



Rail and Haulaway Vehicle Handling Manual

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For updates contact
North American Vehicle Logistics
at Ford Motor Company

Last Revised: August 25th, 2015
Current Issue Date: May 20th, 2016

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

<https://fsp.portal.covisint.com/documents/106025/13672774/2014+Rail+and+Haulaway+Vehicle+Handling+Manual/32788437-bd2a-4205-b19f-0bc748aafc94>

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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 and Lincoln 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. For details regarding port quality and standards please contact Mark Kull (mkull2@ford.com).

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

ALWAYS WORK SAFELY & HANDLE FORD VEHICLES WITH CARE!

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. The loading and unloading speed should never exceed 5 MPH when driving on any incline. A lower speed (<5MPH) should be used on vehicles with low ground clearance. 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.

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.

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 (beyond the normal compression that comes from using tie down chains or soft straps) or deflate the tires to reduce vehicle height.
- In-transit vehicles must never be used for shuttling personnel around the yard.
- 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 –Specific to Winter Conditions

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

Facility

- Accumulated snow, ice or debris is removed from tie-down tracks and vehicle pathways
(This also applies to railcars placed for unloading.)

*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.*

No-Start Vehicle Procedures

Disabled Condition	Disabled Location: On Rail Car	Disabled Location: On Ground
Missing Keys/Remotes	Report to Fenkell	Report to Fenkell
Locked Doors	Use of trained personnel with approved device is authorized or report to Fenkell	Use of trained personnel with approved device is authorized or report to Fenkell
Broken Glass	Report to Fenkell	Report to Fenkell
Missing Battery	Use "Handling of a Disabled Vehicle on a Railcar" instructions or report to Fenkell	Report to Fenkell
Missing Battery <u>WITH</u> Cut Battery Cable(s)	Use "Handling of a Disabled Vehicle on a Railcar" instructions or report to Fenkell	Report to DVO
Missing or Flat Tire	Use "Handling of a Disabled Vehicle on a Railcar" instructions or report to Fenkell	Report to Fenkell
Dead Vehicle Battery	Charge Vehicle Battery. If charge does not hold, report to Fenkell for battery replacement	Charge Vehicle Battery. If charge does not hold, report to Fenkell for battery replacement
Out of Fuel	Add Fuel *must use capless fuel funnel located in vehicle	Add Fuel *must use capless fuel funnel located in vehicle
Disabled Unit i.e. No Start, etc...	Use "Handling of a Disabled Vehicle on a Railcar" instructions or report to Fenkell	Report to DVO

- No vehicle should be delivered to a dealer with a dead battery.
- Never try to push 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/tool – 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.
- Never attach jumper cables or attempt to ground through the wiper assembly
- Follow all federal, state, local, company rules, and warnings on the battery relative to safe battery handling and disposal.
- Refer to the BEV Specific Instructions section (below) for instructions on how to recharge the high voltage battery in a BEV.

Instructions if Missing a 12 Volt Battery

Notice:

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

Warning:

- If one or both battery cable are cut or damaged, use the instructions labeled "Handling of a Disabled Vehicle on a Railcar"
- This procedure is not intended for use on Electric vehicles. Please follow the specific instructions labeled "BEV Specific Instructions"

Tools:

- Certified standard jump box

Process:

1. Fully lift hood and secure hood prop, as needed
2. Place jump box on battery tray and attached jump box cables directly to vehicle battery cable ends
3. Connect jump box in the order below
 - a. Positive (+) jumper cable to positive battery cable end
 - b. Negative (-) jumper cable to negative battery cable end
4. Start vehicle. If engine is running, close hood until 1st latch hooks. Do not close hood completely. If engine does not start, notify Fenkell or use instructions "Handling of a Disabled Vehicle on a Railcar."
5. Drive unit SLOWLY off railcar and park immediately
6. Remove jump box cables from engine compartment in order:
 - a. Remove negative (-) jumper cable
 - b. Remove positive (+) jumper cable
7. Notify Fenkell to get battery replaced.

Caution:

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

Handling of a Disabled Vehicle on a Railcar

Notice:

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

Warning:

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

Tools:

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

Process (dead battery):

1. Fully lift hood and secure hood prop, as needed
2. Place jump box on battery tray and attached jump box cables directly to vehicle battery cable ends
3. Connect jump box in the order below
 - Positive (+) jumper cable to positive battery cable end
 - Negative (-) jumper cable to negative battery cable end

4. Start vehicle. If engine is running, close hood until 1st latch hooks. Do not close hood completely. If engine does not start, notify Fenkell.
5. Drive unit SLOWLY off railcar to the battery charging station
6. Remove jump box cables from engine compartment in order:
 - a) Remove negative (-) jumper cable
 - b) Remove positive (+) jumper cable
7. Charge battery using the battery charging station per facility guidelines
8. Notify Fenkell to get battery replaced if charge does not hold

Process (keys missing or locked door):

1. If door is locked, a certified employee may use an industry approved tool to unlock the vehicle
2. If a certified employee is not on-site or available,, Fenkell must be called to unlock the vehicle
3. If the keys are missing from the vehicle, Fenkell should be notified immediately for key replacement

Process (flat or missing tire):

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

Caution:

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

Electric BEV Specific Towing and Charging Instructions

Notice:

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

Process (Charging):

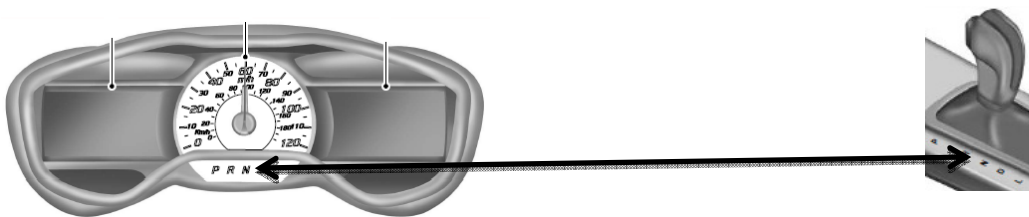
- 12V power is required to properly move internal transmission components into N (Neutral). Refer to 12V Low Voltage Battery section (page 27) for jump-starting/charging process if cluster is blank (12V battery is dead) before shifting transmission.

Process (Towing):

1. See Vehicle Owner's Manual how to prepare vehicle for towing
2. If the vehicle becomes inoperable it can be flat-towed (all wheels on the ground, regardless of the powertrain and transmission configuration) under the following conditions:
 - a) Tow only in the forward direction.
 - b) Place into Accessory Mode by pressing power button with foot off brake pedal



3. Place the transmission in Neutral (Position N). If you cannot move the transmission into N, enter the vehicle into DVO. Please contact your yard manager and Ford contact immediately. Only special equipment can dis-engage the lock if battery will start.



- a) Release parking brake while vehicle under tow.

- b) Maximum speed is 5 mph
- 4. Tow vehicle to charging area. Vehicle will have manual steering & braking. Once vehicle is at desired location, place transmission in P (Park), Turn vehicle off, and disconnect towing hardware. Charge electric battery using the battery charging station per facility guidelines.



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. Depending on the model type of the vehicle you are driving the message will be displayed either directly behind the steering wheel on the screen or located on the center console screen.

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 yard, then 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]



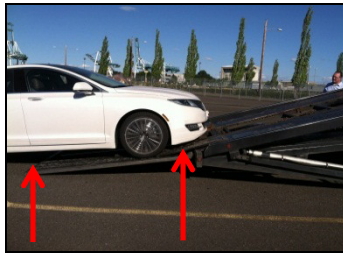
[Return to Plant or Apply Exception Code]

Special Handling: Loading and Unloading Speed

The loading and unloading speed should never exceed 5 MPH when driving on any incline. A lower speed (<5MPH) must be used on vehicles with low ground clearance (e.g. MKZ, Mustang, Continental, Fiesta; all passenger cars) when traversing over caution points* where there is a higher likelihood of contact between the vehicle and the inclined surface (see pictures below for examples of caution points). When driving down an incline the driver must maintain light pressure on the brake pedal to keep their speed below 5 MPH to avoid a hard stop at a caution point which results in even more downward bounce of the front end.

During the process of loading or unloading, personnel must exercise extreme caution to avoid vehicle body side, roof or undercarriage contact with any hard surface. This is achieved by driving through the center at speeds that prevent vehicle bounce. Loading ramp angles must not exceed 4 degrees for rail and 11 degrees for haulaway. Speed restriction applies going over bridge plate's in-between railcars as well.

Examples of Caution Points on Haulaway Rigs



Caution Points: 1 mph

Example of Caution Point When Loading Rail



Caution Points: 1 mph

* A caution point is defined by any point in the loading or unloading process where two angles come together to cause the vehicle to be less than 2 inches from the equipment the vehicle is on

Special Handling: Hybrid Electric Vehicles

Hybrid Electric Vehicles (HEV) are equipped with batteries with a weight around 93 pounds (42 kg) containing lithium. It is at the carrier's (sea – road – rail) discretion how many HEV may be loaded on a vessel, truck or wagon. Be aware that Voltage of the batteries can be up to 280V. Therefore all regulations to handle high voltage have to be respected. It is strictly forbidden to start any repair action without further and clear written advice from Ford. Be aware of danger of a potential hazardous electric shock or other potential serious accident important notice for all Carrier and Compounds.



All carriers and compounds are responsible for instructing their employees, in native language, on these health & safety concerns.

The reason for this is to make sure that the employees understand it and are able to ask questions. If Ford people are affected Ford has to make sure that their employees get a verbal instruction too. All instructions need to be documented.

Hybrid Electric Vehicle Operation

Hybrid electric vehicles operate under some circumstances from electricity stored in the on-board high voltage battery pack which power the traction motor, air conditioner, etc. While the standard 12V automotive battery is the power source for the computer system, lights, wipers, radio, accessories. There is also an internal combustion engine as in a typical vehicle.

This document serves as a reference document to quickly acclimate outbound yard managers, rail loaders, car haulers, ramp operators, ports with the HEV (Hybrid Electric Vehicles). That said, should additional information be required please reference the owner's manuals for the HEV.

In English from:

<http://owner.ford.com/servlet/ContentServer?pagename=Owner/Page/OwnerGuidePage>

Currently only US version available

Select current year and Ford make and Fusion Hybrid. You will be presented with a number of options to view under the Owner info tab.

HEV Critical Warnings

Warning:

Use caution as the HEV is silent, emitting no sound when starting!

Aggressive acceleration & accessory usage will activate the internal combustion engine.

Warning:

Ensure headlamps & dome lights are switched off to preserve Low Voltage (12V) battery. Headlamps & dome light turned on via the panel dimmer control will switch off (time out) after 10 minutes.

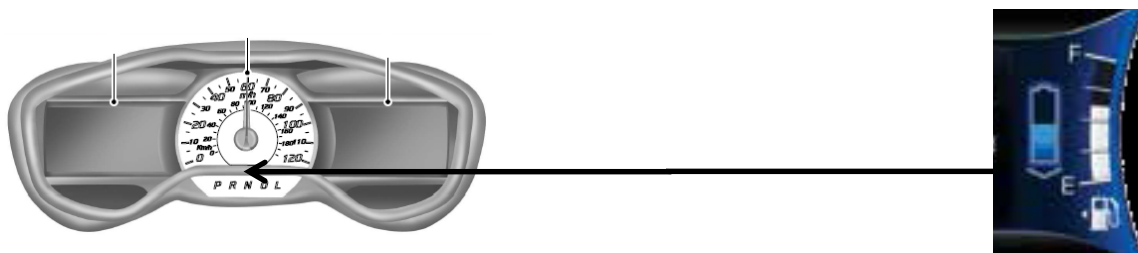
Warning:

Vehicle in Accessory Mode will switch off (time out) after 30 minutes.

Accessory Mode: Will drain the Low Voltage Battery.

Warning:

Start Mode: Vehicle in Start Mode will run until High Voltage Battery is almost empty & then activates the internal combustion engine.



