



Mercedes-Benz
The best or nothing.

Operations Manual: Passenger Vehicle

Instructions for handling Mercedes-Benz Passenger
Vehicles

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3/6/2017

INTRODUCTION

Damage prevention is the first priority for everybody and every company involved in vehicle transportation. This vehicle handling manual has been designed as a reference and training guide to provide truck away carriers with equipment guidelines and approved loading, unloading and tie-down procedures when handling Mercedes-Benz vehicles.

Legal regulations and laws, e.g. regulations set up by the D.O.T. remain unaffected by these guidelines. Management of companies engaged in the handling and transportation of Mercedes-Benz vehicles should impress upon their personnel the importance of strict adherence to these guidelines, specifically regarding tie-down locations, soft tie-down applications, correct angles and tension. In order to ensure the delivery of damage-free vehicles, deviations from procedures described and illustrated in this manual require approval from Mercedes-Benz personnel at the shipping location.

It is a contractual obligation of the terminal, maintenance and driver personnel to use clean and non-defective operating equipment in order to accomplish a damage-free delivery of Mercedes-Benz vehicles. It is required that drivers be thoroughly familiar with the provisions of this manual and have a copy available at all times during loading, unloading and transportation of Mercedes-Benz vehicles.

Comments and suggestions concerning this manual are encouraged and should be directed to:

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1 LOCATIONS

1.1 Vehicle Manufacturing Location (Marshalling Yards)

Vance

Mercedes-Benz USA, LLC
One Mercedes-Drive
Vance, AL 35490

Tel.:

Fax:

Ladson

Mercedes-Benz USA, LLC
8501 Palmetto Commerce Pkwy
Ladson, SC 29456

Tel.:

Fax:

1.2 National Vehicle Logistics Department

Atlanta

Mercedes-Benz USA, LLC
303 Perimeter Center North
Atlanta, GA 30346

Tel.: (770)-705-2742

1.3 Vehicle Preparation Center (VPC) Locations

Baltimore VPC

2900 Childs Street
Baltimore, MD 21226

Tel.: (443) 957-6830

Fax: (410) 355-2835

Brunswick VPC

101 Jointer Creek Road
Brunswick, GA 31523

Tel.: (912) 279-4007/-4008

Fax: (912) 279-4190

Los Angeles VPC

3860 N Lakewood Blvd
Long Beach, CA 90808

Tel.: 310-847-3320/-3316

Fax: 310-847-3340

2 General Policies and Procedures

The following general requirements are to be urgently observed by all persons involved in the vehicle transportation procedure.

2.1 Personnel Guidelines

Providers are extension of the Mercedes-Benz network and must appear professional when interacting with customers.

2.1.1 Work Clothes

Regardless of season and temperature, it is to be ensured that the driving personnel wear clean and suitable working clothes which exclude the possibility of soiling or damaging the vehicles. Furthermore it has to be guaranteed that each driver wears a vest with reflective strips or bright colored clothing during the process of loading and unloading.

This includes wearing long work trousers and a long-sleeved jacket/shirt. During the warm seasons $\frac{3}{4}$ -length trousers (i.e. at least below knee-length) and T-shirts (no sleeveless T-shirts!) are permitted (see Figure).

It is neither permitted for buttons, exposed zips or belt buckles to be worn nor for sharp objects to be carried in outside pockets (e.g. ball-point pens, tools, keys etc.) during the loading procedure. Also, wearing rings (with the exception of wedding rings) and other jewelry is forbidden due to the risk of damage to the vehicle, unless covered with suitable protection.

Furthermore it is to be ensured that the loading personnel are wearing safety boots or shoes. When working on the truck, working gloves must be worn. However, these are to be removed before getting into the vehicle. Please note: The D.O.T. regulations are to be observed.



Figure 1: Work clothes

All loading and unloading personnel **MUST**:

- Be aware of and **keep to the requirements** in this manual.
- **Wear clean coveralls** and closed footwear.
- **Cover or remove any exposed metal**, including rivets, zippers, buttons, belt buckles, cell phone holsters, pens, tools and any kind of jewelry such as rings, watches and bracelets.
- **Wear gloves** for hand protection while loading. Gloves must be **removed before entering vehicle**.
- Use only **tools** that have a **protective covering** applied over their handles.
- **Never** have tools or other objects protruding from pockets.



2.1.2 Training

Personnel involved in the transportation process must be trained properly in order to avoid any risk of damage. Especially attention must be paid to the work clothes, the vehicle handling and the tie-down instructions.

2.2 Vehicle Handling Guidelines

Mercedes-Benz commercial vehicles may only be handled by qualified and specially trained personnel. To ensure that the high quality standards of our products when they leave the plant are maintained until they reach the customer, observe the following instructions:

2.2.1 Vehicle Movement/Parking

Note: Any exceptions must be agreed and coordinated with SC/WTR.

Attention: For all vehicles, always start the engine before the vehicle is moved.

For all vehicles which are not ready to drive, contact the loading personnel before the loading process commences.

Not permitted are:

- Revving the engine when cold or hot.
- Driving with flat tires or tires with insufficient pressure.
- Spinning the tires.
- Driving with misted up, snow-covered and icy windows.
- Driving vehicles on their own axles to harbour, berth or parking area.
- Driving the vehicles with spinning drive wheels.
- Driving the vehicles at excessive speeds. National road traffic regulations pertain to the respective location.
- Using a vehicle as a tow vehicle.
- Overtaking other vehicles.
- Driving with main-beam headlamps.
- Operating the windscreen wipers for icy or heavily snow-covered windows.
- Operating the electrical equipment. (radio, TV, DVD and CD player, sliding sunroof, phone, etc.)
- Folding out mirrors which have been folded in. (**Exception:** driving reverse)
- Folding in mirrors which have been folded out.
- Manually operating electric mirrors.
- Opening the bonnet with the release handle.

- Lowering the tire pressure.
- Attaching warning signs to the vehicle with magnets.
- Attaching labels to painted surfaces and windows.
- Attaching stickers to painted surfaces. (exception: sealing + labels allowed on transportation protection foil)
- Use of non-approved product protection films (product protection films must be approved by the Engineering department).
- Remaining in the vehicles.
- Smoking, eating and drinking in the vehicles.
- Wearing headphones while the vehicle is being moved.
- Transportation of persons and material. (Tools, tires etc.)
- Leaning on the vehicle and laying objects against the vehicle.
- Lying objects on the dashboard and seats.
- Using mobile phones in the new vehicles area on Daimler grounds.
- Parking the load at non-authorized bays.
- Driving vehicles on their own wheels. (Excluding journeys for the purpose of preparing, loading and unloading, as well as carrying out maintenance together with conviction orders of trucks and buses on their own wheels)
- Driving without a driving license.
- Deactivating of the transport mode
- Removing the charging cable from the vehicle or its use **(specifically E-CELL, electric drive, HYBRID PLUS)**
- Reversing out of a loading row

When parking the vehicles, always ensure that:

- Windows, doors, sliding sunroof/roof hatch, bonnet and boot lid are closed.
- All electrical consumers are switched off.
- Vehicles with manual transmission are secured by engaging 1st gear and the parking brake is engaged.
- The key is removed from the ignition lock and positioned as mentioned in Chapter "Key management"
- Vehicles with automatic transmission are secured by engaging the "P" and engaging the parking brake. [See model series detail sheets in the folders "passenger vehicles", "vans", "trucks", "bus"].
- Vehicles with "alternative drives" are secured with the parking brake.
- The switch for the windscreen washer system is in position "0".
- The vehicles are not parked on flammable material such as dry grass, leaves and flammable liquids because the exhaust system and engine (which has recently been switched off) radiate a high degree of heat.
- Vehicles are not parked with open windows, doors, fully opened bonnet and open boot lid.
- Only fenced-in, secure company grounds are used at night, on weekends and public holidays.
- Vehicles are not parked beneath overhead power lines or in the immediate vicinity of railway lines, trees or bushes.
- Vehicles are parked with a minimum distance of 30 cm between bumpers and with a distance to the side so that entering and exiting the vehicles is possible without causing damage to the vehicles and that contact to adjacent vehicles is not possible.
- For certain handling centers, Daimler reserves the right to give instructions on locking the vehicles.
- No charging cable is inserted, except for a limited time when recharging the HV battery as described in "9.3 Battery care" **(specifically E-CELL, electric drive, HYBRID PLUS)**.
- Do not park vehicle which have an HV battery charge status of less than 25%.
 - (see model series data sheets E-CELL, F-CELL, electric drive, HYBRID, HYBRID PLUS)
- Vehicles with HV batteries switched off covered to prevent engine compartment temperatures of over 40 °C and below 0 °C. Outside of this temperature range, charging of HV batteries via running of the engine, connection point and charging socket is not possible. **(specifically E-CELL, F-CELL, electric drive, HYBRID, HYBRID PLUS)**.

Information for icy/snowy conditions:

If the windscreen is icy or covered in snow, use the window defrosting agent (Mercedes Benz, Item Number A000 989 18 25 10) or a plastic ice scraper (without steel edges or teeth). Make sure the ice is scraped away starting from the outside working inwards and the ice scraper is not drawn back over the windscreen. A soft, clean brush must be used to remove snow. Do not use force or the wiper motor to free up frozen windscreen wipers; use only defroster. Further-more, ensure that no snow or ice is brought into the vehicle when boarding.

2.2.2 Alternative Drive Systems

Qualification training for shipping and driving personnel

In addition to vehicles with conventional drives (diesel, gasoline engines), other vehicle models with alternative drives are being developed and marketed. To ensure that these vehicles are also handled safely during transport, we have included information below about the qualification of driving personnel and specialist plant personnel. The focus is initially on training for hybrid, electric and fuel-cell vehicles.

Qualification of driving personnel

The driving personnel require only high-voltage (HV) and hydrogen (H) sensitization, as it is known.

