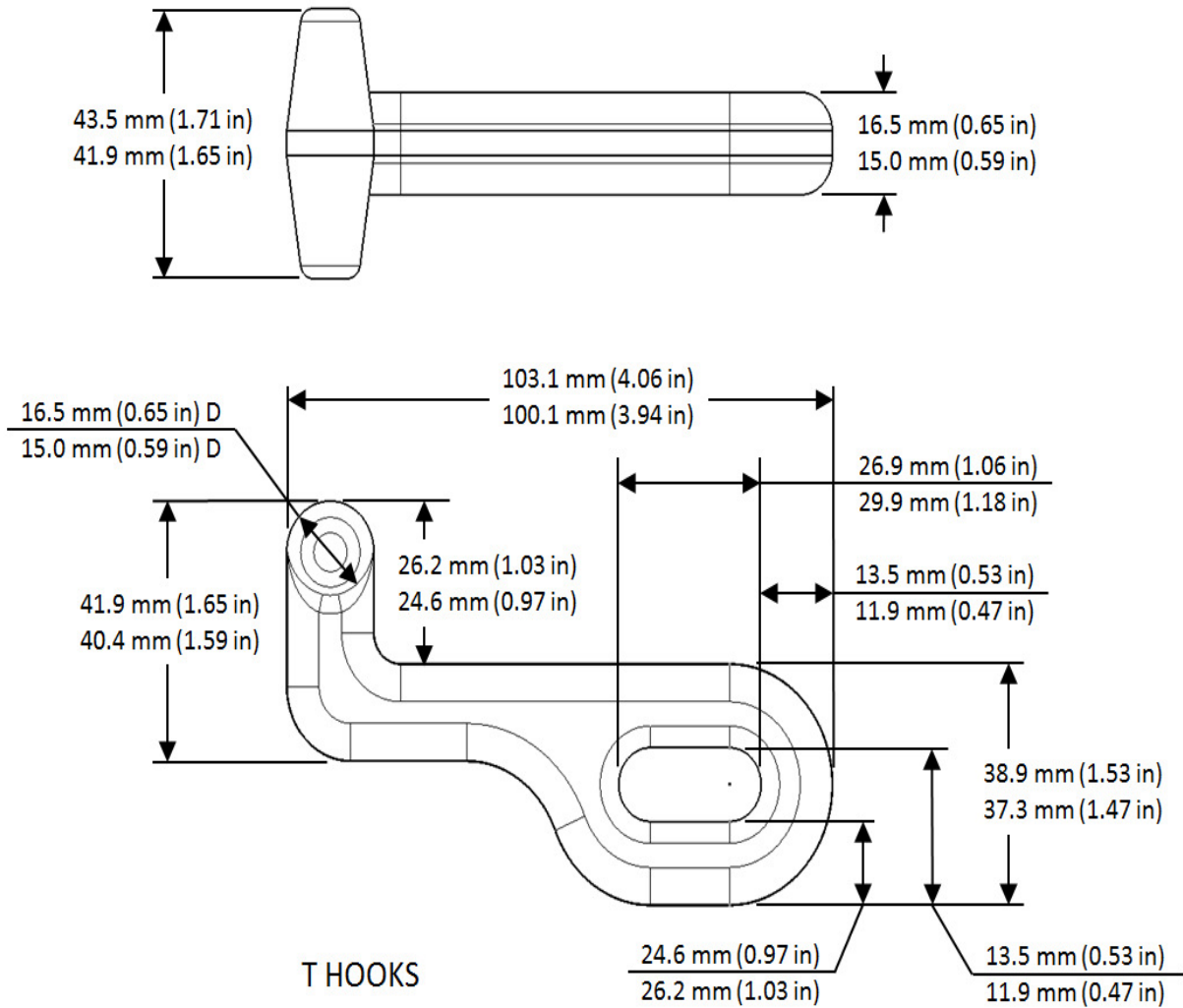


T Hook



"T" HOOK SPECIFICATIONS:

NOTE: DIMENSIONS ARE IN INCHES DUE TO EXISTING EQUIPMENT.