Warning:

Off Mode: Preserves Low & High Voltage Batteries. Cluster blank after 26 seconds. Ensure Parked & Loaded Vehicles are in Off Mode confirming L/R Cluster Screens are Blank before

leaving unit! Trip Summary/Lifetime Summary – At vehicle shutdown, a Trip Summary appears, followed by a Lifetime Summary, providing: Distance travelled Energy use and Brake score.



Warning:

High voltage components & wiring are labelled and/or covered with: orange convolute, insulation, stripe tape. Avoid these components.



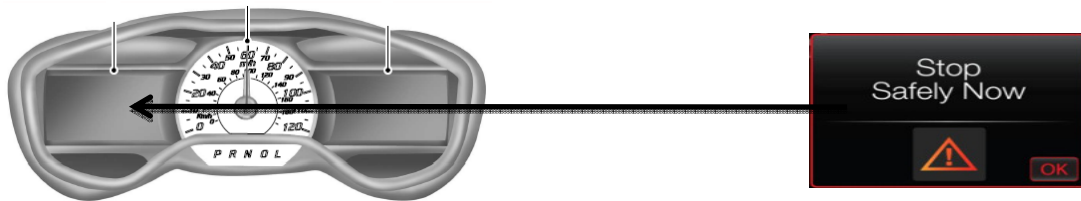
Hybrid Electric Vehicles (HEV) are equipped with batteries with a weight around 93 pounds (42 kg) containing lithium. It is at the carrier's (sea – road – rail) discretion how many HEV may be loaded on a vessel, truck or wagon. Be aware that Voltage of the batteries can be up to 280V.

Therefore all regulations to handle high voltage have to be respected. It is strictly forbidden to start any repair action without further and clear written advice from Ford.

Be aware of Danger of a potential hazardous electric shock or other potential serious accident.

Warning: Stop Safely Now Indication

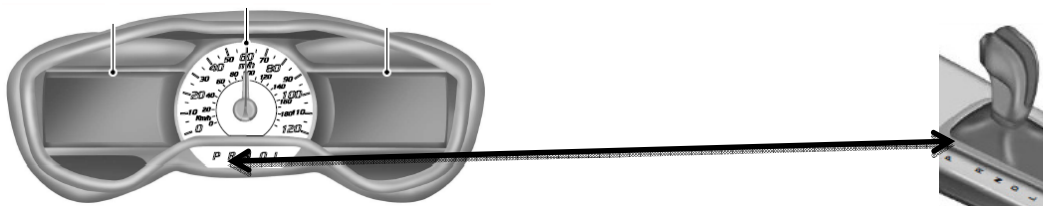
Indicates electrical component fault/failure that will cause the vehicle to shut down or enter into a limited operating mode. A message may also display. Please contact yard manager and your Ford contact immediately if error occurs.



Ready to Drive/ Start Mode

4.8.3.1 Confirm key fob inside vehicle.

4.8.3.2 Confirm vehicle is in P (Park).



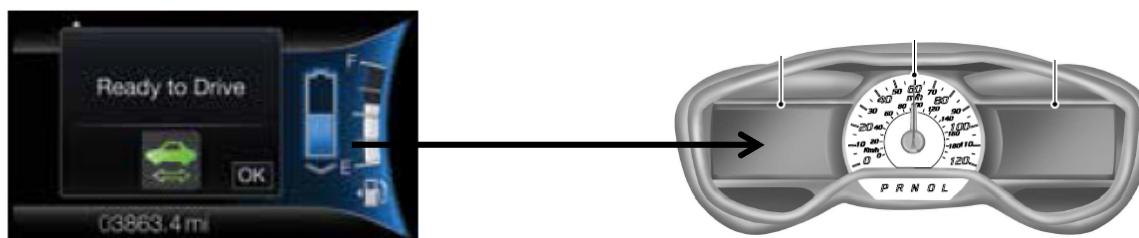
4.8.3.3 Place foot on brake pedal while pressing power button. You will not hear the vehicle start. Clicks from the cargo area during start-up are the high voltage contactors.



Note: Failure to apply the brake pedal during the start sequence will place vehicle in Accessory Mode (no green Ready to Drive indicator in cluster). Pressing power button a second time with foot off brake pedal will place vehicle in Off Mode. To start vehicle, repeat Ready to Drive sequence ensuring foot is on the brake pedal while pressing power button.

4.8.3.4 Confirm green Ready to Drive indicator appears in bottom right of cluster. An indication in the left side of the cluster will also appear for 10 sec. and until the car starts to drive. These are the only indications that the vehicle has motive power. Note lack of sound when starting due to the electric motor operating to start the vehicle.

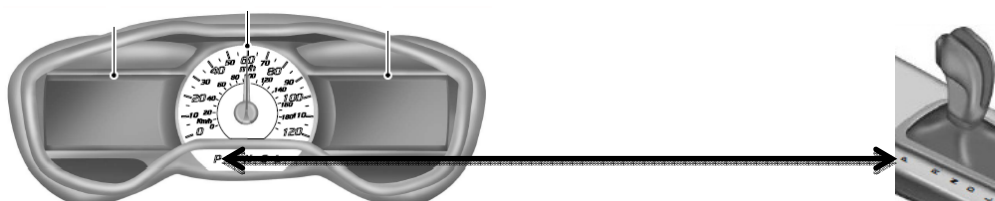
Note: There are several cluster warning lamps and indicators connected with start-up. However, focus on two symbols: Ready to drive indicator (green).



4.8.3.5 Reference all guidelines within Vehicle Handling Manual when proceeding to drive vehicle.

Off Mode

4.8.4.1 Confirm vehicle is in P (Park).

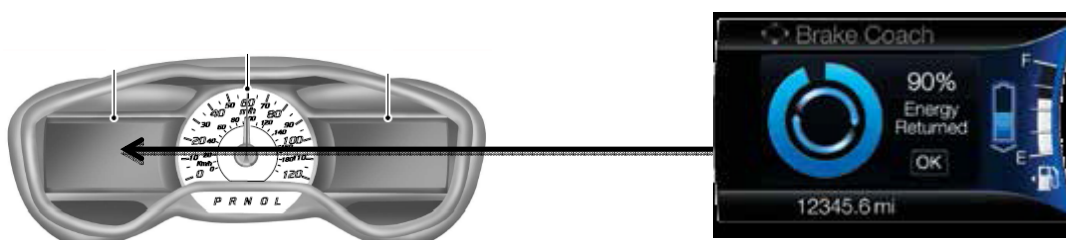


4.8.4.2 Press power button with foot off brake pedal.

Clicks from the cargo area during shut down are the high voltage contactors.



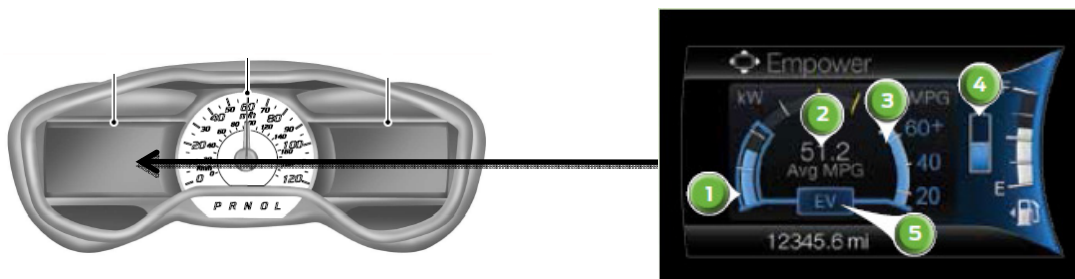
4.8.4.3 When vehicle initially in Off Mode the left side cluster will display. Drivers can see how regenerative braking is working with the Brake Coach. When turned on, the display appears in the left LCD cluster after the vehicle has come to a stop. indicating active regenerative braking will appear in the center of the Battery Gauge. The percent displayed is an indication of regenerative braking efficiency.



Range

Vehicle range indicates the estimated distance the vehicle will travel with the energy currently available. For Hybrid, the vehicle range estimate is based on the fuel remaining in the gasoline tank not the VH battery

When power demand is below the threshold the vehicle is operating on battery power only with the engine off, EV is displayed and the gauge fill is shown in blue. When power demand exceeds the threshold both the engine and the high voltage battery provide power and the gauge fill is white. When power demand surpasses the amber indicator, this level of demand and associated fuel economy are shown in amber



Blue indicates only electric power is being used. White indicates hybrid power is being used.

1. Power-demand Gauge: Shows current power demand with an engine ON/OFF threshold. Keep power within the threshold to operate on battery power only.
2. Average Fuel Economy: Resettable by holding the OK button on the steering wheel.
3. Battery State: The Battery Gauge can be configured to display State of Charge, Charge Assist and Regen Active information.
4. EV icon: Appears when operating on lithium-ion battery power only.

Charging High Voltage Batteries

Never use another vehicle to jump start any Ford or Lincoln vehicle.

The battery pack is a self-charging system and does not require regular service maintenance. The battery compartment is located behind the rear, fold-down seats. Cabin air is drawn through vents in the rear package tray (located near the rear speakers), and cools the battery. For optimal battery operation, keep these air inlets free of any potential obstruction. The battery pack should be serviced only by an authorized technician. Improper handling can result in personal injury or death. Refer to your Owner's Manual for more details.

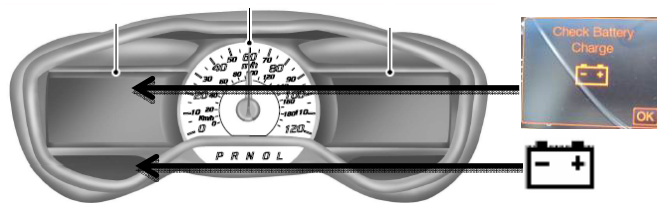
12V Low Voltage Battery

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

Note:

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

4.8.5.1 12V battery issues identified by battery not charging symbol or blank cluster.



4.8.5.2 Using a 12V jumper box or a 12V battery charger applied to the 12V battery may provide enough power to place the vehicle into Start Mode (Flat Towing: Accessory Mode in order to shift transmission into N (Neutral). This will enable the DC to DC converter to recharge the 12V battery via high voltage battery in Start Mode or via the engine.

4.8.5.3 Un-snap protective terminal cover from 12V battery. The 12V battery is located in the trunk, behind the left trim panel



4.8.4.5 Once vehicle in Start Mode keep jumper cables attached for three minutes before removing them. Replace protective 12V battery cover. Then allow vehicle to idle for several minutes in Start Mode while high voltage battery charges low voltage battery.

In the Event of an Accident

Dial 911 immediately in the event of a serious accident that requires immediate help. Notify local management immediately following.

See instructions given in the Owner's Manual for all other accidents and suggested next steps.

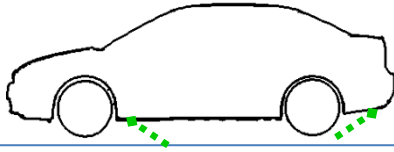
Exercise extreme caution to reduce risk of injury or death as vehicle contains a High Voltage electrical system. High voltage components & wiring are labelled and/or covered with: orange convolute, insulation, stripe tape. Avoid these components.

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>

2016 and 2017 Ford and Lincoln Vehicles

Ford Focus



- For Haulaway, follow these load restrictions when loading: V-pull only using Ford approved T-hooks or over the tire soft straps, except when car is above cab facing reward, the driver must use over the tire soft straps on each tire (no chains).

