

Facility Policies & Operating Procedures Manual for CSXT / TDSI Vehicle Distribution Center

Revised Jan. 11, 2017



Load Engineering & Design Services
Automotive Damage Prevention

Haulaway Load Sheets

All CSX/TDSI facilities must have functioning date & time stamp. Time should be checked for accuracy on a weekly basis by the guard service. Malfunctioning clock must be reported to Terminal Manager immediately.

Original load sheets must be left with the security guard upon exiting the terminal. If using EPOD, no load sheet is required.

Driver has the responsibility to ensure that their copy of the load sheet has verified damages on it, which must match the original load sheet. If using EPOD, no load sheet retention required.

Unverified damages, incorrectly coded damages and the damages identified in Addendum A: Damage Verification Schedule are to be physically verified or dropped from the load. Otherwise, they will not be honored or entered in the system.

Haulaway companies should retain a copy of load sheet for their records. If using EPOD, no load sheet retention required.

Security guard will date and time stamp all load sheets and secure in lockbox upon load out gating from terminal.

Haulaway Load Sheets & Damage Reporting Procedures



Haulaway Load Sheets (Continued)

Load sheets will be picked up from the lockbox or turned over to the 3rd party inspection contractor upon reporting to duty the next business day for review and entry of valid exceptions into system.

- I. Load sheets that require physical verification must be stamped and initialed by the 3rd party inspection contractor.
- II. If using EPOD, bay tags must be turned into the guard and EPOD load list transmitted to CSX prior to arriving to the outgate guard shack.
- III. Load sheets and bay tags will be properly filed, secured and retained at facility for 24 months, in care & custody of CSX/TDSI for claim settlement purposes.

Original load sheets and bay tags will be controlled by CSXT or agent at respective facility

Haulaway Load Sheets & Damage Reporting Procedures



Damage Reporting Process

On-site 3rd Party Inspection Company must be notified immediately upon discovery of damages identified in Addendum A that require physical verification. Documentation of correspondence preferred. Please note, damage must be reported prior to change of custody (ex: prior to beginning the unloading process on-rail or prior to moving a unit from its bayed position).

Notification of damage is required for major damages (damages of severity 3 or greater) and damages as identified in Addendum A.

A 3rd party inspection contractor will notify the appropriate haulaway carrier representative, manufacturer representative, TDSI Regional Operations Manager, unloading contractor and CSX LEADS field manager with a “Notification of Damage” (NOD) by email. Once notification is received, all parties should investigate the damage and/or waive individual inspection in writing.

- I. Applicable parties have 48 hours to provide comments if damage is noted during business day.
- II. Applicable parties have 72 hours to provide comments if damage is noted on weekend.
- III. If comments are not submitted within the allowed timeframe, the MDR will be generated without comments.

Haulaway Load Sheets & Damage Reporting Procedures



Damage Reporting Process (Continued)

- I. If more than one unit is involved, all VINS will be listed individually on separate MDRs.
- II. 3rd Party Inspection contractor will review holds list with appropriate haulaway company.

Auto manufacturer will provide disposition of vehicle in accordance to their major damage guidelines.

If damaged vehicle is to be removed from facility via wrecker service, etc. for In-Transit Repair: the guard notifies 3rd Party Inspection Contractor immediately of need for inspection for In-Transit repair release before tow truck entry to terminal is permitted. Upon completion of inspection and completion of a R.A.V.R. form (Repair Authorization Vehicle Release) unit can be released to wrecker service for repair.

If/when repaired unit is returned to facility, 3rd Party Inspection Contractor will again be notified before transporting company will be permitted entry to facility and will perform a re-entry inspection verifying clean inspection and documenting return inspection on the R.A.V.R. form. The unit will then be cleared to ship and notification to the haulaway company unit can be taken off hold and shipped.

- I. Wrecker Removal/Return—7:00am to 3:00pm M-F to allow immediate inspection by 3rd Party Inspection Contractor.

Haulaway Load Sheets & Damage Reporting Procedures



Damage Reporting Process (Continued)

All After Hours On-rail Damage will require loading/unloading contractor to provide photographs of damaged vehicle(s) prior to beginning the unloading process including photos of vehicles still in chocks with vehicles in front and behind the damaged unit still in chocks, detailed photos of the damage and an incident report to the 3rd party inspection contractor at the start of the next business day.

All After Hours In-Bay Damage, refer to Addendum A: Damage Verification Schedule.

- I. Vehicle dropped from a haulaway load requires notification to 3rd party inspection contractor and/or facility manager.

Haulaway Load Sheets & Damage Reporting Procedures



Damage Verification Schedule

Haulaway Carrier Management is responsible for distributing the following information to any/all drivers including 3rd party subcontractors.

Information contained herein is intended to distinguish what types of damages and severities will and will not require physical verification by 3rd party inspection contractor prior to terminal departure.

Haulaway driver is responsible for properly entering damages on the load sheet and/or EPOD device consistent with industry standards outlined in AIAG M-22 *Finished Vehicle Transportation Damage Standards and Guidelines*. Inaccurate reporting of damages severity on a load sheet or EPOD device may result in claim exposure for the Haulaway provider.

Addendum A: Damage Verification Schedule



Damage Verification Schedule (Continued)

Vehicle damages meeting the following criteria must be verified in bay by a 3rd party inspection contractor prior to moving the vehicle from the original bay position:

- Major Damage (Severity 3 & above) **must be verified**
- Multiple Exceptions to the Same Body Panel **must be verified**
- Any/All Exceptions to Chrome, Alloy and/or Aluminum Wheels **must be verified**
- Any/All Exceptions to 'Roof Panels' (Damage Area, 37) **must be verified**
- Any/All Missing Loose Content and/or Open, Broken or Missing Loose Item Bags **must be verified**
- Any/All Missing Keys and/or Key Fobs **must be verified**
- Blanketed Load Sheets and/or EPOD Transmissions with Similar Damages noted on Multiple Panels and/or Multiple Vehicles **must be verified**

Addendum A: Damage Verification Schedule



Damage Verification Schedule (Continued)

In addition to the above criteria, any and all of the following 'Damage Types' must be verified, regardless of severity:

<u>Damage Type Code</u>	<u>Description</u>
01	Bent
02	Broken
03	Cut
04	Dented with Paint or Chrome Broken
06	Cracked Panels
11	Punctured
13	Torn
20, 21, 22 & 23	All Glass Damages

Addendum A: Damage Verification Schedule



Damage Verification Schedule (Continued)

Damages requiring verification must be verified in bay, with the vehicle in the original bay position, or they will not be covered by the railroad. If there is a question, the safest course of action is not to move the vehicle and request a verification from a 3rd party inspection contractor.

It is important to understand that damages discovered after departing the facility will not be entered. Strict compliance of these procedures is mandatory.

Any questions concerning above procedures can be directed to Kevin Conlon at 904-279-6350 or local CSX LEADS field manager.

Addendum A: Damage Verification Schedule