Miscellaneous Instructions

- After loading, if there is not enough time to deliver the load, drivers are required to park rigs in carrier's terminal yards. Drivers found parking loaded rigs at private residences, public lots or other unprotected areas will be reported along with a request for disciplinary action.
- Each carrier must make every effort to obtain a signed delivery receipt from the dealer or his authorized representative showing the date, actual time of delivery and condition of the vehicle. It is acceptable for the dealer to mail or fax the delivery receipt, containing the required information and inspection detail, on the next normal business day for vehicles delivered during non-normal dealer business hours. It is required that a cooperative process must be established with the respective dealership prior to initiating after-hour deliveries.
- Handling of Refused Vehicles:
 - ⇒ Should a dealer refuse to accept delivery of a vehicle, the driver must immediately contact his Terminal Manager by telephone (collect, if long distance or toll) from the dealer's place of business, advising the Terminal Manager of the vehicle's complete serial number, item number, vehicle model and reason for dealer refusal.
 - ⇒ Under no circumstances is the driver to accept vehicle disposition instructions from the dealer or leave the vehicle at the refusing dealer's location. The driver must remain at the dealer's place of business until his Terminal Manager has provided vehicle disposition instructions.
 - ⇒ Vehicle disposition instructions must be recorded on the freight bill (bill of lading) by the driver, such as a return to terminal or diverting a vehicle to another dealer. In all cases of refused vehicles, the invoice, and certificate of origin (COV) must be returned to the Terminal Manager.

Bailment Pool Units

Like most units, bailment pool units are ordered with a specific ship-to dealer code; however, bailment units are limited to those having a F87 or F88 prefix. Please remember that NO bailment unit should be final delivered to these F87 or F88 locations. Please adhere and follow the below guidelines (for additional information please refer to Quality Bulletin #305 issued March 2013).

- 1) Please do not physically deliver bailment units to the F87*** or F88*** ship-to location on the 1A ASN.
- 2) Please do not report a final delivery to the bailment ship-to location F87/F88 in COPAC.
- 3) Please report a move to the upfit location or ship-thru ramp provided in the 1A/G/H record. This move record should not be a final delivery record.
- 4) If the unit is re-assigned once completed at upfitter, please use the new ship-to dealer location provided within the new ASN and report a final delivery in COPAC to the new ship-to location.

It is possible that the carrier responsible for handling re-entry may not be set up to receive the route code found in the new ASN. To confirm, further investigation may be required by NAVL.

All carriers will be held responsible for their mis-shipped vehicles.

Carrier Arrival Inspection

Receiving and Inspecting New Vehicles: The receipt of vehicles and regulations for submitting and settling loss and damage claims are governed by the Surface Transportation Board. These regulations protect both the shipper/owner of cargo and the carrier. Receiving inspections are an integral part of this process and are required by all parties taking control and care of a Ford/Lincoln new vehicle in transit from plant to final dealer destination.

Bill of Lading/Delivery Receipt: The bill of lading/delivery receipt is an inspection delivery document used for all final destination deliveries by all carriers. The document allows space for more than one vehicle to be delivered on the same document. Space is provided on the form to allow you to annotate transportation damages, missing items, as well as a remarks section.

Coding System for Bill of Lading/Delivery Receipt: **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, 26200 Lahser Road, Suite 200, Southfield, Michigan 48034, (248) 358-3570.

The 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 with the same damage area and type noted on the same panel should be entered separately.

Carrier Interchange Responsibilities

Delivering Carrier: Delivering carrier must follow drop-off instructions from receiving carrier. 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. Ford does not accept destination inspections from delivering carriers.

Receiving Carrier: Arriving inspections must be made prior to the receiving carrier taking control and care of the vehicle (moving the vehicle from the parked drop-off location). **Receiving carrier must transmit noted damages to Ford's agent within twenty-four (24) hours of vehicle drop-off.** Failure to do so will constitute a waiver by Carrier of its right to submit such information. For purposes of determining liability for damage, the parties agree that the vehicle will be deemed to have undergone no physical change from the condition established by a prior inspection report. (See New Carrier Transporting Ford Vehicles Claim Policy Manual, on how to transmit inspection records to Ford.)