Focus RS Specific Instructions:

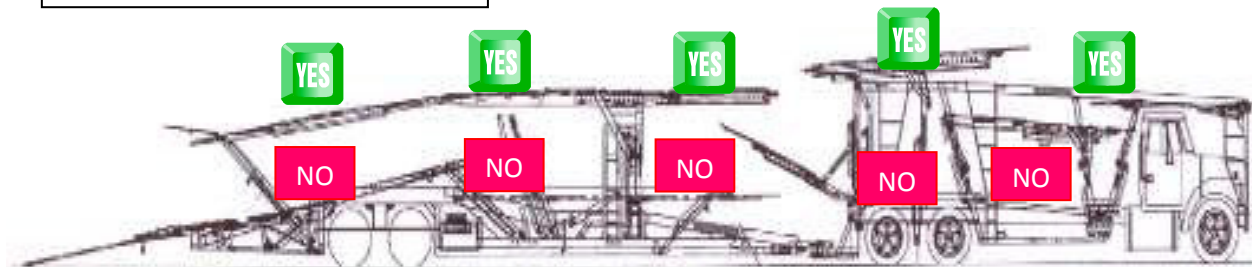
- Strict adherence to the 1 mph rule when loading and unloading the vehicle must be followed to avoid damage
- Focus RS units can only be loaded on the top deck of a carhaul rig using over the tire soft straps on each tire (no chains)
- Verify that the vehicle is equipped with spacer blocks. There should be two spacer blocks per spring and can be easily seen by looking between the fender and tire on both sides of the vehicle (Front tires only).
- If spacer blocks are not on the vehicle, the vehicle should not be transported to the next destination. Email or call Sean Grant (sgrant4@ford.com (313) 337-8674)), Gerardo Lucena (glucena1@ford.com (313) 323-2586)) or Leland Chang (lchang5@ford.com; (313) 390-2053)).



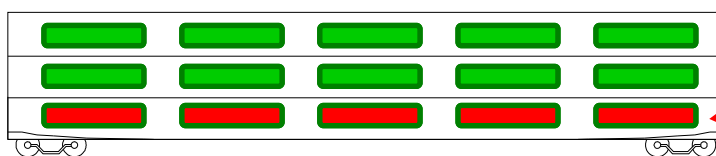
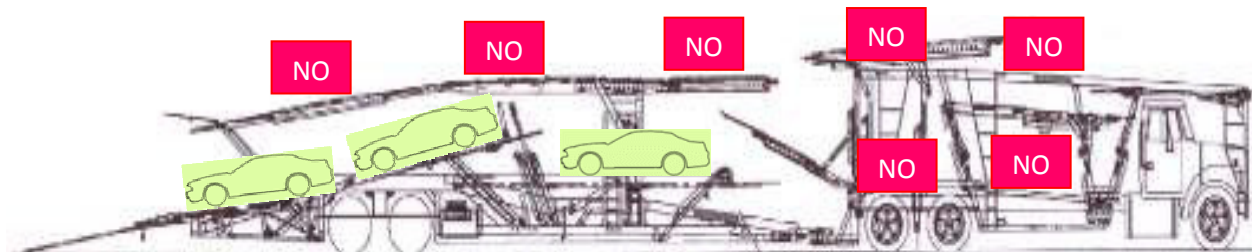
Focus ST Specific Instructions:

- Strict adherence to the 1 mph rule when loading and unloading the vehicle must be followed to avoid damage
- Focus ST units can only be loaded on the lower deck in the last 3 locations and must be facing rearward (backed on) only

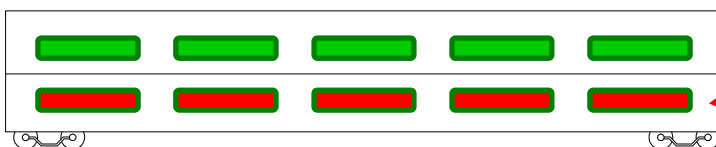
Focus RS Specific Loading Pattern



Focus ST Specific Loading Pattern



Focus RS should never be loaded on the A-deck

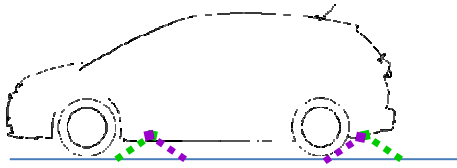


Focus RS should never be loaded on the A-deck

For Rail, there are no load position restrictions for the Focus and ST.

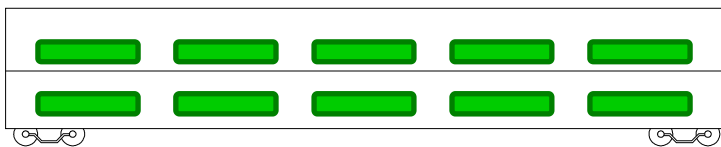
For the Focus RS, units can only loaded on the B deck in bi-level railcars and the B and C deck for tri-level railcars.

Ford C-Max



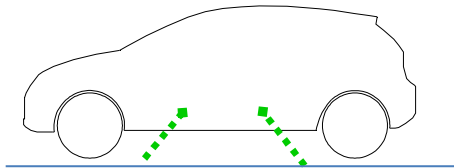
For Haulaway, there are no load position restrictions.

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.



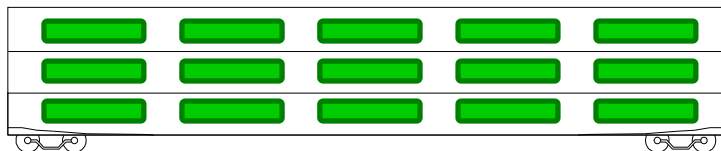
For Rail, there are no load position restrictions.

Ford Fiesta



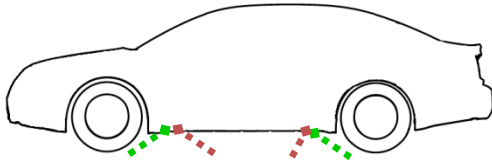
For Haulaway, the manual transmission Fiesta ST models are restricted from being loaded on backwards of the top deck.

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



For Rail, there are no load position restrictions.

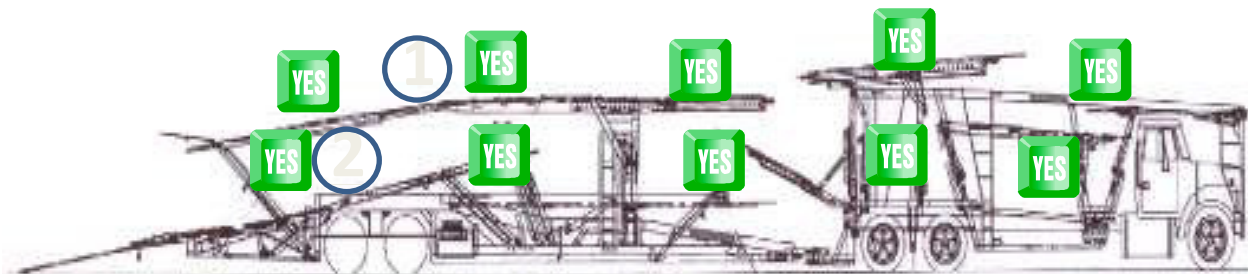
Lincoln Continental



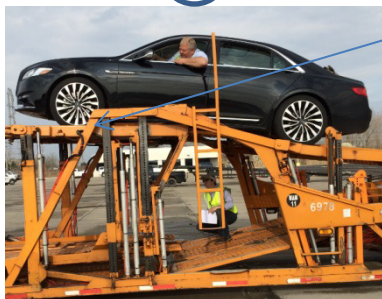
- For Haulaway, follow these load restrictions when loading: A- pull and V-pull only using Ford approved T-hooks or over the tire soft straps.
 - a. A or V pull. Tie down type will vary depending on position on the rack
- Approaching speed for the ramps no higher the 1 MPH.

Continental Specific Instructions:

- Loading on the lower and top deck only is permitted for transportation avoiding the conditions "1" and "2" described below.
- Drivers to avoid a sudden stop when the units is approaching and/or departing the loading ramps.



Location 1



Identified on the upper deck of Old Generation Car hauler models, that the floor deck does have a plate sagging over 2" in the indicated location, generating a low spot and causing a touching point condition loading in forward. Car hauler to avoid such condition, modifying units or using inserts that keeps over 2" the clearance from the underbody. Clearance issue reduced when loading units in reverse.



Front Tie Down Slots:

Slotted holes in frame behind front wheels:



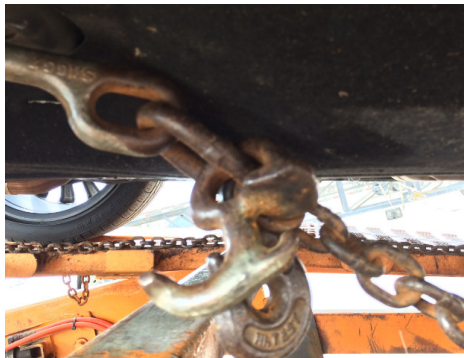
A-Pull or V-Pull

Rear Tie Down Slots

Slotted holes in frame in front of rear wheels:



V-Pull Front Tie Down Slots:



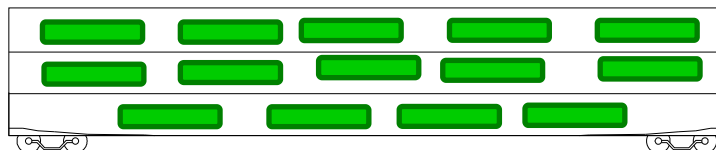
V-Pull Rear Tie Down Slots:



A-Pull Front Tie Down Slots:

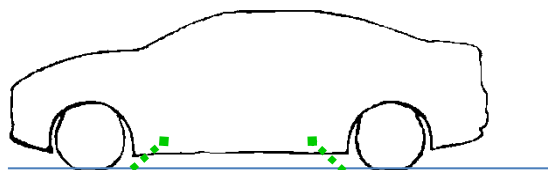


A-Pull Rear Tie Down Slots:

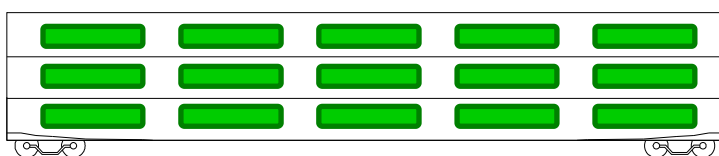


For Rail, only 4 Continentals can load on the "A" Deck and 5 on "B" and "C" deck.

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

Warnings and Restrictions:

All Mustangs excluding the GT350 and 350R with manual transmissions should always be driven on in the forward orientation when loading on the top deck of any carhaul rig.

Mustang convertibles should always be driven on in the forward orientation and only be transported on the TOP deck of a haulaway rig. Under no circumstances can a convertible travel on the bottom deck.

Clutch Warning: Please advise all personnel to avoid slipping the clutch excessively when operating on any manual Mustang. 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. Reverse is to the left of first gear and requires the driver to pull up on the lift ring for the V8, V6 and I4 Mustangs.

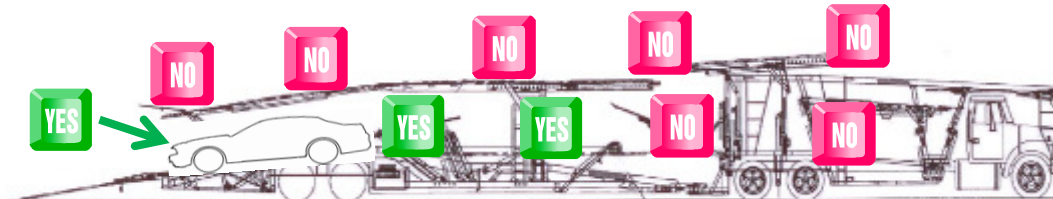
GT350 and 350R Special Instructions

The GT350 and 350R 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 the utmost importance.

GT350 and 350R can be identified by the letter "Z" in the 8th position of the VIN.

The GT350 and 350R should never be part of any drive away program.

For Haulaway, Shelby GT 350 and 350R loading is restricted to only 3 positions on the BOTTOM deck in the reverse position only. No top deck loading in any direction (see illustration below).



