

Step 2 – Vehicle Condition Report (VCR)

***** Below are ADDITIONAL questions to be asked and documented in special instructions. ALL information pulled from step 1 must be verified as well including pick up location name/address, delivery location name/address, vehicle year, make & model, and disablement.**

Don't forget to get photos when and wherever possible!

Pick-up/service location specific questions

Roadside

- Is the unit blocking traffic or in the shoulder clear of traffic?

Residence/parking lot

- Where on the property is the unit parked?
- Is the unit backed in, nosed in or access to both front and rear?
- How long since the unit was driven?
- Tire condition? Is there any sign of dry rot/cracking?

RV Park / Storage facility

- Lot or space #

Shop or Tow Co. facility

- Confirm no charges due to release the unit.
 - o If charges are due to release unit for pick up, gather below info and note it in the move
 - Amount due through same day
 - Daily storage rate
 - Accepted method of payment
- Confirm unit is ready for pick-up.
- Confirm business hours for pick-up.
- If at tow yard, get a tow quote from that vendor while confirming the above.

Service type specific questions

Towing

- **Fuel related tow** – if tow is due to wrong fuel in unit, detail “Wrong fuel - DO NOT START UNIT” in damage details or special instructions. Make sure vendor is aware verbally at dispatch as well.

Non-Towing Services

- **Fuel delivery** – Detail fuel type and gallons needed in special instructions.

- **Jump start** –
 - **Motorhomes** – detail how many chassis batteries in special instructions.
 - **Semi-Tractor** – Identify manual or automatic transmission in special instructions.
- **Lockout** –
 - **RV** – Detail the lock type in special instructions (housing door lock vs vehicle door lock)
- **Tire service** – Identify and detail if customer has a good mounted spare tire in damage detail or special instruction.
 - **Good, mounted spare** – Include in disablement or special instructions and add the position of the disabled tire.
 - **Good, unmounted spare** – Include in disablement or special instructions and add the position of the disabled tire and tire size.
 - **No spare or spare is no good** – Include in disablement or special instructions and add the position of the disabled tire, tire size and “load range”. Load range (LR) is typically a letter displayed on the tire sidewall and directly corresponds with tire ply.
- **Winch out** – Detail what part of the unit is stuck, ground conditions and how far from solid ground in disablement section. Always push for photos!
- **Container Flip** – Detail ETA on bare chassis in Special instructions.
- **Up righting trailer with sunk in landing gear** – Include if there will be a power unit on site to hook to the trailer once lifted.
- **Cargo handling** – Include cargo details in special instructions.
 - **Transload** –
 - What the cargo is and cargo weight
 - On pallets or loose box load? – if pallets, how many pallets? If loose box, how many pieces?
 - ETA on empty trailer (supplied by client/customer, not TP)
 - **Rework** –
 - What the cargo is and cargo weight
 - On pallets or loose box load? – if pallets, how many pallets? If loose box, how many pieces?
 - Any damage to cargo and damage count.
 - **Load shift** –
 - What the cargo is and cargo weight
 - On pallets or loose box load? – if pallets, how many pallets? If loose box, how many pieces?
 - Weight on the following:
 - Steer – front of tractor axle
 - Drive – rear of tractor axle(s)
 - Trailer – Trailer axles

Unit specific questions

Pickup truck – Include the cab size (regular, extended or crew), the bed size (standard, short, long) and any modifications in special instructions.

Service Truck – Include unit # and branding/company name on the truck, any modifications and if loaded in special instructions.

Truck Tractor (Semi truck) – Include unit # and branding/company name on the truck in special instructions.

Semi-Trailer – Include trailer # and branding/company name on the trailer in special instructions.

Motorhome – Include motorhome class (A, B or C) and make/model of chassis if available in special instructions. *Remember to confirm engine placement*

Bus – Include make/model of chassis if available. Include how many passengers the bus is equipped to carry if available. *Remember to confirm engine placement*

Box Truck – Include the size of the box in special instructions.