Qualification of specialist workshop staff

For a selected group of specialist workshop staff (with occasional or regular contact with this kind of vehicle), high-voltage (HV) and or hydrogen qualification and a specific product qualification are required.

IMPORTANT!

Persons with electronic implants (e.g. heart pacemakers) may not carry out any work on high-voltage systems. For this reason, these persons may also not participate in HV training sessions.

Participation in training

All training sessions (HV sensitization, HV qualification, hydrogen and product-specific training sessions) can be booked via Daimler AG Global Training on the platform

<https://etraining.daimler.com/DCGT/docs/start/pages/index.htm>

During the initial registration, the company master data must be created first. The "Employee master data" form must also be filled out for each driver and specialist workshop personnel. Based on the registrations, the dates and locations of training sessions will be determined and communicated in good time.

Training is relevant to all vehicles with alternative drives:

- **E-CELL**, solely electrically driven vehicles, e.g. A-Class E-CELL, B-Class E-CELL, Vito E-CELL
- **F-CELL**, solely electrically driven vehicles, fuel cell vehicles, e.g. B-Class F-CELL, Citaro F-CELL HYBRID
- **Electric drive**, solely electrically driven vehicles, e.g. smart fortwo electric drive
- **HYBRID**, e.g. S-Class HYBRID, E-Class HYBRID, C-Class HYBRID, ML-Class HYBRID, Atego HYBRID, Canter HYBRID
- **HYBRID PLUS**, hybrid vehicles with external charging socket, e.g. S-Class HYBRID PLUS, C-Class HYBRID PLUS

2.3 Transport Mode

Since 2012, Mercedes Benz has equipped new models with “transport mode”. The below functions will be turned off or limited:

- Speed is limited to 25 mph
- Driver door is only door available to unlock
- Passenger door, rear door, tailgate sunroof and roof tops cannot be opened
- “Don’t Open” stickers will only be utilized on non “transport mode” models
- If existing, electric drive and boost operation are deactivated along with the start-stop technology
- Air blower will only operate at 50% power

In addition, the normal drive mode components are displayed:

- Indicator lamp for transport mode
- Battery care service
- Available remaining service life

2.4 IATA-Regulations for Dangerous Goods

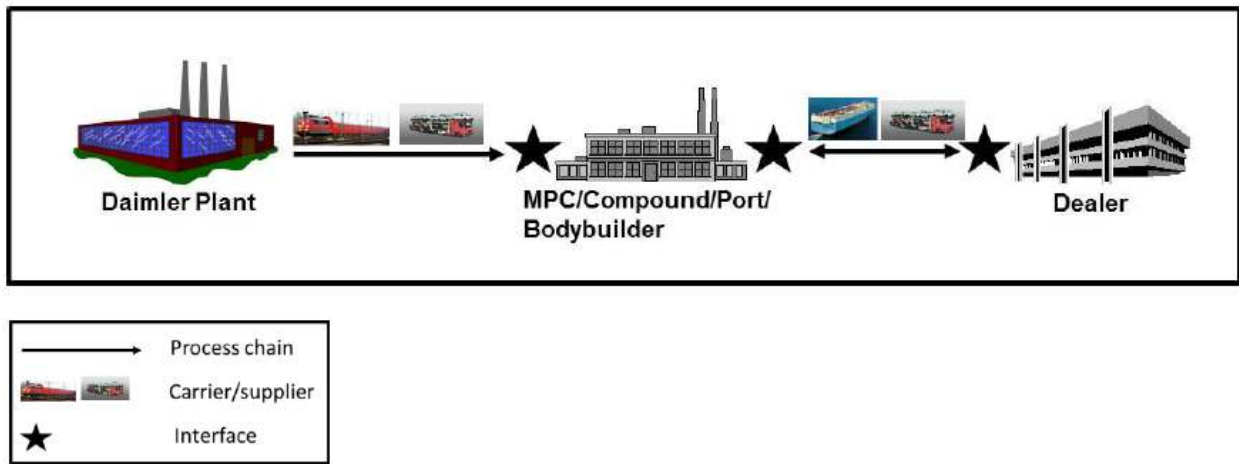
The International Air Transport Association **Dangerous Goods Regulations (IATA DGR)** in their most current version as well as the national transport regulations of the importing or exporting countries concerned do apply.

The regulations may be found at:

Dangerous Goods Regulations
International Air Transport Association
Cargo Department
800 Place Victoria
P.O. Box 113
MONTREAL, QUEBEC
CANADA H4Z 1M1
Tel.: (514) 390-6770
Fax: (514) 874-2660
e-mail: dangood@iata.org

2.5 Vehicle Hand-over/Inspection

Vehicle hand-over checks/inspections are carried out at all exchanges or points of risk transfer in our supply chain, this includes every step between the manufacturing plants to the dealer.



Vehicle process chain from plant to dealer

These hand-offs or risk transfer are plants, subsidiaries, Vehicle Processing Centers (VPC), shipping ports, body manufacturers and dealers. At these points, the vehicle must be checked by the receiving party. Damage and the responsible part can be established and determined more easily.

The vehicle hand-over check is divided up into the following groups:

- 2.5.1 Inspection Requirements
- 2.5.2 Acceptance Inspection before Loading
- 2.5.3 Acceptance Inspection upon Delivery
- 2.5.4 Visual Inspection
- 2.5.5 Physical Inventory Inspection
- 2.5.6 Transport Protection Measures (TPM)

2.5.1 Inspection Requirements

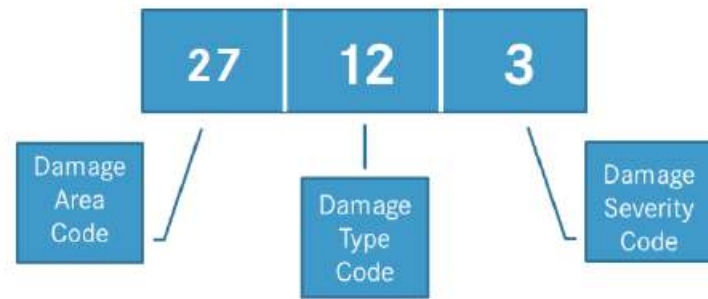
Vehicles are to be checked when unloaded and parked in a designated area. Vehicles should be inspected by appropriately trained personnel only. Vehicles are solely inspected in the condition in which they are delivered. Vehicles may not be washed or given follow up treatment before the hand-over check. The body and paint surface are to be checked in daylight or "sufficient artificial lighting." "Sufficient artificial lighting" is defined as light sources that allow the vehicle to be checked in day-light conditions.

Appropriate test equipment is to be provided for checking (e.g. mirrors to check the spoilers of AMG vehicles, ladders to check the cab roof).

Damage that is discovered is to be noted on the shipping documents in accordance with the global vehicle damage codes standard (5 Digit Code).

The 5digit code is composed of five digits which are divided into three categories. The first two digits indicate the damage area, i.e. they classify the specific part of the vehicle that is affected. The third and fourth digits denote the damage type, i.e. they describe which alteration to the part has occurred (e.g. damaged or missing). The last digit is dedicated to the severity of the damage, and categorizes the length and diameter of the damage.

Subsequent to the identification of the three components the digits are consolidated to a single 5digit code. The example at hand results in the code "27123", i.e. an 8cm to 15cm long scratch on the hood.



Codes for Damaged Area

Code	Description	
01	Antenna/ Antenna Base	
02	Battery/ Box	
03	Bumper/ Cover/ Ext-Front	
04	Bumper/Cover/Ext-Rear	
05	Bumper Guard/ Strip-Front	
06	Bumper Guard/ Strip-Rear	
07	Sliding door/ Cargo, right	
08	Sliding door/ Cargo, left	
09	Door Cargo	
10	Door-Left Front	
11	Door, Left Rear	
12	Door, Right Front	
13	Door, Right Rear	
14	Fender, Left Front	
15	Quarter Panel/ Pick-Up Box, left	
16	Fender, Right Front	
17	Quarter panel/ Pick-up box, right	
18	Footwell, front	
19	Footwell, rear	
20	Glass windshield	
21	Glass, rear	
22	Grille	
23	Accessory bag/box	
24	Headlight/ cover/ turn signal	
25	Lamps (Fog, driving, spot light)	
26	Headliner	
27	Hood	
28	Keys	
29	Remote (key)	
30	Mirror, outside left	
31	Mirror, outside right	
32		
33	Audio/ video player	
34	TV/ DVD screen	
35	Rocker panel/ outer sill, left	
36	Rocker panel/ outer sill, right	
37	Roof	
38	Running board/step, left	
39	Running board/step, right	
40	Spare tire/ wheel	
41	B-post left	
42	Splash panel/spoiler, front	
43	B-post right	
44	Gas tank	
45	Tail light/ hardware	
46	C-post left	
47	C-post right	
48	Trim panel, front left	
49	CD changer separate unit	
50	Trim panel, front right	
51		
52	Deck lid/tailgate/hatchback	
53	Sunroof/t-top	
54	Undercarriage, other	
55	Cargo area, other	
56	Vinyl/convertible top/tonneau cover	
57	Wheel covers	
58	Radio speakers	
59	Wipers, all	
60		
61	Box interior/pickup	
62		
63	Rails, truckbed/lightbar	
64	Spoiler/deflector, rear	
65	Luggage cover	
66	Dash/instrument panel	
67	Cigarette lighter/ ashtray	
68	Floor mats, front	
69	A-post, right	
70	A-post, left	
71		
72	Tire, left front	
73	Rim, left front	
74	Tire, left rear	
75	Rim, left rear	
76	Tire, right rear	
77	Rim, right rear	
78	Tire, right front	
79	Rim, right front	
80		
81	Gas/cap cover	
82	Fender, left rear	
83	Fender, right rear	
84	Tools/jacks/mount + lock, equipment	
85	Communication/GPS unit	
86		
87	D-post left	
88	D-post right	
89	Trailer, hitch, wiring harness, tow hooks	
90	Frame	
91	Exhaust system	
92	License-bracket	
93	Steering wheel/airbag	
94	Seat, front left	
95	Seat, front right	
96	Seat, rear	
97	Floor mats, rear	
98	Interior, other	
99	Engine compartment, other	

Codes for Damage Types

Code	Description
01	Bent
02	broken
03	cut
04	Dented, paint damaged
05	Chipped
06	Cracked
08	missing
09	Scuffed
10	Stained or soiled
11	Punctured
12	Scratched
13	Torn
14	Dented, paint not damaged
18	Moulding/emblem, weatherstrip damaged
19	Moulding/emblem, weatherstrip loose
20	Glass cracked
21	Glass broken
22	Glass chipped
23	Glass scratched
25	Decal/paint stripe damaged
30	Fluid spillage, exterior
34	Chipped panel edge
36	
39	Valve caps missing
40	Rim center caps missing
41	Parking sensor system missing
42	Valve caps damaged
43	Rim center caps damaged
44	Parking sensor system damaged

Codes for Damage Severity

Code	Description
1	Damage up to and including 3 cm in length/diameter
2	Damage from 3 cm up to 8 cm in length/diameter
3	Damage from 8 cm up to 15 cm in length/diameter
4	Damage from 15 cm up to 30 cm in length/diameter
5	Damage over 30 cm in length/diameter
6	Missing (only damage type 08!)

