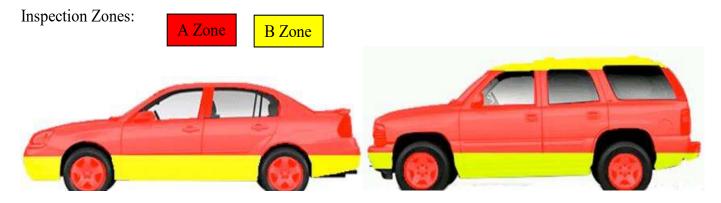
Inspection Criteria

2-1-2013

Inspection Criteria



For Wheels: A ZONE = Alloy and Polished Wheels B ZONE = All other wheels (Zones incl nuts, bolts & trim)

Defect	A Zone	B Zone
Chips	≥ 2mm or clusters > 3 in zone	≥ 2mm
Dents / Dings	≥ 5mm	≥ 10mm
Scratches	Zero allowance with lower film exposed	Zero allowance with lower film exposed



Inspection Standard

2-1-2013

- Standard inspection
 - Approx. 3 feet
 - 30 degree angle
 - Mirrors permitted
 - Must comply with 3 feet rule
 - Gun-sighting not allowed as primary inspection method
 - Can be used to verify
 - Touching to identify damages is not permitted
 - Can be used to validate severity





Dispute Process

2-1-2013

- Service Provider has ability to review and dispute exceptions noted at FPR inspection
 - Must do so within 48 hours of initial inspection
 - Cannot delay units waiting for carrier agreement
- Carrier to notify GMNA Logistics Field and Port Coordinators
- GMNA Logistics Field or Port Coordinator will request additional information from port processor and will make final decision
 - May include pictures of damage

