



Inspection of new vehicles in-transit guidelines



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Introduction

The instructions below are guidelines to help in assessing damage during vehicle handovers. Damages identified must be recorded on the relevant documentation accompanying the vehicle and / or reported on the appropriate damage recording system.

To ensure a consistent standard of inspection, these inspection guidelines should be applied by:

- Manufacturers at Factory Gate Release
- Carriers and Logistics Providers at handover and First Point of Rest inspection points
- Dealers – On receipt of vehicles from final carrier

It should be noted that the inspection procedure:

- Evidences the condition of the vehicle at the point in time of the inspection
- Provides support for damage reduction through the early identification and tracking of damage patterns.

Where appropriate, a countersignature should be obtained to confirm the findings of the inspection.

Conditions for the inspection

Clothing

Vehicle inspectors should, at all times, wear car friendly clothing, which is:

- Clean
- Free from exposed buttons, fastenings
- High visibility

In addition:

- Metal worn on the person, such as watches and rings, should be removed or covered and protected

Lighting

Vehicles should only be inspected in daylight conditions.

Under exceptional circumstances, such as night loading, artificial light may be utilised.

The vehicle must remain in situ and not be lifted for the inspection.

It is not acceptable to inspect the vehicles in a light tunnel or similar highly illuminated conditions.

Inspecting the vehicle

The assessment must be completed objectively and to the best of one's knowledge and belief.

As a guide the visual inspection should take no longer than 3 minutes. This excludes time taken to complete documentation or enter data on a handheld data capture unit, but includes time taken to open and inspect the interior via the driver's side door.

The inspector should be no closer than 1.0 metre away from the vehicle during the initial inspection.

The inspection should commence at the front of the vehicle and proceed in a clockwise direction around the vehicle until all panels, including, where possible, the roof, have been inspected.

The inspector should view the vehicle at a 30 degree angle. It is permitted for the inspector to 'gun-sight' and crouch to better see the vehicle, providing that the 1.0 metre distance is maintained.

If damage is identified during the initial visual inspection, the inspector is permitted to approach and touch the vehicle if this assists with validating any damages that may be noted.

Unless a manufacturer's seal has been applied, the inspector should, as and where appropriate, open the boot to inspect for loose items and the condition of the spare tyre etc.

Any loose items (such as keys) should be checked and recorded. (The exact list of items to be checked is determined by the OEM requirements as per the transport documentation or Vehicle Loss and Damage Report checklist.)

Damaged vehicles

All identified damages should be recorded. Damages identified may be either transit or non-transit related.

Definitions	Transit	Non-transit
Scratches, inward dents, chips, broken items or damage under the protection where the protection is damaged or torn	X	
Damage to paintwork caused by protection and damages found under protection which has not been damaged itself		X
Outward dents		X
Paint damage that is visible with all doors, bonnet and tailgate closed and damage within the driver's door aperture	X	
Hidden paint damage (invisible with all doors, bonnet and tailgate closed) except for damage within the driver's door aperture. Dirt in paint, paint runs.		X
Paint chips on panel edges as a result of touching the adjacent panel or fitting of panels, wheels, exterior trim		X
Fitting damage to alloy wheels and wheel nuts		X
All tyre damage including punctures (excluding faulty tyres and obvious fitting damage). Missing spare wheels where fitted.	X	
Abrasions and scuff marks on bumpers	X	
Exterior glass scratches (where not caused by fitting)	X	
Missing loose items (such as in car entertainment, spare wheel trims, gear knobs, aerials), items secured in boot (unless boot has remained sealed)	X	
Missing key fobs	X	
Dirty / damaged interior around the driver's seat	X	
Dirty damaged interior away from the driver's seat		X

Damage recording

The damage noted should clearly be identified as being either transit or of a non-transit nature.

The damage should be recorded on either:

- A manufacturer or logistics provider specific damage form
- A manufacturer or logistics provider specific damage data capture system, or

Any damage report forms should be removed from the vehicle prior to final delivery to the dealer / consignee.

The damage should also be noted on appropriate transport documents, such as the CMR.

Damage recorded should be communicated in line with client instructions.

Incidence of repetitive damage should be reported separately to the manufacturer.

The identification and reporting of damage, whether noted as transit or non-transit, evidences the condition of the vehicle at the point in time of the inspection.

NB: The mention of "Contamination - i.e. Bird Lime, Mayfly, Industrial fallout, Airborne pollutant" was taken out from the transit / non-transit damage table at the left as the nature of this damage depends on the individual OEM requirements.