2.5.2 Acceptance Inspection before Loading

The service provider is required to carry out a visual check for vehicle damage and to make a completeness check for accessory parts during hand-over. If damage or a missing part is discovered, the service provider must report to the supervisory personnel. The supervisory personnel is required to use best judgment to distinguish between storage and handling damage, production deficiencies or signs of wear (used vehicles only).

If the collecting driver wishes to ensure that he/she is not held responsible for production deficiencies or signs of wear, these must be documented. The operator of the point of hand-over is required to countersign the complaint.

Once the driver has moved a vehicle in his/her delivery, the responsibility for the entire delivery (**specific to passenger vehicles/vans**) or of the vehicle that he/she is to transport passes to him/her. Damage sustained during loading is treated as transport damage.

Following loading, the driver in the case of a less than full load must ensure that those vehicles that remain standing in rows are moved up to the first position in the row in question.

Special requirements for passenger cars

If the transport mode is deactivated, this is to be documented in the shipping documents and to be reported to SC/WTR. Furthermore, if damaged or open loose part bags are found, SC/WTR is to be informed immediately (unless there are other instructions to cover this).

Full Body Cover

In case of abnormalities at vehicle handover, e.g. external damage, torn cover, incomplete cover or an incorrectly fitted cover, this must be recorded on the shipping documents and reported to the responsible loading personnel immediately.

2.5.3 Acceptance Inspection upon Delivery

The recipient is obliged to inspect the vehicles immediately upon delivery for damage and missing parts, provided that the external condition of the vehicles permits such inspection.

Night-time deliveries are noted as such on the freight document. The vehicle must be inspected, and any damage report drawn up, on the next working day. Problems are to be noted on the freight document.

The recipient may only submit retrospective damage reports where the damage concerned was hidden. If the external condition of the vehicle is such that the inspection cannot be carried out immediately (heavy soiling, icy), the recipient must note this on the freight document. However, an inspection for major damage and missing parts must be carried out in any event. The detailed damage report for hidden damage must be produced within seven calendar days.

Allow representative at delivery site sufficient time to inspect vehicles. Normal allowance is 10-15 minutes per vehicle. Ensure that damages and deficiencies are clearly noted on all copies of the delivery receipt and that both representative's sign AND date documents before departing.

Special requirements for passenger cars

If the transport mode is deactivated, this is to be documented in the shipping documents and to be reported to SC/WTR. Furthermore, if damaged or open loose part bags are found, SC/WTR is to be informed immediately (unless there are other instructions to cover this).

Full Body Cover

In case of abnormalities at vehicle handover, e.g. external damage, torn cover, incomplete cover or an incorrectly fitted cover, this must be recorded on the shipping documents and reported to the responsible loading personnel immediately.

2.5.4 Visual Inspection

The full vehicle identification number (VIN) or order number on the distribution control docket must correspond with that on the shipping document. The stub must not be taken off before the vehicles are loaded.



The visual check is to be carried out at a distance of approx. 1 m and at an angle of 45 degrees to the vehicle. During the visual check, the vehicle is to be checked for body or paint surface damage. This includes:

- Checking the tires and rims for mechanical damage and deformation
- Checking whether wheel arches are damaged
- Checking the vehicle surface (particularly bumpers, driver's door, exterior mirrors) for scratches and dents as well as for dirt (e.g. hydraulic fluid, greasy residue, environmental influences such as bird excrement)
- Checking all windows, headlamps and/or rear lights for damage by stones or other mechanical damage

- Checking the front and rear areas (front spoilers, rear apron, side skirts, exhaust trim) for signs that the vehicle has bottomed out. This can be done using a mirror.
- Checking for dirt or damage in the vehicle interior, especially in the area of the driver's door and on the driver's side

If missing parts, deficiencies or damage are discovered, this is to be reported immediately before the vehicle is moved by the accepting party. Subsequent reports will not be considered.

2.5.5 Physical Inventory Inspection

Physical inventory check is only carried out when the vehicle is not in transport mode upon delivery or damaged/missing seals on non-transport mode vehicles. Checks are made on the following components:

- Vehicle jack
- Vehicle tool kit
- Spare wheel or Tire-fit with compressor
- Wheel trims in the case of steel rims
- Special equipment as per waybill (e.g. navigation CD)

For overseas vehicles, the following also applies:

- Enclosed packages
- Towing eye cover (this applies to the entire MB passenger vehicle product range)
- License plate molding

Note: Completeness check is omitted if the transport mode is activated. This means that transport mode must not be disabled.

2.5.6 Transport Protection Measures (TPM)

The TPMs are paint and interior protection measures that vehicles are equipped with on various distribution paths. Passenger vehicles equipped with a TPM of this kind are marked with an "L" or an "F" on the transport control document by the plant. The following must be noted when checking the TPM:

- Before the vehicle is started, it must be ensured that the foot well protection in the interior is attached correctly. If this is not the case, this **must** be corrected before the vehicle can be safely moved.
- If TPM is damaged and/or polluted, please remove the TPM from the vehicle and dispose it according to the existing waste management policies.

TPM description

To provide an overview of the scope of TPMs, the areas currently protected are presented below.

Interior protection (specific to passenger vehicles, vans)

Interior protection applies only to the driver's and front-passenger side. [Cf. chapter 2.5.4 Visual check]

The protection package comprises:

- Cover of the driver's and front-passenger seats
- Protective cover on door paneling (driver's side)
- Adhesive film on door sill (driver's side)
- Long door pad (Driver's side front door)
- Cardboard in foot well
- Steering wheel protection

3 TRUCKAWAY POLICIES AND PROCEDURES

3.1 General

To avoid any risk of damage when vehicles are being transported on open equipment, the following driving instructions are to be adhered to:

Dispatching:

The route selection to the desired destination is to be selected, taking the vehicle headroom into account (i.e. the maximum extent of height and width) to ensure that construction sites, bridges, tree-lined avenues, roadside structures or foliage cannot impair or damage the load.

Note for passenger vehicles: Loaded transport vehicles must be parked on fenced-in secured company sites belonging to the service provider or on manned car parks/rest stops during the night, at weekends and on public holidays, but also during the day during longer rest periods.

Consideration for special weather conditions:

In special weather conditions (e.g. snow, hail, extreme wind, falling trees and branches or ice), the route or driving operation is to be adjusted accordingly and every risk to the cargo is to be avoided.

Driving-related effects:

The driving style must be adapted and must contain an element of foresight to ensure that driving-related effects (such as flying stones) do not pose a risk to the cargo.

Note: All transporters (single and double-decker) are required to be fitted with a stone-guard above the wheels. Other-wise, they are not suitable for transporting MB trucks, MB commercial vehicles or MB passenger vehicles due to the risk of damage.

Dangerous goods:

Regulation and instructions regarding dangerous goods see chapter 2.4 (Dangerous Goods Regulations).

Transshipments:

Transferring loads between vehicles is forbidden. Exceptions are laid out in writing in the haulage contract. Reload brought vehicles within the plants are also not allowed. Transporters can only take additional load, when brought load will not be changed.

Note: AMG SLS and AMG GT/GTs

For transporting the SLS AMG and AMG GT/GTs, refer to the separate description in the chapter passenger car specific "Regulations for the handling of new Maybach and Mercedes-Benz SLS AMG vehicles and for special transports".

Driving & Loading at Daimler Locations

The driving and loading personnel must be familiar with the instructions laid out section "3.1 General". During the loading and unloading process, the engine of the auto transporter must be switch off; this does not apply to operations utilizing the hydraulics. Transporting materials of any kind in the vehicles being transported and on the loading surface is strictly forbidden.

3.2 Equipment Guidelines

The condition of the transport equipment (truck & trailer) must be of such a design that there is no risk of damage to the vehicles to be transported. Below are the required equipment guidelines:

- Vehicles should only be transported on equipment that can be adjusted so that loading skids and interior ramp and deck angles do not exceed 8° elevation during loading and unloading.
- Ground skids and trailer tread way areas having sharp or jagged edges must be repaired or replaced to prevent damage to vehicles and injury to personnel.