Inspection Verification: Ramp operators or carriers must not restrict another carriers loading/unloading process by unreasonable verification procedure 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. The type and severity of damages must be reasonable and agreed upon by the interchanging carriers. Missing verification is not a valid declination of liability unless the delivering carrier can provide a written agreement stating otherwise.

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 twenty-four (24) of delivery receipt. Should carriers have issue with delivery/arriving ramp procedures Ford will work to help bring the issue to resolution, but 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.

Carrier Responsibilities When Delivering New Vehicles

Driver Duties: The carrier driver must verify transportation loss or damage notation on the bill of lading/delivery receipt is complete and accurate, write the date and time of delivery, then sign the document. The driver can make comments in the driver section but should refrain from using words intended to identify source of damage (“factory damage”, “not carrier damage”). Should a carrier want further driver information on description of damage and/or potential cause of damage, they should use an internal document. Driver’s should not have access to independent inspection data or share with destination dealers damages found during the arriving inspection.

No Starts: Should a vehicle be disabled, dealers are instructed to provide assistance under the carrier’s responsibility and driver’s supervision. Dealership personnel are instructed not to drive vehicles until the bill of lading is signed, except to wash them for inspection.

Ford Motor Company reserves the right to regularly and randomly perform vehicle handling/yard audits without any advance notification. Ford Motor Company Auditors will be permitted to enter the property in a timely fashion. At no time shall the auditor be detained from entering a facility/yard.

Dealer Pick-Up at Ramps and Plants

Releasing Contacts:

At assembly plants – the plant releasing contact would be the contact

At rail yards – the rail releasing contact would be the contact

At haul away ramps – the haul away carrier would be the contact

Process:

1. Dealer faxes or e-mails the request to pick up units:
 - Include the 17 digit VIN
 - Name of dealer representative signing for the units,
 - Name of tow or haul away company if applicable
 - If faxing use dealer letterhead or e-mail from dealership e-mail address
2. Releasing contact faxes or e-mails back to the dealer dates and times the units will be available for pick up, include directions to ramp and any special instructions.
3. Dealer representative picking up units must have photo ID, dealer letterhead authorization, and fax or e-mail from releasing contact.
4. Releasing contact should provide inspection/delivery document with VINs. Document should be carbonless copy or one sheet of paper that the releasing contact will photo copy for the dealer after inspection is complete and document is signed by the dealer representative and releasing contact.
5. Releasing contact and dealer representative should first verify the VINs are correct.
6. Dealer rep should do the new vehicle delivery inspection as directed in the Warranty & Policy Manual, Section 2, note damage and sign the inspection/delivery document. No transportation damage claim will be honored for damage found after the inspection/delivery document is signed at the point of pick up.
7. Releasing Contact should sign the inspection/delivery document and give a copy of to the dealer representative.
8. After the document is signed the units become the responsibility of the dealer.
9. Releasing contact should then enter the D2 code in COPAC showing dealer pick up.
10. Once confirmed (step #2 above), Dealer will have 48 hours to pick up the vehicle. After 48 hours the vehicle will be shipped to the dealer by normal method.