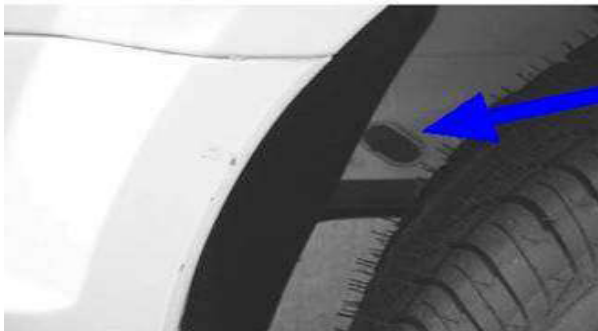
*Do not park any GT350 or 350R over the pivot points in these three positions

For Rail, loading the Shelby GT 350 and 350R is restricted to the "B" and the "C" decks only. No loading allowed on "A" deck.

Ford Mustang – Loading 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.



GT350 and 350R
should never be
loaded on the A-deck

For Rail, there are no load position restrictions with the exception of the GT350 and 350R on the A-deck.

Ford Taurus & Lincoln MKS

Front Tie Down Slots:

Slotted holes in frame behind front wheels:



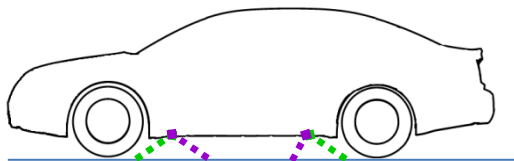
A-Pull or V-Pull Tie

Rear Tie Down Slots:

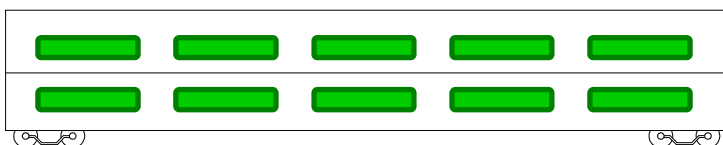
Slotted holes in frame in front of rear wheels:



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:



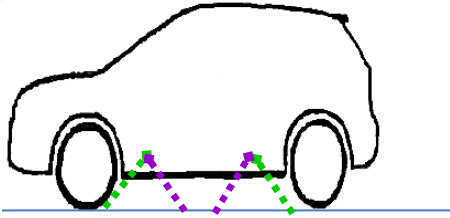
A-Pull or V-Pull Tie

Rear Tie Down Slots:

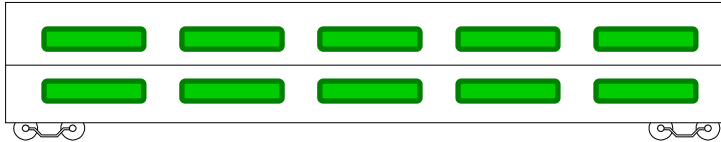
Slotted hole in bottom of frame:



A-Pull or V-Pull Tie

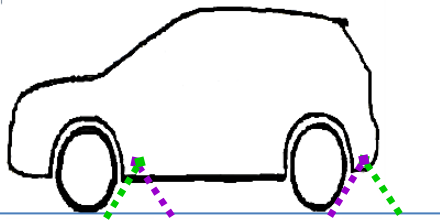


For Haulaway, there are no load position restrictions.
Apply either a “A-Pull” or “V-Pull” using Ford approved T-hooks.



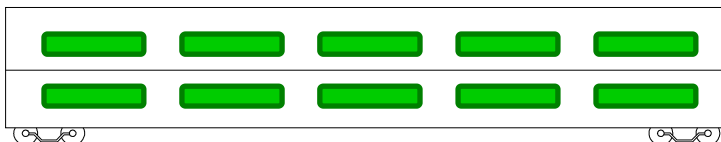
For Rail, there are no load position restrictions. Please do not use AVR chocks on the front tires.

Ford Escape



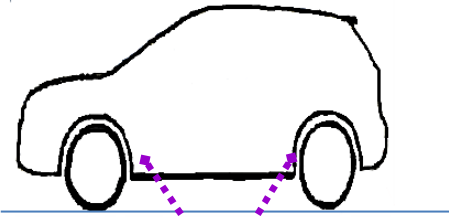
For Haulaway, there are no load position restrictions.
Apply either a “A-Pull” or “V-Pull” using Ford approved T-hooks.

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

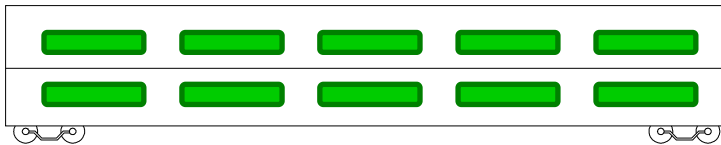


For Rail, there are no load position restrictions. Please use chocks in the medium position on the front tires and the high position on the rear tires. No supplemental chocks should be used on the Escape model.

Lincoln MKC



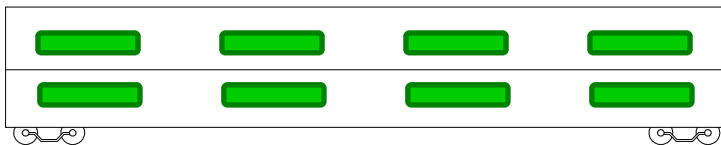
For Haulaway, there are no load position restrictions.
Apply using a “V-Pull” using Ford approved T-hooks.



For Rail, there are no load position restrictions.

Ford E-Series

For Haulaway, do not load E-Series cutaways in backward orientation on the B deck. Do not adjust the seat back cushion to the point where it makes contact to the plastic closure. **Apply either a “A-Pull” or a “V-Pull” using Ford approved T-hooks**



For Rail, there are no load position restrictions.

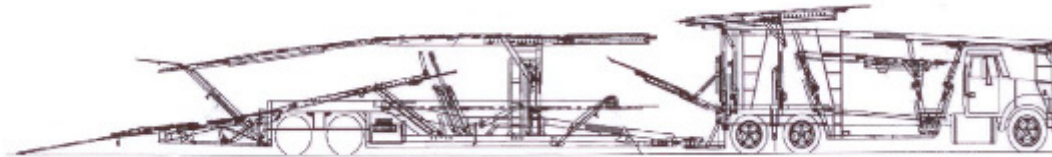
Ford F-150

For Haulaway, the loading restrictions are:

- Apply a “V-Pull” using Ford approved T-hooks. Use “A- pull” only when the “V-Pull” is not possible.
- 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.
- No unit with a drop-in bed liner (i.e. non-spray bed liner) or a tonneau cover should be backed on – these units should only be loaded facing forward.

- 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.
- Do NOT hit the “tailgate button” on the key FOB when handling the new F-150s. Hitting the tailgate button will cause the tailgate of the vehicle to come down, possible damaging the unit and the vehicle behind the unit

Raptor Instructions



V-Pull Tie Down Locations:

Front “V” Tie Down:

This frame hole view is right side of vehicle behind front wheel:

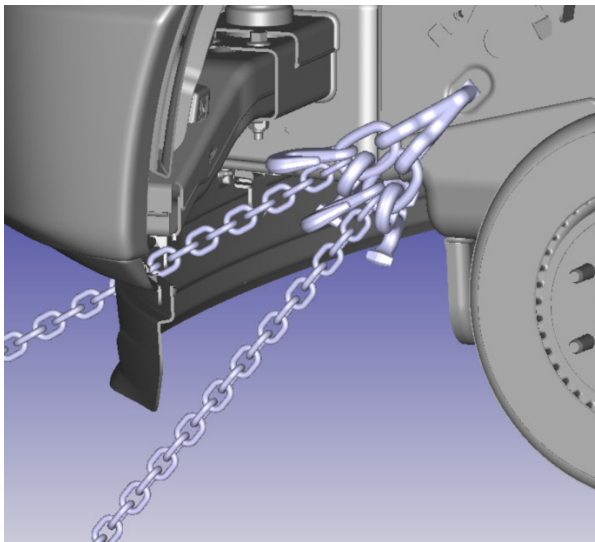


Rear “V” Tie Down Holes:

This frame hole view is right side of vehicle forward of rear wheel (axle):

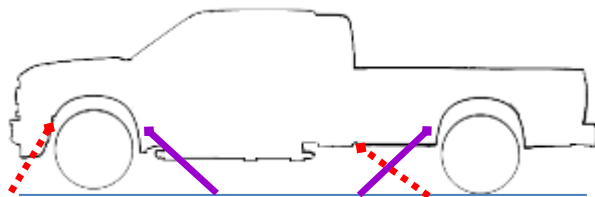
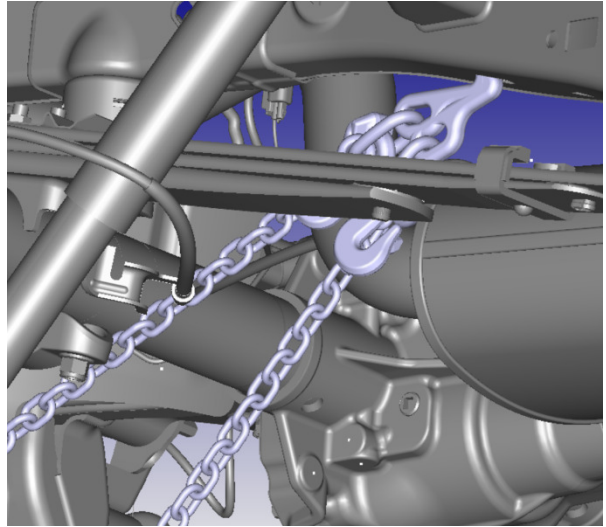
**A-Pull Tie Down Locations (Use only when V-Pull not possible).****Front “A” Tie Down:**

This front frame hole view is left side of vehicle forward of front wheel:



Rear “A” Tie Down Holes:

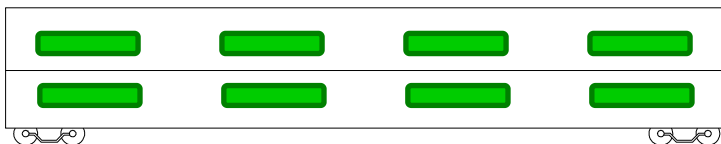
This rear frame hole view is right side of vehicle forward of the rear wheel (axle):



Solid purple line indicates V-Pull

Dashed red line indicates A-Pull (use
only when V-Pull not possible)

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



For Rail, there are no load position restrictions

Ford Super Duty

For Haulaway, the loading restrictions are:

- no unit should be put in a position where contact is made with the front air dam;
- no unit with a drop-in bed liner (i.e. non-spray bed liner) or a tonneau cover should be backed on – these units should only be loaded facing forward.
- do not load cutaways in backward orientation on the B deck. Do not adjust the seat back cushion to the point where it makes contact to the plastic closure

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

Ford Super Duty – Loading Information:

Front Tie Down Holes:

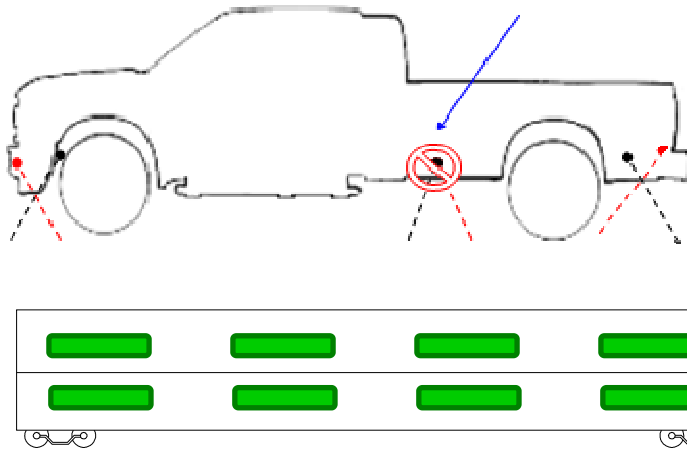


A-Pull or V-Pull Tie

Rear Tie Down Holes:



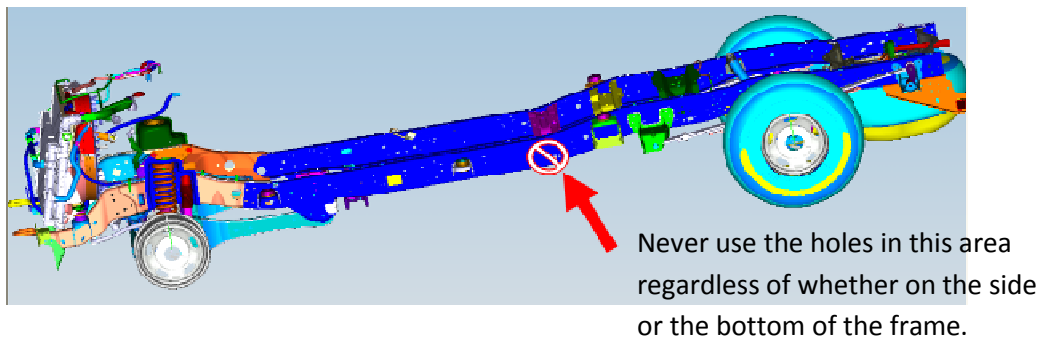
A-Pull or V-Pull Tie



For Rail, there are no load position restrictions.