- Use only flat skids to prevent front spoiler or underbody damage.
- Stone guards must be installed between truck and trailer.
- Repair or replace trailers that exhibit stress cracks, metal fatigue or other structural weaknesses.
- Wash trailers weekly to avoid accumulation of dirt, oil and grease.
- Tie-down straps and deck safety pins must not be bent, cracked, broken, excessively worn or showing signs of structural integrity being compromised.
- Inspect hydraulic hoses for possible leaks or loose connections.
- Locking devices for ramps must be lubricated, rust free and fully operational.
- Hand holds and ladders must be well maintained in order to prevent injury to personnel.
- Trailers should be equipped with fall guards above the cab of the truck.
- Make certain that all other loading and unloading equipment is in proper working condition.
- Never use salt to melt snow or ice in order to gain traction on skids or ramps. Alternate substances to be considered are UREA or CMA.
- The road safety of the tires must be guaranteed. Any damage that arises is to be fixed immediately.
- All loading and unloading equipment as well as load securing equipment shall be stowed and secured properly and safe for road traffic.
- Rusted vehicle and add-on parts as well as rusted loading surfaces on transport vehicles may cause paint damage and must therefore be avoided. Any damage that results is the responsibility of the service provider.

3.3 Shipping Documentation and Inspection Procedures

Main article please see 2.5 Vehicle Hand-over/Inspection.

- All shipping documents must be signed and dated before vehicles will be released except when units have been pre-released, inspected and signed for by your terminal personnel.
- Locate and identify all vehicles assigned to you by matching your shipping order to vehicle window label AND Vehicle Identification Number (VIN) located on the driver's side door pillar or on the lower front windshield.
- It is the responsibility of the carrier to inspect all vehicles prior to moving from parking location and loading. Any exceptions noted during inspection should be brought to the attention of the shipping department when at MBUSA locations for disposition prior to loading. At other than MBUSA locations, an authorized inspection agent must be contacted for damage verification. Carriers will be held responsible for damages noted upon delivery unless previously noted.
- If a proper inspection cannot be executed due to weather conditions this must be noted as well.

NOTE: Be sure to note shortages of spare keys, fuse packets, literature, first aid kits, floor mats, lighter, tool kit, telephone, CD, etc.

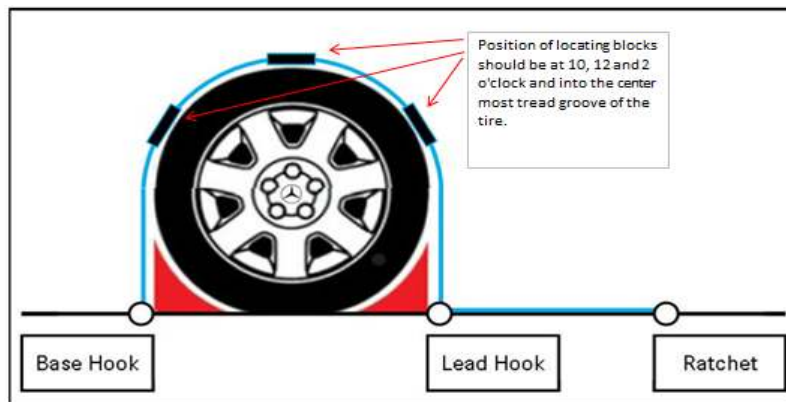
3.4 Load-securing equipment

All passenger car vehicles and vans should be secured with soft tie down straps on all wheels (4 per vehicle) when loaded by truck. Chains are strictly prohibited. Tie down straps should be in proper working condition. Straps should not show any signs of wear and tear or signs that structural integrity could be compromised. Straps should form an upside down U shape over the wheel ensuring no strap contact with the vehicle and no hook contact with the tire.

Tie-down straps with locating blocks

Most tie-down straps come with locating blocks. Straps should be positioned in the center most tread groove and locating blocks should be placed at 10, 12 and 2 o'clock position on each wheel.

Fasten base hook to truck/trailer attaching point. Hook must be fastened vertically below (Thus the best power transmission is guaranteed and no body parts are touched). Run lead hook and ratchet mechanism away from tire. Fasten lead hook into truck/trailer attaching point, also vertically below. Tighten strap with ratchet mechanism (or when using a pan truck, the built in mechanism). Strap must not deform tire and must not make contact with any part of the vehicle except the tire.



Three point tie-down strap with strap controller

Another approved tie-down strap is the three-point tie-down strap with strap controller. The strap to be used must be 2.2 m in length and have maximum expansion of 4%. The lashing force (LC) must be at least 1500 daN in a straight line. The strap must be equipped with a continuous and variable anti-skid band (see fig. Strap controller below). This must be designed in such a way to prevent twisting during transport. It also must be guaranteed that the strap controller is at least as long as half the circumference of the wheel, as the three-point tie-down strap may not touch the tire.



Tie-down strap with continuous, studded strap controller

3.5 Loading and Unloading Preparation

- During the entire loading and unloading process the engine of the truck has to be switched off. This does not apply while using the hydraulic systems.
- Determine the load configuration and position of each vehicle in relation to the number and order of deliveries to be made.
- Selection of loading and unloading areas must have adequate drainage and be level.
 - Ensure that the area is free of vegetation, debris, potholes and low overhangs.
- Set all brakes on tractor/trailer during loading and unloading operations.
- Observe the following guidelines to avoid damage to the front spoiler, bumper, tires and underbody components of vehicles:
 - Clear skids and trailer tread ways of straps, hooks, ratchets, etc. (See pictures below)
 - Ensure that jump skids, ground skids and deck sections are correctly positioned and secure.
 - Do not use loading skids with protruding inside flanges.
 - Skids should be long enough and angled to such a degree as to maintain an approximate 8° approach angle for adequate ground clearance during loading and unloading operations.



3.6 Loading Guidelines

- Obey the General Vehicle Handling Guidelines provided by your terminal.
- Height and weight laws set by the DOT must be followed
- Trailer components and tools should never make contact with vehicle body parts.
- Use only low or reverse gears when loading and unloading.
- Keep hands inside vehicle to avoid injuries.
- Vehicle speed must not exceed 5 mph when driving on transport equipment.
- Avoid sudden and excessive application of brakes during loading and unloading.
- Center vehicles on loading ramps and trial tread ways to prevent sidewall chafing and to permit optimal soft-tie angle and tension.
- Jump skids must be utilized when vehicles are traversing distances > 5" between decks.
- Open doors with extreme caution, avoiding contact with trailer structure and components.
- Always exit unit using three-point stance for maximum stability.
- The stack angle must not exceed 25° in order to avoid damages to e.g. engines and oil ducts.
- The following minimum clearances are to be strictly observed for the vehicles to be transported:

Clearance between the vehicles	4" (10 cm)
Deck clearance	2" (5 cm)
Roof clearance	4" (10 cm)
Overlap clearance	4" (10 cm)
Vehicle clearance between the tractor and trailer	6-8" (15-20 cm)

Rule of thumb: One fist clearance



- The following vehicle key and transmission policies must be strictly obeyed:
 - Place automatic transmission in "Park" and manual transmission in "1st gear".
 - Firmly set the parking brake.
 - Turn off engine by turning ignition key to "LOCK" position.
 - Remove ignition key, lock vehicle and place key in secured area in the cab of tractor.
- Beware of vehicle contact with the upper deck while making load adjustments.
- After loading, driver must measure height of truck to ensure legal height has been achieved.

3.7 ADS+ Vehicle Handling/Loading

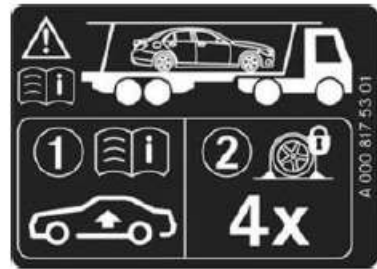
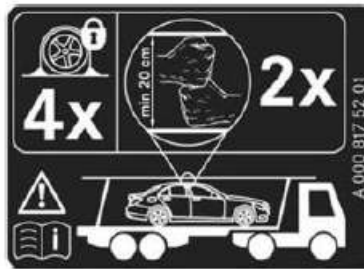
Special attention is needed when ADS-vehicles (Adaptive Suspension System) are being loaded. With this suspension the vehicle tends to swing/bounce during transport. This will influence the driving behavior of the truck compared to the conventional transports and therefore special lashing requirements are needed.

How do I recognize a vehicle with ADS chassis?

ADS print on
vehicle dispatch paper



starting from 07.2016: 2. ADS adhesive label at the B-pillar
(inner door frame on driver side)



How to load an ADS vehicle?

- No more than 4 ADS vehicles per truck/load
- No ADS vehicles can be loaded on upper deck
 - Vehicles must be loaded on bottom deck
- Roof clearance must be doubled from 10cm to 20cm

Use of Subcontractors

If subcontractors are employed, it shall be ensured that they are also familiar with the loading instructions and implement them fully. Original tendered carrier will be responsible for subcontractors handling.

Checks during transit

- Load securing for ADS vehicles has to be checked, like all other vehicles, before each departure.
- Lashing must be checked after first 30 miles to ensure vehicle is secured with the proper force.

Due to these requirements the load factor might decrease. Please make sure to have this documented on the freight documents.

3.8 Key Management

If not otherwise stipulated, all Mercedes Benz passenger vehicles should be locked after being loaded onto the auto hauler. The truck driver is responsible for handling the keys. During transport, the keys of the vehicle being transported are to be kept in a safe/clean place in the cab of the truck. In order to ensure the keys are not exposed to oil or dirt during the loading/unloading and kept in one safe singular place, we specify the use of a key box. Please see image below.



3.9 In-Transit Guidelines

- Prior to departure:
 - Store all unused straps, secure skids and loading stands to prevent vehicle damage; make sure all deck sections are pinned.
 - Measure the load height to verify that the load meets state or local height requirements along the route.
 - Recheck all vehicles for correct tie-down.
 - Confirm that all hoods, trunks, windows are closed and that doors are locked. All keys should be secured by the driver in the cab of the tractor.
- Be aware of low tree limbs, signs, wires and other overhead obstructions while in-route.
- Be aware of sharp dips, rises or bends in the road. Traverse railroad crossing with caution.
- If windshields, door glass or rear glass is broken in transit, cover with plastic sheeting.
- Observe safe driving habits and comply with federal, state and local driving regulations.
- Do not park overnight in public lots, private residences or other unprotected areas with loaded vehicles. Failure to comply with this policy will result in a request for disciplinary action.
 - NOTE: Mercedes-Benz does not approve after hour deliveries unless prior arrangements have been made with the dealer or consignee.