Ford Transportation Damage Process Overview

- Glass, tire, battery, missing all keys, or a locked vehicle with keys inside (With no paint or body damage) – for these specific situations contact Fenkell Automotive at 800-325-3517 or 586-276-1700 Mary Taranto or David Wensing. 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.
- Units that have warranty problems, such as they will not start or will not go into gear and there is no transportation damage – fill out the on line Vascor/Ford 10032 Form, choose **warranty** as the repair type and contact the DVO authorized in transit repair dealer to pick up the unit.
- Units that are missing all the keys and Fenkell Automotive cannot handle - fill out the on line Vascor/Ford 10032 Form, choose **transportation - missing keys only** as the repair type and contact the DVO authorized in transit repair dealer to make the keys.
- Units that have transportation damage such as but not limited to - over \$1,000 to repair or which must be repaired in transit for safety reasons or to prevent additional damage. Enter a BY code in COPAC and fill out the on line Vascor/Ford 10032 Form, choose **transportation** as the repair type. When the form is filled out and saved, the system automatically sends an e-mail to the American Road adjuster and supervisor notifying them the unit needs to be inspected. The units will be repaired at the DVO authorized in transit repair dealers.
- To obtain access to the on line Vascor/Ford 10032 Form system and for information on how to use it, contact Damaged Vehicle Operations, Mary Heady at mheady@ford.com or 313-248-1002. Access will be given only to the people at the ramp submitting the electronic 10032 online.
- Category A units are repaired and delivered to the destination dealers. Enter a BX code in COPAC, after the units are repaired and returned to the ramp.
- US destination Category B and F units are repaired and shipped to auction in the US. Canadian destination Category B and F units are repaired and shipped to auction in Canada. DVO will provide information on the auction assigned to the ramp. Send a manual bill to DVO for the shipment to the auction. The address for billing is Ford Damaged Vehicle Operations, P O Box 309, Dearborn Heights, MI 48127, Attention Brian Hicks.
Enter a DW code in COPAC for Category F units, after they are repaired.
Enter a DV code in COPAC for Category B units, after they are repaired
- Category C and D units are picked up by LKQ in the US and Lecavalier in Canada, they are not repaired. Enter a DY in COPAC.
- Enter the dates that units are sent to the in transit repair dealer, retuned from repair to the ramp and shipped to dealer or auction in the on line Vascor/Ford 10032 Form system.

Contacts at Damaged Vehicle Operations are:

Mary Heady 313-248-1002 mheady@ford.com
Brian Hicks 313-323-6590 bhicks36@ford.com

In-Transit Damage Procedure

Carrier Liability: Carriers are liable for damage or loss to Ford/Lincoln vehicles while the vehicle is stored under the control and care of the carrier. Property should be maintained and secured to prevent damage and theft.

Battery State-of-Charge: Carriers are responsible for maintaining the battery state-of-charge while in long term storage. If the battery eye is “red” or the voltage is less than 12.50 recharge the battery. All ramp operators must have and maintain battery charging stations of the industrial type. If the battery still fails to hold a charge, the carrier is instructed to call Ford’s agent – Fenkell Automotive Services for a battery replacement. Carriers are liable for the cost of battery replacement where recharge did not take place prior to calling Fenkell.

Tires and Wheels: Damaged Tire and/or Wheels or broken Glass must be replaced as soon as possible to mitigate damage to the vehicle. Damage to tires causing deflation requires replacement with a new matching tire. Damaged tires cannot be repaired, nor are they available as salvage. Wheels with damage affecting drivability must also be replaced with a new replacement wheel. Wheels with minor scratches or scuffs should have the damage noted during the inspection and shipped as is to the final destination dealer. Broken glass must be replaced with matching Ford/Lincoln product.

When vehicles are stopped for any tire/glass/battery repair(s), a “BG” code should be entered in the COPAC system as well as the applicable authorization code (See COPAC Codes for Damaged Vehicles page 77 for details).

Service Provider: All Battery, Tire, Wheel, and Glass replacement to Ford/Lincoln new vehicles are to be made by Ford’s authorized agent which is Fenkell Automotive Services.

Contact Information:

Fenkell Automotive Services

800-325-3517 or 586-276-1700

Attention: David Wensing or Mary Taranto

www.fenkell.com or maryt@fenkell.com

Paint or Body Damage

Ramp Procedure: Vehicles that have incurred severe transportation paint or body damage in transit should be repaired before moving further in route (or a vehicle which must be repaired in-transit for safety reasons or prevention of additional damage). The carrier with control and care for the vehicle at the time of damage must follow the procedure established by Ford. The carrier must enter a BY code in COPAC to show the unit has stopped for repair. Form 10032 (see page 79) must be completed online within VASCOR's system. An email is sent to VASCOR, AMRO and a regional AMRO supervisor. Once notified the adjuster will come to the ramp and

write a repair estimate. The adjuster will direct the vehicle for delivery to the Damaged Vehicle Operations (DVO) authorized in transit repair dealer.