Ford-350 Chassis

F-350 Chassis Cab Rear Tie Down Locations:



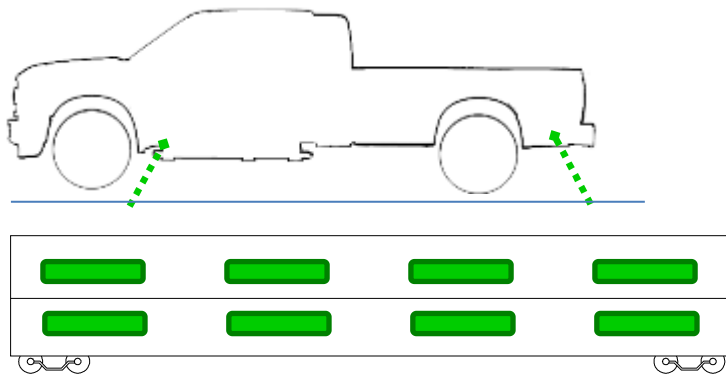
Front Tie Down Hole:

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 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:

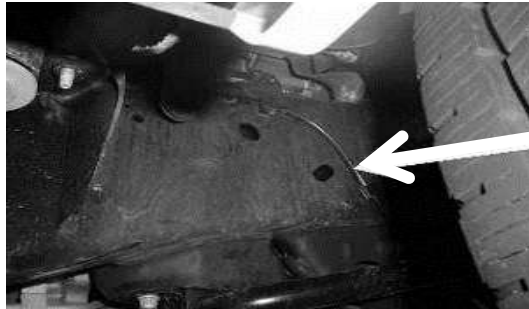
- In no instance are tie-downs to be achieved by fastening chains around rear axle housings or spring shackles.
- When it becomes necessary to provide additional frame clearance, on chassis cabs or cutaways, either one or both taillight assemblies, including the mounting brackets, can be completely removed 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:



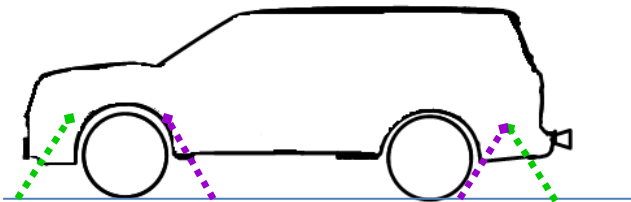
A-Pull or V-Pull Tie

Rear Tie Down Slots

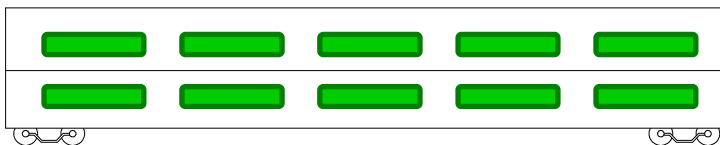
Two slotted holes in outer side of frame rail:



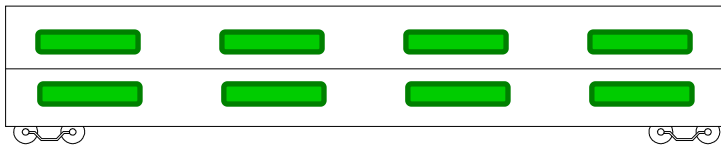
A-Pull or V-Pull Tie



**For Haulaway, restricting the B1 (above the cab) position, to forward facing only.
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:



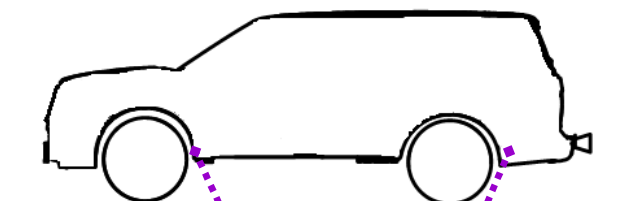
V-Pull Tie Only

Rear Tie Down Slot:

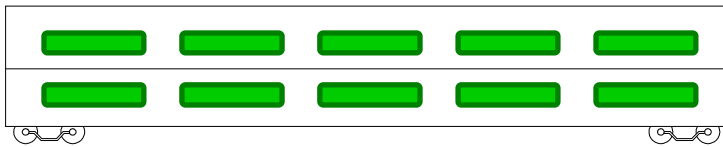
Slotted hole in outer side of frame rail:



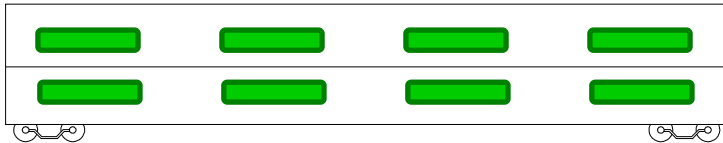
V-Pull Tie Only



For Haulaway, restricting the B1 (above the cab) position, to forward facing only. 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

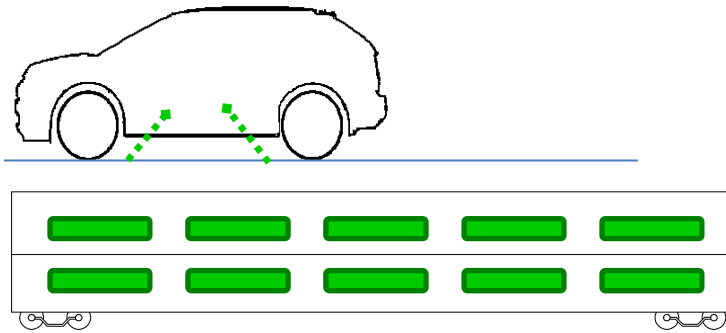
Avoid using any other slots except the ones illustrated above

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:



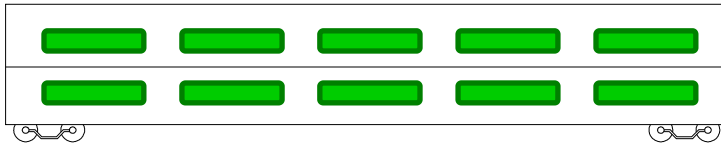
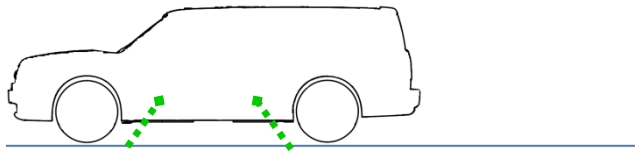
A-Pull Tie Down Only

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

Transit Model Key

Wheel Base	Body Style Variant
MWB – Medium Wheel Base	LR – Low Roof
LWB – Long Wheel Base	MR – Medium Roof
LWB-EL – LWB-Extended Length	HR – High Roof
ELWB-EL – Extra LWB-EL	CC – Chassis Cab
	CA – Cut-Away

Transit Van Key Dimensions Summary

DIMENSION	DESCRIPTION
A	Overall length
B	Overall width - w/o / with mirrors ext. (DRW)
C	Overall height (rwd)
R	Front Track
S	Rear Track (SRW) (rwd)
S	Rear Track (DRW)

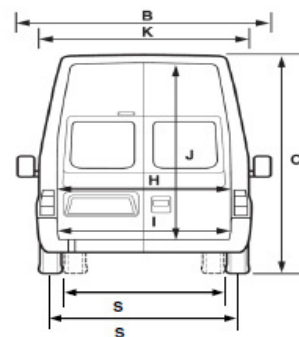
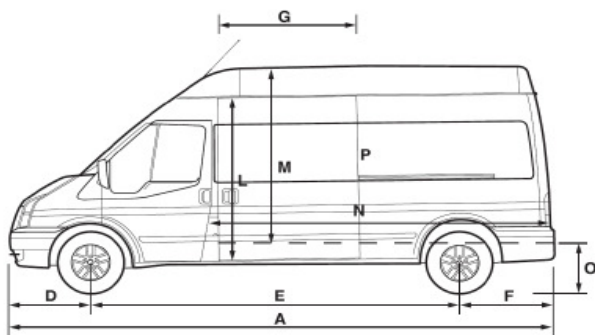
Transit (Van only, Chassis Cab not included)					
27.8%	11.2%	4.0%	24.0%	6.5%	11.5%
MWB LR	LWB LR	MWB MR	LWB MR	LWB HR	LWB-EL HR
217.8	235.5	217.8	235.5	235.5	263.9
81.4 / 98.2	81.4 / 98.2	81.4 / 98.2	81.4 / 98.2	81.4 / 98.2	79.8 / 97.9 / (82.1)
83.6	83.3	100.1	100.7	110.1	109.8
68.1	68.1	68.1	68.1	68.1	68.1
68.7	68.7	68.7 †	68.7 †	68.7 †	68.7 †
				64.7 **	64.7

Notes:

** MWB and LWB DRW for N America 410 Busses & 450, 470 Van GVMs only.

S - Track is defined as the distance between 'contact patches' of each tyre
for SRW this is coincident with the tyre centres, for DRW it is the distance between the 'average contact patch' of the 2 tyres, which is coincident with the centreline of the 2 tyres.

† Extra wide track available for Skeletal Chassis



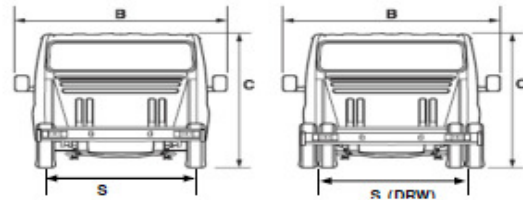
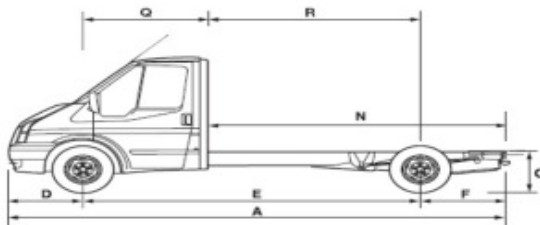
Transit Chassis Cab and Cut-Away Key Dimensions

Summary

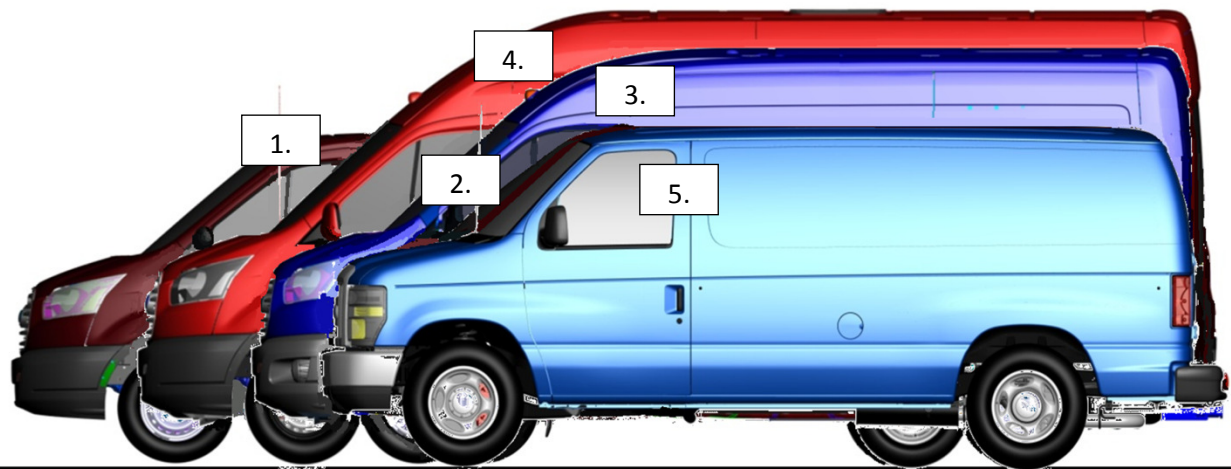
		Transit (Van only, Chassis Cab not included)		
		2.4%	8.8%	3.8%
DIMENSION	DESCRIPTION	MWB	LWB	ELWB-EL
A	Overall length (w/o float)	219.4	237.1	298.4
B	Overall width (w/o float) SRW/DRW no mirrors	79.8	79.8	79.8
C	Overall height (rwd)	86.7	86.7	86.7
E	WB *	138	155.7	178.1
	Front track	68.8	68.8	68.8
S	Rear track (SRW) (rwd)	68.7	68.7	68.7
S	Rear track (DRW) ^{††}	64.7	64.7	64.7

Notes:

S - Track is defined as the distance between 'contact patches' of each tyre
for SRW this is coincident with the tyre centres, for DRW it is the distance between the
'average contact patch' of the 2 tyres, which is coincident with the centreline of the 2 tyres.