3.10 Unloading and Delivery Guidelines

- Verify unloading area with consignee representative, avoiding congested areas and low-lying overhead obstructions.
- Do not park vehicles under trees or lamp posts in order to avoid defilement and staining.
- Confirm that all hooks and straps have been disengaged and removed from trailer tread ways prior to moving vehicles.
- ALL vehicles MUST be locked after unloading and all keys retained by the driver until an AUTHORIZED CONSIGNEE REPRESENTATIVE is present and accept the delivery and ALL KEYS by countersigning delivery receipts.
- Allow representative at delivery site sufficient time to inspect vehicles. Normal allowance is 10-15 minutes per vehicle. Ensure that damages and deficiencies are clearly noted on all copies of the delivery receipt and that both representative's sign AND date documents before departing.

3.11 GTP (Global Transportation Platform) - Truck Audits

The "Global Transportation Platform" (GTP) system is the central communication channel for our transport service providers. The following functions will be integrated in successive stages: Loading audit and monitoring of measures, as well as KPI measurement, contact data and logistic profiles. In the first stage loading audits are carried out in GTP and the corresponding data stored and processed. At its launch 01.07.2013 the loading audit application has been implemented in GTP. This application supports the structured and uniform execution of the loading audits, as well as storing and processing the corresponding data.

3.11.1 Loading Audit/GTP

With Loading Audit GTP, the trucks of all service providers are subjected to random checks by MBUSA auditors or on behalf of MBUSA for condition and compliance with internal and external regulations.

Loading Audit GTP serves as official proof of compliance with statutory obligations for the loader. Loading Audit GTP is controlled and monitored by the quality management team. It is a decisive parameter for the calculation of the Key Performance Indicators (KPI).

All the auditors are empowered by MBUSA to order measures or loading prohibitions on behalf of MBUSA. Upon request by Headquarters or the auditor, vehicle documents, permits or other identification documents are to be produced.

The service provider will be audited on the following aspects:

- Driver
- State of equipment (truck/trailer)
- Vehicle Handling

Example of audit criteria is listed below:

Checklist GTP USA Version Car 1.0						Mercedes-Benz	
Contractor:		Location:		Driver Name:		Date:	
License Plate:		Carrier:		Auditor Name:			

		Points	yes	no		Points	yes	no
1. Driver								
Proper working clothes (no exposed rivets, zippers, buttons)	3					4		
Driver wearing high visibility safety vest	3					4		
Clean working clothes	3					4		
Proper footwear	3					4		
Gloves worn when operating on truck	3					4		
No jewelry, watches, rings (unless w/protection)	3					4		
No sharp objects in pockets (keys, tools, etc)	3					4		
Total	21							
2. Truck and Trailer								
2.1 Truck Condition								
Free from extensive rust	3							
Free from leaks	3							
Free from damages/sharp edges	3							
2.2 Trailer Condition								
Free from extensive rust	3							
Free from hydraulic oil/excessive dirtiness	3							
Free from damages/sharp edges	3							
2.3 Truck/Trailer Safety								
Fall protection are existing	2							
Wheels are covered/Rock Guard installed	2							
Tie-downs according to OM (including locating blocks)	2							
Total	24							
Warning because of condition	0							
Loading Prohibition because of condition	-25							
3. Handling								
Driver does proper inspection of vehicle before taking ownership	4					4		
Ramps are set at the proper loading angles (< 8 degrees)	4					4		
Loading platform is prepared according to OM (free of debris, straps, hooks)	4					4		
Decks are pinned	4					4		
Ramps and drive surfaces are level	4					4		
Gloves are removed before entering vehicle	4					4		
Vehicles are loaded carefully (proper speed)	4					4		
Driver enters/exits vehicle with extreme caution	4					4		
Clearances between vehicles are correct	4					4		
Tie-downs are attached correctly (including locating blocks)	4					4		
Vehicles are locked and keys stored in driver's cab of truck	4					4		
Engine turned off during loading process	4					4		
Total	48							
Warning because of handling	0							
Loading Prohibition because of handling	-25							
4. Miscellaneous								
ADS equipped vehicles loaded in correct positions with correct spacing	5							
Driver has spill kit	1							
Driver is informed about necessary changes	0							
Driver resolves problems which can be corrected on location	1							
Total	7							
Total Points Overall						100		
Comments:								

3.11.2 Warnings/Loading Prohibitions

Drivers have the potential to receive a warning or loading prohibition during the audit. If a driver receives either, the trucking company will have to provide proof of corrective action. List of warnings and loading prohibitions are listed below:

Warning due to Truck condition ("yellow card")

- Cause: Faults which are to be rectified before the next loading procedure, but in this individual case does not trigger a loading prohibition.
- Procedure: In the Condition category, the truck is to be registered at the plant for a re-audit in good time according to the Operations Manual. If no feedback is giving within the 14-day notice the warning in GTP is automatically converted to a loading prohibition.

Warning due to handling ("yellow card")

- Cause: Incorrect behavior/handling by the driver which requires immediate rectification, but in this particular case warrants no loading prohibition.
- Procedure: For the Handling category, a signed training certification is to be sent to Mr. Holden Nuchols, MBUSA. If no feedback is giving within the 14-day notice the warning in GTP is automatically converted to a loading prohibition.
- In individual cases, Daimler AG reserves the right to keep the loading prohibition in place despite proof of training. When changing a driver or vehicle due to a loading prohibition (handling), this shall be reported to Mr. Holden Nuchols, MBUSA.

Loading prohibition due to handling

- Cause: Incorrect behavior/handling by the driver
- Measure: Truck abandons factory without load
- Procedure: Early training of the driver before the next loading. Once this has been carried out, proof of handling measures must be sent to Mr. Holden Nuchols, MBUSA.

Loading prohibition due to Truck condition

- Cause: Leak, technical deficiencies
- Measure: Truck abandons factory without load
- Procedure: Early repair before the next loading. Once this has been carried out, proof of repair measures must be sent to Mr. Holden Nuchols, MBUSA.

Note: There is also the possibility – after 24h advance notification – for the respective auditors to perform a post-audit in the production facilities. If the auditor should find the condition of the truck to be acceptable, the existing loading prohibition in the GTP system will be annulled. This is not valid for loading prohibitions/ warnings concerning Handling.

On-site training of service provider by loading trainers may be carried out by agreement. Should a truck attempt, in spite of the existence of a loading prohibition, to enter the production facility premises, a new loading prohibition shall be issued.

3.11.3 Post Audit Results

After the conclusion of an audit, the forwarding agent shall be immediately notified by email that an audit has been carried out. The audit is immediately available in the GTP database and can be accessed by the service provider at once. Any further measures are to be coordinated *exclusively* with the central QM team according to OM provisions. Dispatch offices are on no account to be contacted!

3.12 MBUSA Damage Claims Process

This policy is designed to set forth the policies and procedures for the preparation and submission of vehicle transportation loss and damage claims.

As an accommodation to its dealers, Mercedes-Benz USA, LLC. (MBUSA) will review and process claims on behalf of the dealer with the various automobile transporters, where damage claims arise out of the original wholesale delivery of the vehicle from MBUSA to the dealer.

When a dealer elects to submit a Transportation Loss and Damage Claim to MBUSA, the MBUSA Logistics Department acts only as an intermediary for those dealers submitting their claims in accordance to the policies and procedures set forth herein. The liability and right of recovery remain with the dealer under the provisions governing the terms of sale. This manual shall not supersede the terms and conditions contained in the Dealer Agreement Standard Provisions, which shall prevail. Section 1, Paragraphs C through G of the Dealer Agreement provides that MBUSA only assumes responsibility for the condition of the vehicle prior to delivery of the vehicle to the dealer, his agent or common carrier at the MBUSA facility.

If a claim is determined to be in order according to the policies and procedures provided herein, MBUSA will credit the dealer and then forward the claim to the appropriate carrier for reimbursement. The carrier will respond with a disposition or reason for rejection. If a valid rejection is returned from the carrier then MBUSA will debit the dealer accordingly. Carriers will be accountable to MBUSA for prompt and equitable settlements. MBUSA will monitor the carrier response time and take appropriate action if warranted.

3.12.1 General

In accordance with the provisions of the dealer agreement, Section 1, Paragraph C, MBUSA will select the common or contract carrier that provides delivery to the dealer. The carrier selected is subject to all laws, rules, and regulations of the Interstate Commerce Commission, and Department of Transportation, and other regulatory agencies. The carrier is also subject to the provisions of the “Uniform Bill of Lading” in terms of the extent of liability and exceptions thereto.

The law specifies that claims must be filed within nine months of vehicle delivery. A carrier cannot legally extend the statute of limitations for any reason. MBUSA’s policy is that if the dealer desires MBUSA to process the claim, it must be submitted within thirty (30) days of the date of delivery to the dealer. If a vehicle is in repair status beyond the thirty (30) days period, and final repair costs are not available, MBUSA must receive a “Letter of Intent” within thirty (30) days of delivery.

Occasionally MBUSA is confronted with the issue of a dealer refusing delivery of vehicles due to transportation damages. It should be noted that all shipments from MBUSA to the dealer's place of business are shipped in accordance to the agreed terms of sale, which is F.O.B. This means that title passes to the dealer at the time the vehicle is picked up by the dealer's agent, or a common/contract carrier. No vehicle shall be refused delivery regardless of condition. If Damage is extensive, the dealer's Sales Operations Manager (SOM) should be notified of the damage.

3.12.2 Vehicle Inspection at Delivery

Careful and accurate inspection in the presence of the driver is the most critical area in the claims procedure. It is the dealer's responsibility to thoroughly inspect all vehicles for damages and missing items.