An In Transit Repair register is no longer required to be submitted by email to DVO. This information is available based on electronic submission of the 10032 form.

Damaged Vehicle Categories

The AMRO adjuster will categorize the vehicle repair at the time an estimate is written. This category determines what happens to the vehicle after repair and the type of claims the carrier will receive from Ford Damage Claim Operations.

Category A Definition: Vehicles that can be repaired and sold as new and warranted. The following conditions must apply:

- Auction Level Damage repairs must not exceed \$1000.00 US and Canada.
- No Cut or Weld repairs.
- No compromising damage to functional components.

Category B Definition: Vehicles incurring damage of a critical nature precluding sale as a new vehicle, but repairable for sale as a quality used vehicle at auction. Vehicles with damage to functional components/systems, such as, but not limited to axles, brakes, drive train, engine, frame, steering system, suspension system, transmission, recovered stolen units and repairs requiring cut and weld must be placed in Category B.

Category D Definition: Vehicles severely damaged which will be sent to the Ford authorized scrap operation for disposition.

Category F Definition: Vehicles incurring auction level damage repairs in excess of \$1000.00 precluding sale as a new vehicle, but repairable for sale as a quality used vehicle at auction.

Damage Claims: The liable carrier can expect to receive a repair claim for recovery of the full value of damage for Category A repairs. For Category B and F, the carrier can expect two claims, 1) the repair claim for the full value of repair damage, 2) Towing & AMRO Fee, 3) Transport to Auction, and 4) a loss of sale claim.

COPAC Codes for Damaged Vehicles (Instructions to Ramp Locations)

When a vehicle requires tire, battery or glass repairs, contact Fenkell Automotive Services and if those repairs will delay the final delivery of this unit by over 24 hours submit the following in COPAC:

- 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.

When electronic 10032 procedures are followed, the carrier with control and care for the vehicle must submit the following in COPAC:

- 1) The "BY" transaction code (stops the clock) for all categorized damaged units (Use only when submitting an electronic 10032 form.)
- 2) The "BX" transaction code (puts the vehicle back in the system) for Category A repaired units-when shipped to the destination dealers to be sold as new-submit final delivery record.
- 3) The following transaction codes are to be input for vehicles which will be sold as used, donated or scrapped:
 - a. "DV" for Category B
 - b. "DW" for Category F
 - c. "DX" for Category C
 - d. "DY" for Category D

Ramp to implement an edit to ensure they process a "BY" transaction code first and then either a "BX" or "DV"/"DW" transaction code to put the unit back in the system. **A unit that has been put on a BY hold should not be released from a ramp without first entering a "BX", "DV", or "DW" code.**

All ramp operators are currently using the above notification procedure on damaged vehicles. Any questions in this regard should be referred to their respective data processing activity.

For more detail instruction 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.

Vehicle Receipt and Inspection Procedures

(Reference Warranty & Policy Manual Section 2)

Transit Damage

Transportation damage charged to carriers **must be evidenced by physical impact, abrasion, forced entry, or excessive soiling.**

Below are some conditions considered to be transportation damage which **must be noted** on the bill of lading / delivery receipt, signed and dated. **Be specific on size, area, and extent of damage.**

- 1) Interior damage
- 2) Tire and wheel rim damage and loss, including spare
- 3) Undercarriage damage
- 4) Missing items shipped loose as defined by the Loose Contents Label (LCL)
- 5) If two keys are missing or if keys and/or FOBS are noted on the LCL (then note missing components as identified on LCL)
- 6) Exterior glass scratched, chipped, or broken

Warranty

The following conditions are not transportation damage and must be submitted as warranty.

Do not note these items on carrier's delivery document.

- 1) Industrial fallout, acid or fluid dripping damage to exterior finish
- 2) Wavy sheet metal, file, grinder or weld marks
- 3) Outward sheet metal dents
- 4) Inward dents with no paint damage, without evidence of physical impact, abrasion, or forced entry (damage type code 14) except driver's side front door with severity code 1.
- 5) Paint runs, over spray, sags, blistered / peeling paint, or foreign material in paint
- 6) Under-chrome defects, thin or peeling chrome
- 7) Stress Cracks in glass (see Other Descriptions)
- 8) Paint chips on panel edges other than driver's side door

If there are any discrepancies between this document and the Warranty & Policy Manual, the Warranty & Policy Manual governs.