V363 Visual Reference Picture



1. Maroon- Extended Long Wheel Base-Extended Length "Super Jumbo"

2. Maroon- Medium Wheel Base-Low Roof

3. Light Purple- Long Wheel Base- Medium Roof

4. Red- Long Wheel Base- Extended Length-High Roof

5. Blue- E-Series Van

Ford Transit Van Haulaway Instructions:

All Transit Models:

Front Tie Down Slots for All Models:

Slotted hole behind the front tire on the transmission cross member:



A-Pull or V-Pull Tie

Non-Trailer Tow Hook Transit Models:

Right Hand Rear Tie Down Slots:

Use outboard slots on frame rail:



A-Pull or V-Pull Tie

Left Hand Rear Tie Down Slots:

Use inboard slots on frame rail:



A-Pull or V-Pull Tie

With Trailer Tow Hook Transit Models:

Right Hand Rear Tie Down Slots:

Use inboard slots on trailer hitch:



A-Pull or V-Pull Tie

Left Hand Rear Tie Down Slots:

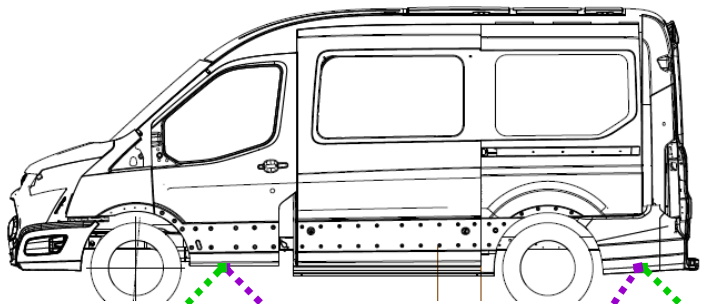
Use outboard slots on trailer hitch:



A-Pull or V-Pull Tie

Transit Chassis Cab and Cut-Away Haulaway Instructions:


Soft straps only are to be used on front and rear tires



For Haulaway, there are no load position restrictions on Transit Van models. For chassis and cut-away units, use soft straps only. Do not load Transit cutaways in backward orientation on the B deck. Do not adjust the seat back cushion to the point where it makes contact to the plastic closure.

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

Transit Loading Aid

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

Preferred loading is on the B-Deck, with egress through the sliding side door.
 If the unit has Cargo style side doors with clear access to the rear, loading on the B-Deck, with egress through the Rear Door is acceptable.
 If the unit is a Wagon / Bus with Cargo style side doors, preferred loading is on the A-Deck, with egress through the Driver Door.
 Rear Door egress is not an option for the Wagon / Bus variant.
 Low Roof is mixable with other Bi-Level product.




Photo 1




Photo 3

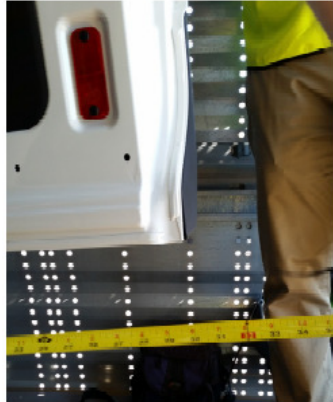


Photo 4





Photo 2

Transit Unloading Aid

<div> <div>Low Roof</div>  </div>		<div> <div>Bi-Level Unloading Aid</div> <div>Minimum Requirement is 4 per Deck</div> </div>		
		87" A-Deck	89" A-Deck	B-Deck
		Able to Unload	Able to Unload	Able to Unload
Driving through Railcar		Stay centered Obey loading speed limits, under 5 mph Ensure vehicle does not hit Railcar Door Control Arm (photo 1)	Stay centered Obey loading speed limits, under 5 mph Ensure vehicle does not hit Railcar Door Control Arm (photo 1)	Stay centered Obey loading speed limits, under 5 mph
Driver Door		Caution opening Driver Door Railcar Door Edge Bumper may not protect vehicle's door edge from hitting railcar wall Take additional precaution (photo 2)	Caution opening Driver Door Railcar Door Edge Bumper may not protect vehicle's door edge from hitting railcar wall Take additional precaution (photo 2)	Caution opening Driver Door Vehicle Door's Top Corner may hit the railcar ceiling allowing only 7" clearance for entry Take additional precaution
Sliding Side Door		Caution opening Sliding Side Door Top edge may impact angled B-Deck support Take additional precaution (photo 3)	No Concerns	No Concerns
Rear Door (Van only)		Caution opening Rear Door Door may impact trailing vehicle Take additional precaution (photo 4)	Caution opening Rear Door Door may impact trailing vehicle Take additional precaution (photo 4)	Caution opening Rear Door Door may impact trailing vehicle Take additional precaution (photo 4)

Depending on the location of the vehicle and the vehicle type, there are several options for entering the vehicle.
Entering through the sliding side door or rear door is the best way to ensure that no damage occurs.
When entering through the driver or cargo side door, take caution to ensure that the door does not contact the railcar nor another vehicle.
Rear Door entry is not an option for the Wagon / Bus variant.




Photo 1




Photo 2




Photo 3




Photo 4

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.

2016 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
Continental	Tri		14	Either	4		Park	Flat Rock Assembly
E-Series	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: Medium Rear: High	Park	Louisville
MKC	Bi		10	V Pull Only	4	Front: Medium Rear: High	Park	Louisville
F-150 Raptor	Bi	e/	4	V Pull Only	8		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: low Rear: Medium	Park	Michigan Assembly
Transit	Bi/ MABL		Bi-Level is 8 for all Low Roof/Chassi s Cab/Cut- Away MABL is 7 for all LWB / MWB MABL is 6 for LWB-EL	Soft Strap/Either			Park	Kansas City

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

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

- If an incident occurs that involves a police report the drive-away company must notify Mary Heady with DVO, Shawn Lin with NAVL quality, and your local UPS contact.
- Driver should remain with vehicle at all times until the vehicle reaches its next destination and responsibility of ownership has been passed to the next party.
- Obey posted speed limits
- Use of cell phone is prohibited when operating any Ford or Lincoln vehicle
- When driving any Ford/Lincoln vehicle always wear the seatbelt
- Check to make sure you have adequate fuel to reach your destination
- Cold weather vehicle handling
 1. Never try to force frozen wiper arms to move
 2. Use plastic/rubber ice scrapers (never any metal device) to clear snow or ice and free frozen wiper arms
- Abide by all DOs and DONTs on page 51
- If any of the following scenarios happen while the vehicle is in possession of the driver please contact your local UPS rep for communication of issue:
 1. Fuel and Tire Policy:
 - A. Fuel – Any fuel required in-transit to reach next destination is the responsibility of the drive-away company.
 - B. Flat Tire – If the vehicle has a flat tire upon receipt please notify yard manager immediately for replacement of tire. In the event of a flat tire while in-transit the drive-away company should have the vehicle towed on a flatbed tow truck to next destination for tire replacement. The drive-away company is responsible for tow bill associated with flat tire. If the next destination is a dealer, the delivery receipt must accompany the vehicle.
 2. If the vehicle breaks down while in-transit to next destination, the driver should have the vehicle towed on a flatbed tow truck to next destination for repair. If the next destination is a dealer, the delivery receipt must accompany the vehicle.
 3. In case of auto accident, driver should drive vehicle to next destination or back to origin ramp if final destination is a dealer. In case of auto accident that renders the vehicle inoperable or unsafe to drive, the driver should have the vehicle towed on a flatbed tow truck to next destination or back to origin ramp if final destination is a dealer. Under no circumstance should a vehicle involved in auto accident be delivered to the dealer. Contact Mary Heady with DVO, Shawn Lin with NAVL quality, and your local UPS rep.

Additional Instructions for Heavy Truck (F650 & F750) Drive-Away:

- Tires are to be checked for correct pressure
- Before starting the motor, a check must be made of the oil, power steering and cooling system fluid levels
- 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.
- When possible, 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.

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

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

DOs

- ✓ Ensure 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.
- ✓ Wear a clean uniform
- ✓ Ensure maximum side-to-side spacing is achieved by parking left wheels on left parking line.
- ✓ Use plastic/rubber ice scrapers (never any metal device) to clear snow or ice and free frozen wiper arms.
- ✓ Enter and exit the vehicle only through the door.
- ✓ Report Mechanical Problems
- ✓ Close Glove Box and Doors
- ✓ Close Hood and Trunk
- ✓ Close Tailgates
- ✓ 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 onto the top rack of the rig.

DON'Ts

- ✗ Don't adjust the rear view mirror for any reason other than safety to see objects behind you if necessary
- ✗ 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 "water based soluble marker" for writing on glass surfaces.
- ✗ Don't try to force frozen wiper arms to move
- ✗ 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 of the parking space
- ✗ 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 E-SERIES 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.

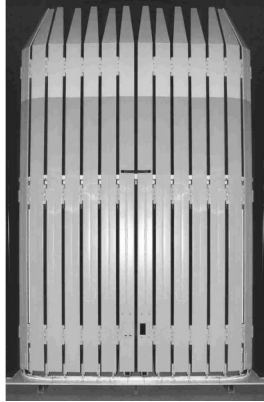
Rail Instructions: Loading/Unloading

- 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.
- When loading any railcar, the operator should drive the vehicle centered between the two chock rails avoiding tire contact with beginning of the outer chock rail.

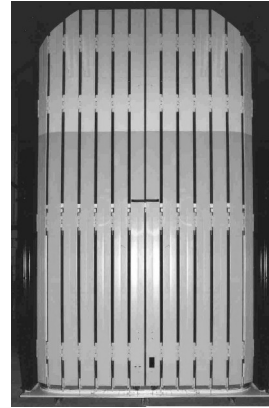
Driving thru railcars and at all decks, drivers should drive vehicle centered avoiding contact as much as possible with the rail chocks.

Same precautions as listed above should be taken when unloading the vehicle from the railcar.