- It is extremely important that dealers assign competent and trained personnel the responsibility of receiving and inspecting new vehicles. It is suggested that properly trained backup personnel be on hand in order not to affect the continuity of a quality inspection. A vehicle is not to be accepted by a dealer until a thorough inspection has been made jointly by a dealership representative and driver. Any exceptions must be noted on all copies of the Bill of Lading / delivery receipt, dated, and acknowledged by signature of the driver.
- MBUSA does approve after hour's delivery. In such cases, mutually agreeable arrangements will be made between dealer and carrier as to where vehicles will be secured, as well as where keys and paperwork will be placed. While vehicles that are received during normal business hours must be inspected immediately, vehicles delivered after hours may be received STI (subject to inspection), giving the dealer 24 hours to inspect the vehicles for damages.
- Dealer has approximately fifteen (15) minutes to inspect each vehicle from the time at which it is unloaded.
- Notations made on the delivery receipt must clearly describe the location and extent of damage, type of damage and/or shortage. Be explicit. Do not under any circumstances use remarks such as "factory defect" or "not transportation damage". In addition, do not write on the Delivery Receipt your thoughts as to how the damage occurred. Simply report the damage. Not following these guidelines may adversely affect the dealer's recovery rights. If the driver makes such notations on the delivery receipt and the dealer does not agree or is uncertain, the dealer should indicate this in the "Remarks" section.
- White protective tape covering body panels maybe placed on the vehicle to protect the car during the transportation process. This tape is not to be removed as part of the vehicle inspection unless there is visible damage to the tape.
 - If tape appears to be damaged, then further inspection is warranted. A picture of the area with and without the tape should be included with the transportation damage claim.
- Irregularities or damage to panels discovered beneath the tape and not outwardly visible at time of delivery inspection should be handled as a warranty claim.
- Vehicles received with snow or ice, or vehicles received in excessively dirty condition, shall be notated on delivery receipt. "Snow/Ice/Dirt Covered – Subject to Delayed Inspection."

The following areas should be checked carefully:

- SHEET METAL SURFACES – Check for damage caused by physical impact or abrasion to painted surfaces such as dents, scratches, gouges or cuts which require straightening and/or refinishing.
- GLASS SURFACES – Damage to glass is not considered hidden damage and therefore must be noted at time of receipt of car. Clean and check all glass surfaces for cracks and stone chips; specify whether broken, chipped, cracked or scratched by impact. Do not list glass damage caused by stress.
- UNDERCARRIAGE – Inspect thoroughly for damage to exhaust system, suspension system (front and rear), drive line, frame members, fuel tank, tires, etc. Make this inspection on a lift immediately or within 48 hours or the second working day following receipt of the vehicle (See Hidden Damage).
- TIRES - Specific type of damage and location of tire must be noted (cut, puncture – left front, right rear, inner wall, outer wall, etc.) "FLAT TIRE" is not a sufficient description of the damage.
- INTERIOR/TRUNK – Check the entire interior of the vehicle – not only the driver area – for damage such as rips, cuts, tears, stains. Indicate the exact location of the damage.
- MISSING PARTS – List missing items, jack/tools, spare wheel/tire, first aid kit, tow hook covers, etc. Check vehicle thoroughly for any shortage of installed accessories, keys, standard equipment.

NOTE: In order to clearly identify the extent of damage, it is extremely helpful and recommended that photos of damaged area be taken and submitted with claim file

3.12.3 Damage Descriptions

A proper description of damages is the most essential aspect of the claims process to insure quick resolution of all claims. The nomenclature used to describe the nature and extent of the damage should be clear and concise.

The following coding and descriptions are standard throughout the transport industry in the United States. These can be found in section **2.5.1 Inspection Requirements**.

3.12.4 Hidden Damage Descriptions

In the event of hidden damage (such as inner sidewall and tread areas of tires, damage to muffler, exhaust system, frame, suspension, other undercarriage area, or other similar items that for some reason are missed at the time of inspection), it may be given consideration if found within forty eight (48) hours or the second business day following receipt of the vehicle. The following procedure must be practiced.

- A telephone call to the delivering carrier informing them of the pertinent damage.
- The phone call must be followed up by a letter (certified mail) or email to the delivering carrier providing in detail the damage found. This notification shall include the vehicle serial number, time and date vehicle arrived, delivery receipt number and complete notation of damage for each vehicle, and be sent within 48 hours of delivery.
- When a claim is filed with MBUSA for this type of damage, a copy of the notification to the carrier must be attached. If no such copy accompanies the claim, it will be returned by MBUSA.
- Damage to glass or interior items cannot be considered hidden damage. Such claims will be declined by the carrier.
- To identify "HIDDEN DAMAGE," vehicle should be placed on a lift and shall be checked for concealed damage within 48 hours or the second working day following receipt of the vehicle

3.12.5 After Hours/Delayed Inspection

After hours delivery refers to vehicles delivered to the dealer after normal working hours. If a dealership employee is on the premises at the time the vehicles arrive (watchman, salesman, etc.) the delivery receipt is to be noted "Delivered after hours, Subject to Working Hours Inspection". The receipt is to be signed by the driver and dealer representative and must include the date and time of delivery.

- On the next business day, the vehicles must be thoroughly inspected. The delivering carrier must be notified within twenty four (24) hours of the first business day of any damage and/or shortage. The procedure for notifying the carrier is the same as 1, 2 and 3 under HIDDEN DAMAGE, except the After Hours Delivery requires 24 hours notification. (See Hidden Damage.)
- If no dealership employee is available at the time of delivery, the procedure is the same as above with the exception of the signed delivery receipt.

If a unit is delivered covered with snow/ice or heavy road dirt and vehicle cannot be cleaned during normal delivery time allowed (approximately 15 minutes per vehicle), then record notation on receipt, such as "Snow/Ice Covered —subject to later inspection." The same notification procedure applies as outlined in item 1 above.

3.12.6 Salvage

When a part has been damaged and is replaced, the carrier has a legal right to the salvaged part. The dealer must retain the part for a period of 90 days pending disposition of the claim or notification from the carrier of their intent to pick-up subject part.

It is the responsibility of the dealer to notify the delivering carrier in writing of the availability of salvage. The notice must be issued at the same time the claim is filed and a copy of the notice must accompany your claim file to MBUSA.

Any non-compliance with the above procedure will be justification for the carrier declining the claim.

3.12.7 Commercially Acceptable

Cleaning, polishing, removal of minor paint blemishes, hairline scratches, brush and touch up work are considered part of the Dealer's new vehicle preparation. No allowance will be given for such work under The MBUSA Transportation Claims Policy.

Scratches and paint chips should be noted "to the metal," or "to the base material," etc.

NOTE: The term "hairline" used in the description of a scratch should be avoided if at all possible since it implies that the scratch or scratches are not only "fine" or "narrow" in width, but very light in severity. Description of scratches must indicate the necessity for panel repaint.

Damage descriptions such as "scratches entire length of roof," "long scratch on hood," "chip left front door," "scratch on trunk lid," are not acceptable (to the transport companies) since they do not indicate size, location or severity of the damage nor do they indicate the requirement for panel repaint.

3.12.8 Non-Transportation Damage

The following items are not considered transportation damage: (Consult your Warranty Manual and review with your ASOM)

- Outward "dings" or dents
- Paint runs, discoloration or defects
- File marks or metal imperfections
- Wavy metal
- Stress cracks (glass)
- Misalignment of panels
- Interior trim and upholstery (except for driver's area)
- Mechanical defects such as transmission, clutches, etc.
- Minor chips to hood edge
- Buffing or hairline scratches predominately in dark color cars should be presented as warranty, not transportation damages
- Fluid damage caused by leaking hoses, exhaust, batteries, brake fluid reservoir, power steering, or any other fluid emitting from under the hood of an automobile (exceptions – see Note below.)
- Missing Booklets – Note exceptions on Delivery Receipt and forward a copy to Vehicle Preparation Center for replacement

Neither MBUSA nor the transport company shall be liable for vehicle damage while in transit as a result from "acts of god" (hail damage, storm damage, flood damage, etc.). In the event that a vehicle is delivered to the dealer with this type of damage, the dealer must file a claim with their insurance company for reimbursement. As always, please make sure the damage is noted on the delivery receipt at the time of delivery.

NOTE: There are exceptions when a carrier can be held liable for fluid damages. However it will require strong documented evidence that the carrier's negligence was the direct cause of damage. For example:

- Hydraulic fluid which operates the trailer's ramp system will, on occasion, leak and get on the vehicles. Generally, this fluid is not toxic and will not damage the finish. However if a driver does not install the properly approved fluid, the substituted product could be of such a nature to cause permanent staining. Therefore, it is suggested to apply the following procedure:
 - Require both the dealer and the carrier to conduct a thorough investigation to determine the source of the fluid, position of the car on the truck should be noted on the delivery receipt.
 - When the trailer equipment is found to be leaking or spraying directly on to the affected vehicle, make sure to document all facts on the delivery receipt and have the driver co-sign the statement.

- Wash the vehicle immediately to minimize any staining affect, lightly polish if necessary, and make a close inspection of finish. Document whatever staining is determined to be of permanent nature.

When a vehicle is received with a fluid substance that came from another vehicle on the trailer, such as brake, battery acid, transmission fluid, identify the fluid and locate the source (severed brake line, cracked battery, etc.), record the vehicle make and serial number in the "Remarks" section of delivery receipt. It is essential that a clear statement of fact be noted on the delivery receipt and signed by the driver.

3.12.9 Claim Submission

All claims are to be submitted to MBUSA in the following manner:

***** Policies and procedures not followed will result in a denial of the claim *****

You must attach (electronically) all documentation (.pdf format only) pertaining to the claim in RAPS:

- Delivery receipt
- RO / Sublet / Invoicing with detailed breakdown of repair must show
- Photos
- Hidden Damage or After Hours Delivery Letter - if applicable.
- Salvage Letter - if applicable.