Time Bound Policies

- Deliveries during dealer's normal business hours - transportation damage (except concealed damage) must be noted on bill of lading at time of delivery.
- Deliveries after normal business hours - dealers have up to 48 hours from the next business day to report damage in writing (certified mail recommended). Carrier must write on delivery document date and time of delivery with note "Subject to later inspection."
- Carriers must be notified in writing within 48 hours (two workdays) of Concealed Damages (detected by raising vehicle on hoist or road test).
- Carrier wait time, starting with arrival, is one hour for full loads and proportionately less time for less than full loads.

- Dealers must hold salvage parts for 20 days starting with claim payment date. Carrier must notify dealer within 20 days to hold, ship, or scrap parts. If asked to hold parts, dealer must keep parts for 60 days after carrier notification before scrapping.

Other Descriptions

- Stress cracks are cracks in fixed glass that originate beneath a molding or from an edge, with no evidence of impact on the glass or to the surrounding moldings or body panels—do not note on carrier's delivery document.
- Damage vs. Defect - Damages is caused by physical impact, abrasion, forced entry, or excessive soiling which are charged to carriers. Defects are created in the assembly process which are charged to warranty and not noted on carriers' delivery document.
- Be specific noting damage using the five digit industry coding system. You can add comments (dealer on right side— carrier on left side) which describe the exception.
 - Do not use words intended to identify source of damage.
 - Note only transportation damage issues.

KEY/FOBS Transportation Claims Process

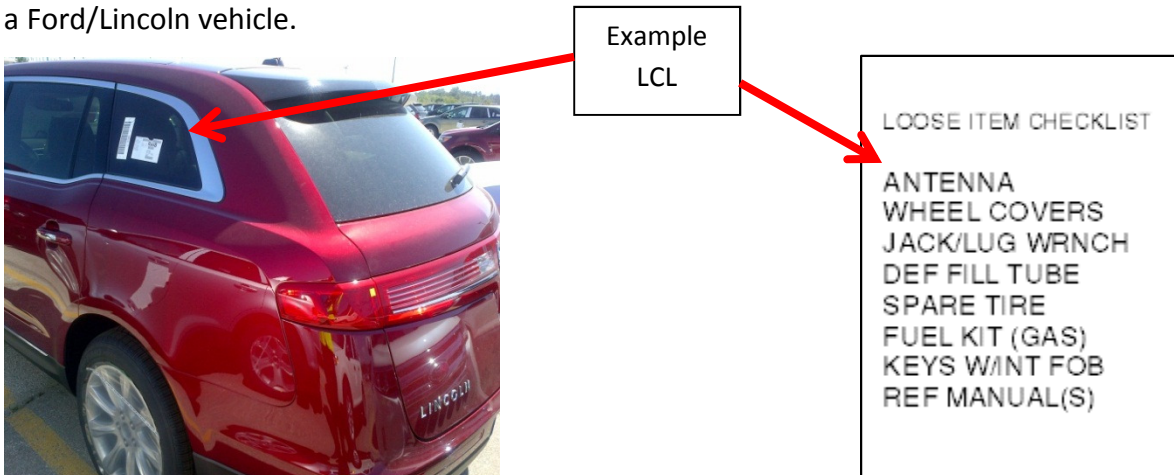
This is the transportation claims process for vehicle's keys and key fobs during the delivery process to the dealers. There are two types of claims. The first is a Carrier Loss and Damage claim, and the second is a Warranty claim.

For process integrity, exceptions must be transmitted within 24 hours of being written or final delivery.

The In Transit Repair locations established by DVO should be contacted to replace missing keys.

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.”

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 refer back to page 60.