- 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 1,072" with a loading length of 1,062" after allowing for the 5 inch space requirement from the end doors. 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

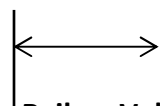
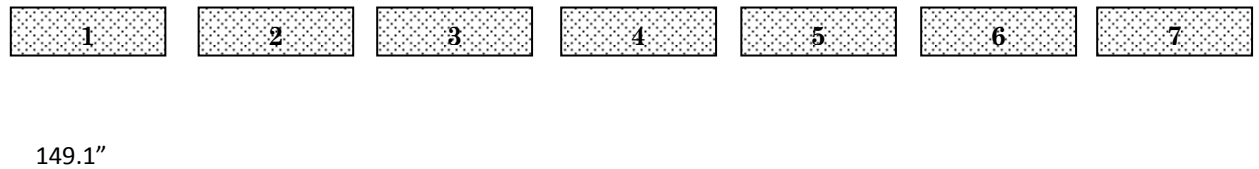
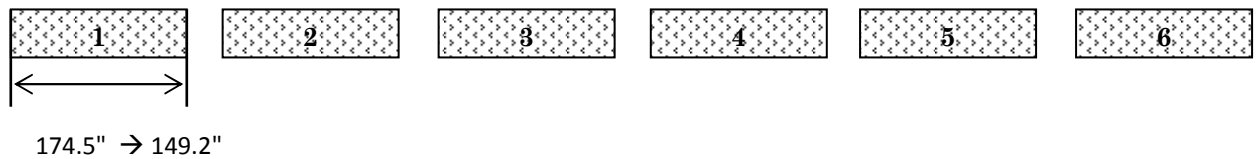
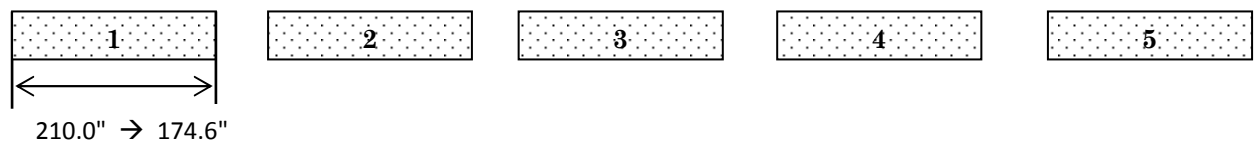
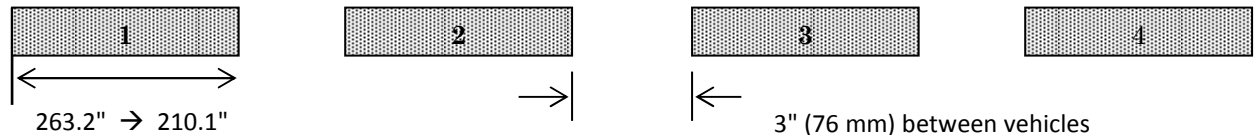
Multilevel Railcar Load Length and Vehicle Length Break Points

Enclosed Railcar

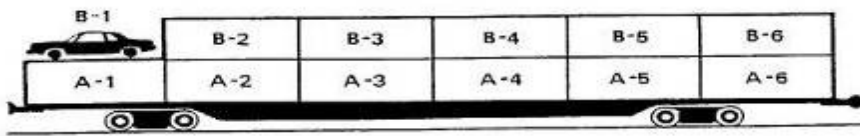
1,072" Total Space - 10" for Ends = 1,062" Loadable Space

5" Vehicle Clearance to Railcar Door on Both Ends

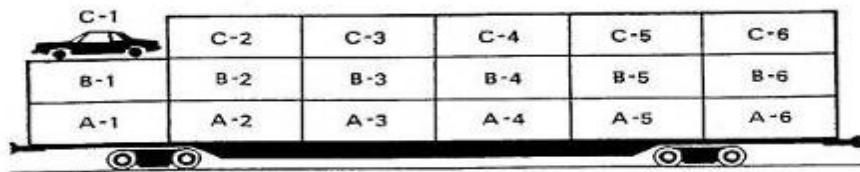
1,062" Loadable Space



BI-LEVEL



TRI-LEVEL



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 are not to exceed 18° 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

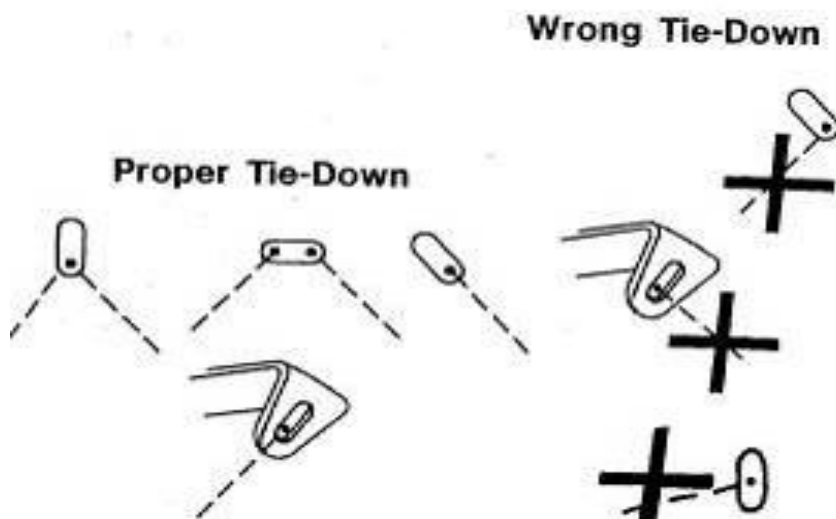
NOTE: THE "T" HOOK SHOULD BE USED IN THE SLOTTED HOLES INDICATED IN "TIE-DOWN LOCATIONS". ALL FORD/LINCOLN CARS AND LIGHT TRUCKS ARE DESIGNED TO USE "T" HOOKS THAT MEET SAE J1142 FEB94 FOR ALL TIE-DOWNS. CHAIN ANGLES ARE TO BE 30 TO 50 DEGREES.



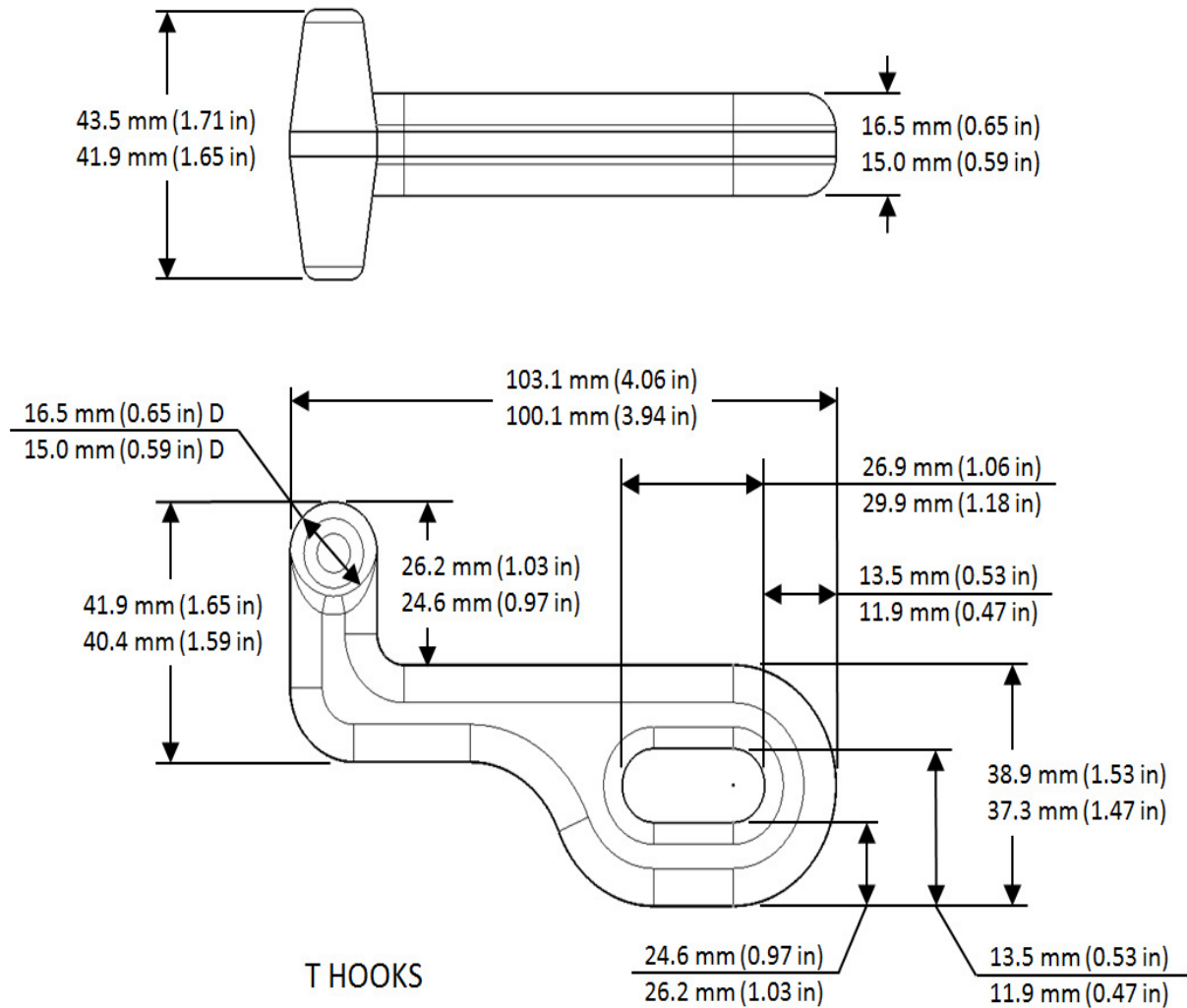
Grab Hook



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

Bailment pool units typically are not ordered with a specific ship-to dealer code; however, bailment units are limited to those having a F87 prefix. Please remember that NO bailment unit should be final delivered to these F87 locations. Please adhere and follow the guidelines below.

- 1) Please do not physically deliver bailment units to the F87*** ship-to location on the 1A ASN.
- 2) Please do not report a final delivery to the bailment ship-to location F87 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. *Note if vehicle is locked and there is a trained and qualified employee who can unlock the vehicle on-site you may precede with unlocking the vehicle. If any damage occurs to vehicle during this process the party unlocking the vehicle is responsible for all damage.
- 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)

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 loss or damage which must be noted on the bill of lading / delivery receipt, signed and dated. Be specific on size, area, and extent of damage.

- Interior damage.
- Tire and wheel rim damage and loss, including spare with damage to the Protective Wheel Cover. Wheel damage to be claimed as Transportation only if protective wheel cover shows evidence of impact or abrasion)
 - NOTE: The only acceptable repair technique for damaged tires is replacement.
- Undercarriage damage.
- Missing items shipped loose as defined by the Loose Item Checklist. Options not on the invoice (vehicle window sticker) cannot be claimed
- Exterior glass scratched, chipped, or broken excluding stress cracks or blown out glass
- Damage or soiling of the driver's area of the interior and obvious vandalism or abuse to any of the interior.
- Damage caused by physical impact, abrasion, or forced entry. Be specific on size, area, and extent of damage.

IMPORTANT: Paint and sheet metal damage found under the RapGard used to protect painted surfaces from environmental fallout is not transportation damage unless the RapGard is physically damaged at the time of delivery, and it is so noted on the delivery receipt.

Warranty

Conditions which are not considered transportation damage; parts which **should not be noted** on the bill of lading/delivery receipt and which should be claimed as warranty include the following:

- Industrial fallout, acid or fluid dripping damage to exterior finish unless clear evidence supports Carrier responsibility.
 - **NOTE:** Although not a factory defect, airborne material/environmental fallout (e.g., acid rain, or fluid dripping) damage to exterior finish or trim should not be noted on the bill of lading. Environmental fallout is reimbursable within 12 months/12,000 miles, whichever occurs first
- Wavy sheet metal, file, grinder or weld marks.
- Outward sheet metal dents.
- Inward dents with no paint damage, without evidence of physical impact,

abrasion, or forced entry (damage type code 14, with a severity code 1) **except** for Left Front Door.