All repairs must reflect current part prices in effect at time of repair. Prices to be charged are dealer net plus 25% handling. The maximum labor rate allowed will be the warranty labor rate established for your dealership. Operation numbers are required for all replacements. Refer to MBUSA Time Guide for Labor allowance. Refinishing time must be shown separately from repair and replacement time.

Claims totaling \$20 or less will not be accepted.

If work is sublet to an independent facility, the total amount of repairs is to be broken down on the claim, but the total amount is not to exceed the allowance that would be permitted if the dealer had performed the repairs. When submitting claim in NetStar, part numbers must entered in and not just into the sublet.

Tax is not to be included in claim amount.

All inquiries should be addressed to Mercedes-Benz USA, LLC, National Import and Domestic Logistics Department, 770-705-2802 or damageclaims@mbusa.com

3.12.10 Claim Handling/Credit

Upon receipt of your claim by this office, it will be processed as follows:

Claims will be reviewed and adjusted if necessary, as they are received.

If approved by MBUSA, you will be credited at the end of that month on your Miscellaneous consolidated parts statement (not on your R22, which is Warranty only).

If your claim is incomplete or is not accompanied by the necessary documents, it will be temporarily denied for a certain period, after the allotted time period, the claim will be permanently denied. Claims that are temporarily denied will have a reason displayed in the codes/text box in Net Star. Claims must be corrected and resubmitted by dealer, within the allowed time provided in the codes and text box or maximum allotted time of 30 days after the temporary denial. If any adjustments are made to the original amount of the claim, you will be able to see the reflecting adjustment, with a reason for adjustment appearing in the codes and text box as well.

4 Loading for Transport by Ship

4.1 Loading Vehicles

Vehicles should only ever be loaded onto car transporters (car carriers, con-ro, feeder ships and ferries). Conventional loading of vehicles is not permitted. The ships must be classified in accordance with Lloyd's Register, Class 100 A1 or GL-100 A5 or other equivalent regulations.

With effect from 01.01.2012, motor vehicles are subject to national and international regulations for transporting hazardous goods by sea. For sea transport, the provisions of the German Ordinance on Transporting Dangerous Goods by Sea (GGVSee) and the International Maritime Dangerous Goods code (IMDG code) apply.

Dangerous goods:

Regulation and instructions regarding dangerous goods see chapter 2.4. Dangerous Goods Regulations

4.2 Vehicle Handling/Driving

The driving and loading personnel must be familiar with the instructions as laid out in Chapter 2 GENERAL POLICIES AND PROCEDURES.

4.3 Condition of Ship

The equipment and condition of the ships must be of such a design that there is no risk of damage to the vehicles to be transported. This includes:

- The load spaces must be sufficiently ventilated, clean and odor-free.
- Sufficient illumination and markings on routes and columns.
- The profile of the loading surface and approach rails must provide a good grip but may not have sharp edges.
- All ramps must allow the ship to be loaded without causing damage.
- Rusted loading surfaces may cause paint damage and must therefore be avoided. Any damage that results is the responsibility of the ship-owner.
- Driving routes (ramps, bends) are to be equipped with anti-slip tape.
- Footholds and components are to be color-coded.
- The entire transport area (transport decks) is to be secured using lanyard rails (cushioned) (minimum height 0.9m and 2 cables).
- All ramps have to make sure that loading follows without damages. When there is a gap between ramp and quay wall of more than 2cm (picture below) the operator has to make sure that a rubber mat is used.



4.4 Load Preparation

The ramp angles must not permit damage to spoilers, underbodies or exhaust systems (max. 8°). The routes within the ship are to be determined before loading/unloading and are to be indicated with suitable means (cones, tape). [see fig.].

Transverse stowage is forbidden.



4.5 Load Securing Equipment

Passenger vehicles and vans

Only car lashing may be used to fix vehicles. Four lashing devices are to be provided for each vehicle to be loaded [see fig.]. Alternatively, "cluster lashing" devices are to be used in conjunction with poly-slings.



Trucks

Only roll lashing may be used to fix trucks. 6 roll lashing straps are to be provided for every vehicle to be loaded. Each roll lashing strap may have only one poly-sling.

4.6 Vehicle Hand-over

Vehicle hand-over is in accordance with the chapter "General", 2.5 "Vehicle Hand-over/Inspection".

4.7 Loading/Unloading

- During the entire vehicle loading procedure, employees of Daimler AG and persons authorized by Daimler AG are permitted to check the ships during and after loading and to point out where loading or securing of a load differs from that stated in this guideline so that errors may be corrected.
- Generally it is not permitted to load on deck or reposition when loaded.
- All vehicles must be loaded so that sufficient roof clearance is guaranteed.
- Vehicles with reduced ground clearance should be stowed so that the vehicles are only driven short distances on-board.
- In the case of ro-ro loading, generally a "flow stow loading" method is used and the vehicles are to be parked "in blocks", meaning that they are divided up by model type. The stowing of left-hand drive vehicles should be done in an "anti-clockwise" direction and right-hand drive vehicles in a "clockwise" direction.
- The minimum requirement for M-, R-, GL- and G-Class vehicles is that these should be loaded onto pick-up decks.
- The vehicles are only to be loaded onto the ship in co-operation with a trained, expert marshal.
- The personnel must wear gloves during the entire loading process.
- The minimum requirement for Mercedes-Benz Sprinter, V-Class, Vito and Viano is that they should be loaded onto pick-up decks.
- The vehicles may only be driven on board at a speed that excludes any risk of damage. Loading and unloading shall occur no faster than walking pace. Walking pace means a max. speed of 10 km/h. Corresponding driving rules and measures have to be put in place to ensure that the risk of damage is minimized. Furthermore, the conditions in the "General handling of MB vehicles" section apply.
- The staff the shipping company authorizes has to be trained marshals who are permitted to instruct the drivers and must be informed about the Daimler AG loading regulations.

- Vehicles with Airmatic must always be loaded/unloaded in the highest springing position. Once the vehicle has been parked up, this should be dropped back down to the driving position. To find out which vehicle models are equipped with Airmatic, look in the "Model series data sheets" section of the model series data sheet for each model.
- If vehicles are equipped with a battery isolator switch, it should be operated as soon as the vehicle is parked up on the ship. To find out which vehicle models are equipped with a battery isolator switch, look in the according section for the respective model.
- If Vito and V-Class, Viano vehicles, without a battery isolator switch, are to be shipped for longer than 14 days, the battery must be disconnected. The battery can be regularly recharged on Sprinter vehicles without a battery isolator switch.
- It is imperative to note that the battery is only isolated from the electrical system when the engine has stopped turning.
- Expert assistance is offered by the FLC responsible or the next Mercedes-Benz workshop.
- Should the engine power output drop considerably or there are any other malfunctions, switch off the engine immediately.
- Do not stand/walk on any vehicle surfaces, including the bumper
- Starting the engine by towing, pushing or rolling off the transporter or ramps is forbidden.
- Operating the starter motor for extremely long periods and frequent consecutive starting attempts is not permitted
- Switching off the ignition while the vehicle is in motion is not permitted.
- Shipping vehicles parked in a crosswise position is generally not permitted for trucks, vans and buses.
- For the "A4" version of the Sprinter, the impaired ramp angle – due to the suspension being lowered 3 cm – must be taken into account. **(Van specific)**



The following minimum clearances around the vehicles to be loaded must be adhered to (vehicle-specific clearances must also be taken into account, however):

Particularity for passenger vehicles:

- between the side mirrors (folded out) **0.10m**
- between the sides of the vehicle (folded in) **0.30m**
- between the vehicle bumpers **0.40 m**
- from the hatches and footholds **0.10 m**
- walkways and work passageways **0.50 m**
- between vehicle roof and deck **0.10 m**



Vans:

- between the side mirrors (folded out) **0.10m**

- between the sides of the vehicle (folded in) **0.30m**
- between the vehicle bumpers **0.50 m**
- from the hatches and footholds **0.50 m**
- walkways and work passageways **1.00 m**

4.8 Securing

When loading vehicles onto sea/feeder barges and ferries, the responsibility for vehicle lashing rests with the ship's officers. The lashing and de-lashing procedure must be performed immediately after parking, or before the driving the vehicles off.

During sea transport, the load and correct seating of lashings should be checked.

4.8.1 Securing Passenger Vehicles/Vans

Car Lashings with Lashing Eyes:

Cars should be lashed as follows:

1. The shorter end the car lashing should be hooked into lashing eye of the car. (lock is above, in the direction of the lashing eye)
2. The other end of the lashing should be fixed the deck of the ship and
3. The fastener fixed by belt loop.



Exception "Cluster lashings" in combination with poly slings:

The lock must be fixed in the direction of the ship's deck.

Longitudinally stowed vehicles

These vehicles must be secured on the ship with 2 car lashings each by the lashing eye at the front and 2 car lashings at the rear towing eye. The angle between the two car lashings per lashing eye **should be approximately 45°**. The length of a lashing from the lashing eye to the ship's deck **may not exceed 1 m**.

Exception (G-Class)

Due to the position of the towing eye, additional slings should be used for securing. (2 at the front and 2 at the rear) [cp. illustration].

Special case – vehicles with



a trailer coupling

1. Vehicle with trailer coupling identified as such on specification sheet.
2. Make sure that the vehicle is stationary. Shift the transmission to position P. Switch on the ignition.
3. Briefly pull switch 1 on the driver's door. After a short time the ball coupling swings out from under the rear bumper. It can take up to seven seconds before the ball coupling visibly swings out. Until the ball coupling securely engages and locks in a vertical position, indicator lamp 2 flashes.
4. Vehicles with a trailer coupling stowed length-ways: These vehicles are secured to the ship using 2 vehicle lashing straps at the front (attached to lashing eyes) and 2 vehicle lashing straps at the rear (attached to the trailer coupling). As a rule, slings are to be used for securing. (2 at the rear, see photos). The angle between the vehicle lashing straps on each lashing eye should be approximately 45°. The length of a lashing strap between the lashing eye and the ship floor must be max. 1 m. The plastic cap on the ball must not be damaged due to lashing!