Aged (>13 Days) Vehicle Handling & Ramp Storage

General Instructions

Follow Ford Rail and Haulaway Vehicle Handling Manual Procedures and AAR baying and safety guidelines for units handled and stored.

Vehicle Handling & Storage Instructions (for Aged Vehicles at origin (shippable)/destination ramps (all units):

- 1a) Notification from Ford or UPS-Autogistics team member that vehicle should be held; **OR**
- 1b) Notify Ford or UPS-Autogistics team member after a vehicle has aged 13 days in the same yard.
- 2) Prepare vehicle for storage
 - Cycle wipers to ensure they are in the correct park position.
 - All electrical features must be in the off position.
 - Keys must be out of the ignition
 - Push button start must be in the off position with engine off
- 3) Every 14 days vehicle remains in storage
 - Start vehicle and run engine for 5 minutes
 - Mark bottom/side of tire with chalk (visual cue)
 - Move vehicle a minimum distance to avoid tires developing flat spots (tire rotation approx. 45°)
 - Check vehicle for any fluid leaks
 - Check for any obvious damage to interior and exterior
 - Follow step 2) Prepare vehicle for storage, noted above.

Dealer/Sales/Fleet Hold Codes

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

VEHICLE SHIPPING and STORAGE FACILITIES

Construction Standards and Usage Requirements

Permanent Facilities

Section A: Fencing & Security

- 1) Facilities must be fenced to provide maximum security against theft and vandalism.
- 2) Perimeter barrier must consist of a minimum 6' high chain-link fence mounted on a 30" high concrete curb. Chain link fence is to be covered with sight barrier fabric.
- 3) Where use of curbing or concrete traffic barriers is not possible, an 8' perimeter fence is required and must be interwoven with aircraft arrest quality wire cable positioned at approximately 4' in height. The ends of the cable must be secured to fence posts that are set in concrete, or must be securely anchored into the ground.
- 4) Fencing must be topped with 3 strands of barbed wire on brackets angled outward from the facility.
- 5) The number of gates must be limited and operated by security personnel or card readers system.
- 6) Gates must be electronically operated.
- 7) In cases where gates do not provide sufficient security, traffic flow restrictors (tiger teeth) are to be used.
- 8) Use of a CCTV (Closed Circuit Television) monitoring system is encouraged but not required. Where CCTV is not provided, installation and maintenance of a monitoring system is the responsibility of the party that provides facility security.

Section B: Paving

- 1) Facilities must be paved with a minimum of 4" of asphalt in vehicle parking areas, and a minimum of 8" of asphalt or 4" of concrete in convoy rig loading and driving areas.
- 2) Pavement must be free of chuckholes and loose gravel, with no washout areas around the perimeter fence line.

Section C: Striping

- 1) The facility must be striped using high visibility yellow traffic paint to clearly define parking and driving areas.
- 2) Drive aisles shall be marked with directional arrows and stop bars.
- 3) The preferred parking area striping pattern is 90-degree. Herringbone pattern may be used if dictated by space constraints.
- 4) Standard parking bay size shall be 10.5' x 20'. Bays in excess of 20' in length may be required as dictated by the facility's volume of over-length vehicles.
- 5) Vehicle drive aisles shall be 24' wide (or 20' wide if used with herringbone pattern).
- 6) Convoy rig drive aisles shall be 25' wide.
- 7) Load lines shall be 10.5' wide.
- 8) Load line length is determined by the number of vehicles in a rail or convoy load allowing a standard of 20' for each vehicle (longer as required – see item C4 above) with a minimum of 10" spacing between bumpers and at both ends of the load line. Bays and

load lines shall be prominently marked with a lettering/numbering scheme to facilitate vehicle location and inventory management.