- Paint runs, over spray, sags, blistered / peeling paint or foreign material in paint.
- Under-chrome defects, thin or peeling chrome.
- Stress Cracks in glass that originates beneath a molding or from an edge, with no evidence of impact on the glass or to the surrounding moldings or body panels.
- Bumper under-chrome defects; thin or peeling chrome.
- Minor chips, scratches, dents or dings found under Protective Wheel Cover or RapGard unless there is evidence of impact or abrasion to the Protective Wheel Cover or RapGard.
- Customers have up to one week from the new vehicle delivery date to report any preexisting dents, dings, chips, or scratches to the selling dealer. Dealers have up to one month in service to begin warranty repairs for these conditions that are not the carrier's or the dealer's responsibility.
- Paint chips on panel edges other than driver's side door.
 - **NOTE:** Correction (brush or spray can touch-up or spot polish/buff) of minor paint blemishes such as surface scratches (not in metal or base material), scuffs, or chips on edges of panels (not in metal or base material), is part of normal dealer vehicle preparation. These conditions cannot be claimed on either Warranty or Transportation claims and should not be noted on the carriers' delivery document.

NOTE: When a vehicle has to be towed to or from an in-transit repair dealer or destination dealer for warranty repairs, the tow charge should be claimed on the warranty claim using miscellaneous expense code "TOW." Enter "Intransit Repair" in the comments section. These vehicles are not eligible to Roadside Assistance

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

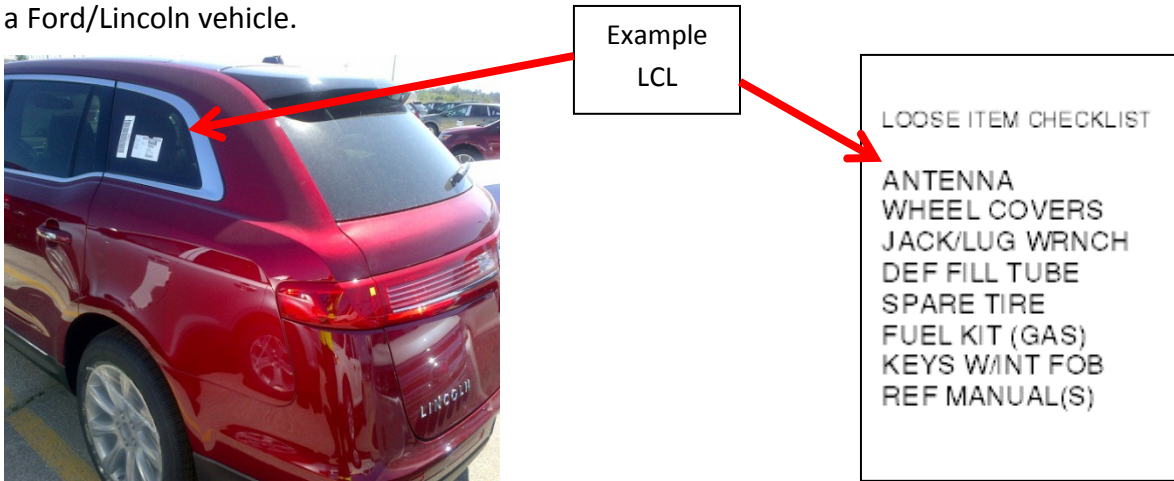
This is the transportation claims process for vehicle's keys and key fobs during the delivery process to the dealers. There are two types of claims. The first is a Carrier Loss and Damage claim, and the second is a Warranty claim.

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 (15 Days and Greater) Vehicle Handling & Ramp Storage

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 15 days in the same location without movement
- 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 15 days vehicle remains in storage
 - Follow 15 day tire care process
 - 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

15 Day Tire Care Process

Process Information: A vehicle that rests in one location for 15 consecutive days requires additional attention to the tires depending on month of year (see matrix below). One location is defined as the vehicle not moving from its physical location for exactly 15 days (e.g. bay to RTP, awaiting RTP, bay to bay, bay to off-site yard, etc.). This process will apply to any vehicle in your inventory (on-site, off-site location, shippable, non-shippable). If you sub-contract yard

management services out for any part of your inventory it will be your responsibility to ensure that the sub-contractor follows this process.

Description of Service: If a vehicle in your inventory has been identified (develop way to track internally) as resting in one location for 15 consecutive days you will need to perform the following action:

- Move each vehicle several feet (more than 2 feet) to avoid flat spots forming on the tires

If the same vehicle rests in the same location for another 15 consecutive days the process is to be repeated. You are to repeat this process for every VIN that is applicable in your inventory.

Each time this process is applied to a VIN a detailed record must be kept. The records should be ready at any point so that it can be easily audited for compliance by a Ford Motor Company or agent employee. Each record should include at a minimum the following information:

1. VIN number
2. Operator performing service
3. Date vehicle entered bay
4. Bay location
5. VIN originated from
6. New bay location of VIN

Plant	Country	Vehicle Line	Months Tire Rotation Needed
Oakville	Canada	Edge/Flex/MKT/MKX	No moves are necessary any month
Cuautitlan Assembly	Mexico	Fiesta	Moves are necessary all 12 months
Hermosillo	Mexico	Fusion/MKZ	Moves are necessary all 12 months
Dearborn Assembly	USA	F-150	Moves needed March - November
Michigan Assembly	USA	CMAX/Focus	Moves needed March - November

Chicago Assembly	USA	Explorer/Taurus/MKS	Moves needed March - November
Ohio Assembly	USA	E-Series	Moves needed March - November
Kentucky Truck Plant	USA	Expedition/Navigator /Super Duty	Moves needed March - November
Kansas City Assembly	USA	Transit/ F-150	Moves needed March - November
Detroit Chassis	USA	Chassis	Moves needed March - November
Louisville Assembly	USA	MKC/Escape	Moves needed March - November
Flat Rock Assembly	USA	Fusion/Mustang	Moves needed March - November

Lincoln Black Label Prioritization Instructions

ALL Lincoln Black Label VINS be made high priority upon receipt into inventory. This includes all Loading Facilities, Ports, and Destination Ramp OSP's/Carriers. It is imperative that ALL Black Label VINS are handled with the utmost priority/urgency and quality care. Please see the VIN identifier (5th, 6th, 7th positions) below to be able to mark these as a priority in your system(s). If there are any question, concerns, or comments please feel free to contact NAVL or your local UPSA Rep as soon as possible. Your assistance and extra attention is greatly appreciated!

MKX (AWD) J7J, MKX (FWD) J9J, MKZ (HYB) L2P, MKZ (FWD) L2M, MKZ (AWD) L2N, MKC (AWD) J1B, MKC (FWD) J3B.

Process of Handling Black Label Units:

- Watch the ASNs daily to monitor incoming Black Label units
- Use the decoder above to identify the Black Label units
- Once the unit is identified, flag the unit for prioritization
- Build this unit into a load ASAP, expectation is to be shipped within 24 hours

4 Key Fields in the 1A ASN			
MKC – LOUISVILLE			
★ Plant Ramp 18	★ Models: J1B and J3B	★ VIN Plant Code U	★ Body Option B
1A18042814NN	5LMCJ1B97F	UJ00880L25023 MERRITT ISLAND	FLRA29 BR105B
1A18042814NN	5LMCJ3B95F	UJ00618L8404J DEARBORN	MICM18 UG105B
MKZ – HERMOSILLO			
★ Plant Ramp 54	★ Models: L2M, L2N, L2P	★ VIN Plant Code R	★ Body Option B
1A54042814NN	3LN6L2MKXFR	833739L45356 TROY	MIRD4G UH107B
1A54042814NN	3LN6L2NK7FR	833267L25173 TALLAHASSEE	FLRA12 UX107B
1A54042814NN	3LN6L2PU5FR	833372L28597 NEWPORT NEWS	VARA2L RR107B
MKX – OAKVILLE			
★ Plant Ramp 60	★ Models: J7J and J9J	★ VIN Plant Code B	★ Body Option B
1A60060914NN	2LMDJ7JK5EBL	16484L26218 SAVANNAH	GACA4F BK111B
1A60060914NN	2LMDJ9JKXE	BL16500L26257 AUBURN	ALRA02 BK111B

Car Cover Inspection and Handling Process and Information

Inspection Procedure

- For vehicles protected with a full body cover, the LSP (Logistics Service Provider) as part of the immediate FPR (First Point of Rest) inspection must inspect the full or partial body cover for all damages or marks.
 - If any strap, clip or zipper is loose, please refasten or tighten if possible
- The LSP must confirm any items found including the location of the potential hidden damage on the bill of lading or delivery receipt (or ePOD).
 - All damages or marks to the body cover should have the remark “FBC” (full body cover) with the location of potential hidden damage against each item on the inspection sheet and/or ePOD
- Following the check of the full body cover, unzip the driver door to inspect all accessible areas (e.g. front doors, seats, etc...) and complete a full inspection of those areas defined in the below matrix.
 - For vehicles that arrive with a Protective Car Cover and the Loose Items are not accessible (i.e. trunk), no inspection is required. However, the LSP must inspect for all keys and fobs as listed on the LCL since they will not be in the trunk. Any missing items, other than keys and fobs, would be considered warrantable.
- Upon exiting the vehicle, ensure all cover doors are securely zipped and remain closed until next point of rest.

Loading and Unloading Instructions and Restrictions

- Vehicle speed when driving is limited to maximum of 40mph (driver door zipper must be opened, and door cover rolled up onto roof using Velcro fastener provided in cover).
- Driver and passenger side doors and exterior mirrors are not to be covered while driving on public roads (requires both front door zippers on cover to be opened, and door covers rolled up onto roof using Velcro fastener provided in cover).
- Vehicle speed is limited to a maximum of 100mph (with cover completely closed; all zipper closures closed)

- Vehicle master lighting switch while driving is always set to autolamp position; if no autolamp position is provided then lights always set to low beam.
- Maximum distance traveled will be 5-7 miles on public roads (total distance).
- All door zippers on cover to be closed when not driving (i.e. vehicle is located on car hauler/rail car/ocean vessel/parking lot).

Vehicle Shipping and Storage Facilities

Ford Owned Facilities

- Facilities must be fenced to provide maximum security against theft and vandalism.
- Perimeter fencing must consist of a minimum of 6' (1.83m) high chain-link fence topped with 3 strand barbed wire on brackets preferably angled outward from the facility.
- To further deter theft, steel guard railing with footers imbedded in concrete is to run along the inside of the perimeter fence. Cement "Jersey" barriers can be used in place of guard railing or can be incorporated into the fence, such as 42" of chain link fence on top of 30" of cement barrier. Where the use of guard railing or concrete barriers is not possible, a 5/8th inch steel cable must be attached inside the fence at approximately 3' (.9m) 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 (see theft deter examples further in this exhibit). Holding Lots with no barriers will require 24 hour security and at minimum, one security guard at the gate and one roving security guard.
- If the terrain around the parking area, such as a large ditch, will not allow a vehicle to cross the anti-theft measure in number 3 can be omitted.
- The number of gates must be limited (preferably 1) and be operated by security personnel or via a controlled access point.
- In cases where gates do not provide sufficient security, traffic flow restrictors (Such as tiger teeth) can be used.
- Use of a Close Circuit Television (CCTV) monitoring system is encouraged but not required.

Ford (Temporary) Leased Facilities

- Temporary Fencing must be installed around the entire perimeter of the property regardless of terrain. Fencing must be 6 feet in height and allow for a single point of entrance/exit. Lots that don't allow for the installation of temporary fencing may require additional security. Entrance point must be managed by Plant/OSP approved security guards.
- Temporary Lighting required for properties void of permanent light fixtures. Location and quantity of temporary light fixtures will vary based on the size/light dispersion of the temporary lighting and the acreage of the lot.
- Lots must be paved. Acceptations can be made with approvals from Plant/NAVL Quality and Launch for parking lots that are gravel or rolled asphalt millings.
- Security Guards – A minimum of 1 security guard is required to manage the entrance/exit for each offsite storage lot 24/7. In yards where temporary fencing isn't a viable option a 2nd roaming guard is required to patrol the finished vehicle inventory 24/7.
- Inventory Tracking – OSP must configure parking logic and physicals as to allow individual vins to be assigned a parking location.