

# Inspection Criteria

2-1-2013

## Inspection Criteria

Inspection Zones:



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



General Motors Company



THE WORLD'S BEST VEHICLES

# 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