Permanent Facilities (continued)

Section D: Lighting

- 1) Lighting Intensity Requirements - Shall provide the appropriate lighting levels in the various areas for safety and inspection.
- 2) Ingress / Egress / Security Checkpoint
 - A. 100 lux (10 foot-candles)
 - B. Lighting intensity measured at physical gate
- 3) Operating Loading Areas
 - A. 20 lux (2 foot-candles)
 - B. Average required across rail and convoy loading areas
- 4) Storage areas
 - A. 20 lux (2 foot-candles)
 - B. Average required in all vehicle storage areas
 - C. For storage areas without night operations, the minimum average shall be 10 lux (1 foot-candle)
- 5) Covered area (Washing / Wrap Guard)
 - A. 200 lux (20 foot-candles)
- 6) Outdoor Vehicle Inspection Area
 - A. 200 lux (20 foot-candles)

Section E: Safety

- 1) The facility must be equipped with an adequate number of operational fire extinguishers, strategically located throughout the facility.
- 2) Fire extinguisher locations must be made highly visible by marking mounting poles with two red bands 2 inches wide.
- 3) Personnel are to be instructed in the proper use of fire extinguishers.
- 4) Fire extinguishers must be inspected at least twice a year, and inspection dates attached to the extinguishers.
- 5) All obstructions within the facility (base of light poles, guardrails, curbing, etc.) are to be painted with high visibility yellow traffic paint, or highlighted with traffic cones to ensure high visibility.
- 6) Speed limit signs must be posted throughout the facility, including the loading / unloading areas, or stenciled on the pavement (at least 4' high).
- 7) Maximum speed limits in the yard are not to exceed 15 MPH. The maximum speed limit on railcars and loading ramps is 5 MPH.
- 8) Shuttle vehicles must be equipped with working emergency flashers. Flashers are to be on at all times while moving within the facility.
- 9) Fuel tanks must be of double wall construction and fully meet all environmental regulations and comply with all applicable safety codes.

Permanent Facilities (continued)

Section F: Rail Specific

- 1) Rail loading track capacity equal to a minimum of one (1) day of railcar loads is required.
- 2) Strings of railcars shall be no longer than five (5).
- 3) Loading pads between strings of railcars shall be a minimum of 150' in length x 150' wide.
- 4) Loading pads must be constructed of 8" of asphalt or 4" of concrete to support the operation of portable loading ramps.
- 5) A paved (minimum 4" asphalt) 15' wide service road is required between every other rail track.
- 6) Rail tracks shall be spaced a minimum of 14' on center.
- 7) Lighting shall be strategically placed in the loading track area to provide safe working conditions for personnel (Ref. Section D).
- 8) Bridge plate storage racks are to be placed at each railcar coupling point. Storage racks are to be painted high visibility yellow.
- 9) Storage capacity for railroad mechanical prep equipment and parts must be provided inside a building or storage container.
- 10) Battery chargers area to be provided to accommodate starting of vehicles with dead batteries both on conveyances and in "sick bay" areas.

Section G: Convoy Specific

- 1) A perimeter road configuration shall be used as the preferred layout for convoy loading. Loading pad and "thermometer" configurations are also acceptable as determined by space constraints and/or overall facility design.
- 2) A space allowance of 1200 sq. ft. (12' W x 100' L) per truck is required for parking. A 150' radius is required for convoy truck turn around area.
- 3) Roadways, drive aisles, and truck parking areas shall be constructed according to paving and striping standards set forth in Sections B and C above.
- 4) A height gauge is required for load measurement prior to exiting the facility.

Section H: Operations / Administrative

- 1) Sufficient office space, break area, restrooms, and lockers must be provided for employees engaged in full time work on the facility.
- 2) Use of restroom and break areas by transient workers (i.e. convoy drivers) must be considered in calculating capacity.
- 3) Offices must be equipped with phone, electric, and computer lines as required by the user.
- 4) Sufficient parking space for all employees engaged in full time work at the facility, and for visitors, must be provided. Parking space shall be located outside the fence line of the facility.

Section I: Maintenance

- 1) Pavement must be swept / cleaned at sufficient intervals to remain free of debris,

grease, oil, and other contaminates.

- 2) Yard must be cleared of any snowfall in excess of 2" before loading / unloading begins or can continue.
- 3) Vegetation must be controlled within the perimeter of the facility, and shall be cut to a height of not greater than 3" on the exterior of the fence line.
- 4) Trash barrels shall be strategically located throughout the yard and rail track area. Trash barrels shall be painted high visibility yellow.