Crosswise stowage of vehicles

Attention: crosswise stowage is only applicable for models of the A-, B-, C-, CLA-, GLA- and SLK-Class.

Crosswise stowed vehicles are to be fixed with **two lashings** at the front and at the rear (securing method, see also longitudinally stowed vehicles) and are also secured with a non-slip chock at each wheel (cp. Illustration below on left).

The length of a lashing from the lashing eye to the ship's deck may not exceed 1 m.

Ramp stowage of vehicles



Attention: ramp stowage, is only applicable to the models of the A-, B-, C-, CLA-, GLA- and SLK-Class.

Vehicles stowed on the ramps must be fixed using **two lashings** at the front and rear (securing method, see also longitudinally stowed vehicles) and also secured with a non-slip chock at each wheel (cp. Illustration above on right)

The length of a lashing from the lashing eye to the ship's deck may not exceed 1 m.

Generally:

- If vehicles are secured with an additional sling, 1 sling should be used per lashing. The breaking load of each car lashing may not be below 1,500 kg.
- The lashing eyes are screwed in at the front and rear by the port operator. If the original towing eyes are used (e.g. V-Class, Vito and Viano), they must remain in or on the vehicle.

4.8.2 Wheel Lashing

Wheel lashing is prescribed for the following models and versions: (Model/version, see distribution control note)

- CLS AMG + CLS mit AMG-Packet
- CLS Shooting Brake AMG + CLS Shooting Brake mit AMG-Packet
- S-Class Coupe
- S- Class Cabrio
- GT + GTs
- smart fortwo
- smart forfour
- Sprinter

On steel wheels, lashing is done using plastic coated hooks through the apertures in the wheel and on light-alloy wheels, a loop belt is fed around a spoke and the lashing hooked into the strap.

In order to avoid the lashing applying turning force to the wheel, the lashing must always be directed towards the center of the wheel. The length of the lashing must be between 0.80 m and 1.50 m. The lashing angle must be 40° - 60° towards the front and towards the rear. Heavy equipment etc. must be secured in agreement with the captain or port captain, specifically, according to the weight and other special considerations. Due to the limited working area for the lashing personnel, particular care must be taken in order to avoid contact with the vehicle.

4.9 Container Loading

4.9.1 Basic Loading Requirements

Only trained employees may load the container and secure the vehicles. The driving and loading personnel must be familiar with the instructions as laid down in the "General" chapter.

Container

When loading vehicles in containers and using non-return pallets, only 20' or 40' standard containers are to be used in accordance with the ISO standard. The containers must be clean and odor-free. They must be watertight, dry inside and undamaged. They also may not be contaminated by chemicals.

Pallet

A no-return pallet approved by Daimler AG is to be used. This must also be clean and dry. The exact specifications and description of this pallet are to be requested from SC/WTR, Daimler AG.

Pallets are to be ordered from the following address, naming the vehicle type:

Lüning – Paletten Produktion & Handel GmbH & Co. KG

Speckenstraße 48, 27632 Dorum

Phone: +49(0)4742 9260488, Fax: +49(0)4742 922136

E-Mail: u.seegers@luning-paletten.de

Vehicle types

The pallet is to be used for loading all passenger vehicles including V-Class/Vito/Viano and Citan.

Excluded: smart fortwo, smart forfour, A-Class and B-Class.

Dangerous goods regulations

Vehicle hand-over when transporting complete vehicles in a container is as follows:

If vehicles are not transported on ro/ro ships at sea or in special cargo spaces, or if there tanks are filled with fuel/gas or similar when being sent by container, they have been subject to the international dangerous goods regulation IMDG code since 01.01.201. They must be transported either as UN 3166 vehicles driven by flammable gas/fluid or fuel-cell vehicle driven by flammable gas/fluid or as a UN 3171 battery-driven vehicle in accordance with the international regulations.

The following conditions must be checked to conform to dangerous goods laws when placing complete vehicles in containers:

1. Engines, fuel tanks, batteries and pressurized-gas tanks may not show any signs of leaks.

2. Installed batteries must be protected against damage, short circuit or unintended start-up. If the battery is not accessible to the service provider, and no leaks have been detected, the checker may assume that the terminal connections are fixed securely and that everything is in correct order in general.
3. The fuel tank may not be more than a quarter full. In the case of all smarts and Maybach, as well as most Mercedes vehicles, this has already been assured at the plant before transport. To check this, the ignition key is to be turned to the ignition position in order to be able to read the fuel level from the display.
4. Dangerous goods that are required for the operation of the vehicle, e.g. fire extinguishers, compressed-gas storage, airbags, belt tensioners, etc. must be stowed safely in the vehicle.
5. Carrying dangerous goods that are not required to operate the vehicle, such as a replacement fire extinguisher, is not permissible.
6. For all vehicles, particularly E-Cell vehicles, equipped with a lithium-ion battery, the batteries must correspond to a checked type in accordance with the UN Manual Checks and Criteria, Part III, Sub-section 38.3. Vehicles with unchecked lithium-ion batteries are excluded from being transported.
7. In the case of vehicles driven by flammable gas, e.g. fuel cell or NGT vehicles, the fuel tank shut-off valve must be securely closed.

The regulations below regarding marking, labeling and transport document must be noted.

1. Vehicles are not to be marked with UN number, shipping designation or hazard label.
2. UN numbers and placards are not to be fixed to containers.
3. A completely filled in transport document (IMO declaration) is to be created in accordance with Section 5.4.1 of the IMDG. The applicable EmS codes are to be entered in the transport document.
4. The person responsible for loading the container must draw up and sign a container packing certificate and/or a vehicle loading declaration.

The persons employed to be involved in transporting vehicles by sea and in immediate preparation and carrying out of operative processes must be trained in the regulations applicable to their tasks before they first carry out such tasks, in accordance with Chapter 1.3 of the IMDG code. Training for the employees in question includes both information on the legal regulations to be observed and, in particular, training in the correct use of the procedural and work instructions for the model series in question. The employed (responsible) persons are responsible for the observance of the regulations from the training of the management in question as well as of the employees involved in the operative processes.

4.9.2 Load Preparation

Vehicle

Before vehicles are loaded, the tire pressure must be checked and increased to the maximum permissible pressure. The vehicle may not get wet during loading. There must be at least two 125 g Südchemie "Container DRI II" dehumidifier bags (or four following consultation with SC/WTR), legibly marked at the top (foil side down) placed in each foot well.

Load-securing equipment

To secure the wheels and fix the vehicles to the pallet, only the material approved by Daimler AG may be used. These are described in brief below:

- Straps: The straps to be used must be labeled in accordance with DIN EN 12195-2 and must be at least 3 m long. Furthermore, the load-securing equipment conditions in the "Loading on special car transporters" chapter apply.
- Strap controllers: The load-securing equipment conditions in the "Loading on special car transporters" chapter apply.

4.9.3 Vehicle Loading and Unloading

Pallet

For loading a vehicle into a container, a suitable approach ramp must be positioned at the pallet (Approach angle max 6°) (See fig.).



Vehicle

The vehicle is driven onto the pallet with the ramp in position – and only in conjunction with a trained expert guide. The driver may not wear gloves when doing so. The vehicle is positioned on the pallet and the axles are arranged symmetrically. It must be ensured that the lateral clearances on the left and right are identical. All electrical consumers must be deactivated, the windows must be fully closed and the mirrors must be folded in. The vehicles are to be transported open unless an alternative arrangement has been made with Daimler AG. To this end, the key is to be removed from the ignition and hung over the turn signal lever (see fig.).



Battery circuit breakers are to be switched off. In the case of vehicles with transport mode, this must remain activated. Exceptions are only permissible when approved by SC/WTR, Daimler AG.

The following points must be noted during vehicle loading and unloading:

- The speed before driving up the ramp is to be adapted to avoid damage. Furthermore, the conditions in the "General handling of MB vehicles" section of the "General" chapter apply.
- Vehicles with pneumatic suspension are always to be driven on to the palette in the highest suspension position. After the vehicle has been parked, it is to be moved to the lowest position. The chapter "Presentation of MB passenger car models" shows which vehicle models are equipped with Airmatic. Transport mode is also to be taken into account in this case.
- If vehicles have battery circuit breakers, these are to be operated after the vehicle is parked in the container. The relevant model chapter will tell you which vehicles have a battery circuit breaker.

Load securing

When the vehicle is on the pallet, all wheels are then secured with the prescribed straps (see fig.). The equipment described in item 2 of this chapter "Load-securing material" must be used.



Container

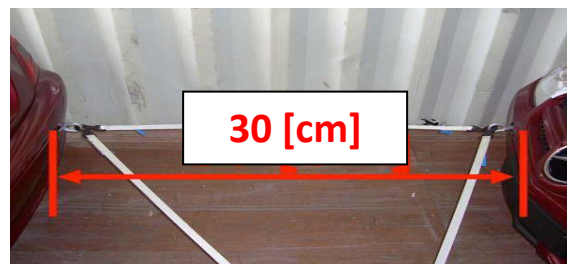
After securing the load, the vehicle is raised on the pallet with a suitable forklift (fork length: 5.60 m) and placed on the edge of the container. The sliding-in procedure may only take place with a trained expert guide (see fig.).



The pallet is pushed into the container fully and then Secured with a tie down strap (See fig.)



When loading two passenger vehicles into a 40' container, a minimum clearance of 0.30 m between bumpers is to be maintained (See fig.).



Before the container is closed, another quality check is to be carried out by the loading party (visual check in the container as far as possible, straps).

After the loading procedure, the container is to be locked and sealed. The seal number is to be added to the package certificate to be drawn up.

The unloading procedure is performed in the reverse order of the loading procedure.

After container transport is completed, the pallets and the desiccant rods in the container are to be disposed of in an environmentally friendly manner.