



New Vehicle

Loss and Damage Procedures Manual

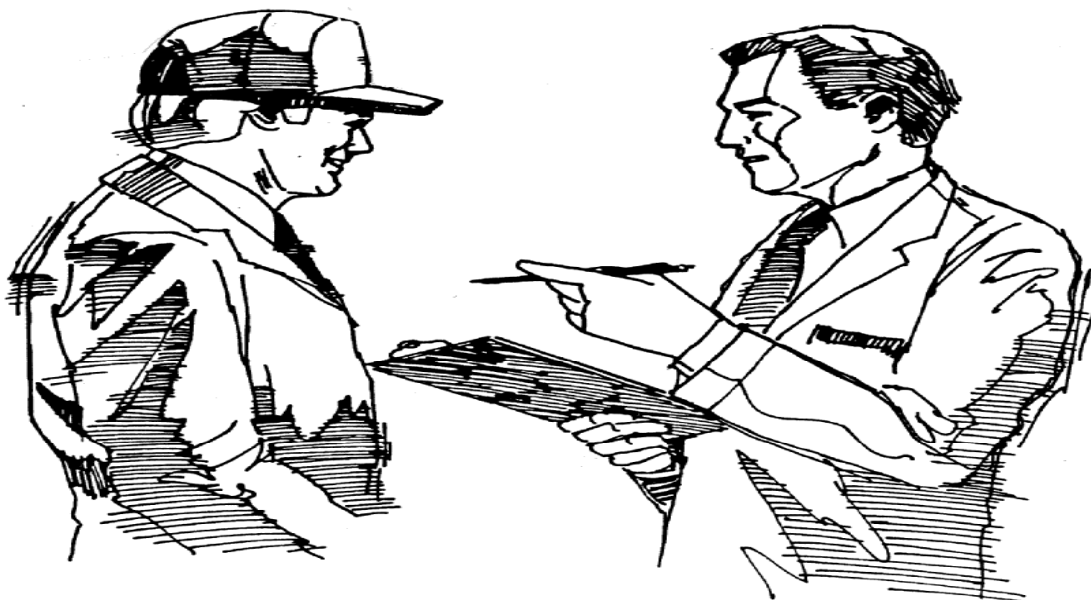
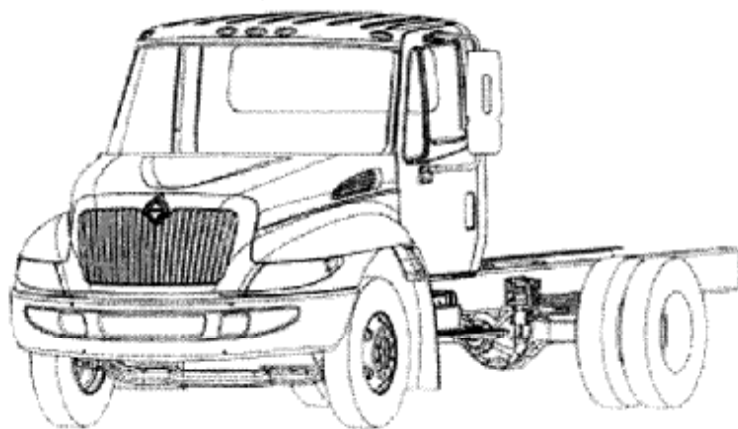


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INTRODUCTION

The purpose of this manual is to outline the proper procedures that should be followed for proper claims processing for damages and/or shortages on vehicles delivered by Active Transportation Corporation, Dallas & Mavis, Kenosha Auto Transport, Automotive Carrier Services, Provincial American Truck Transporters of Chatham, and Provincial American Truck Transports, Inc. It should be noted that all claims involving damages and/or shortages with these transportation companies should be filed directly with the International Truck and Engine Corporation, Warranty Claims Center, in Warrenville, Illinois via DDEW. Claims involving vehicles delivered by transportation companies other than the ones listed above must be filed directly with that carrier. Claims involving a total loss of a vehicle, accidents, or fuel conditions must be filed directly with the carrier.

New vehicles are exposed to certain transportation hazards, which often lead to damage of varying degrees. A common carrier is liable for any damage or shortage to material in its possession with certain exceptions to include acts of God or acts of the shipper. How the consignees (Dealers, or their agent in body companies and fleets) react to this loss or damage determines whether or not they will be credited for their claims. Damages resulting from acts of God, i.e., instances where a hailstorm has caused damage to a vehicle, should not be filed as a warranty claim through International[®], or for the carrier. These types of occurrences should be filed directly with the insurance company of the Dealer or receiving location.

RECEIVING AND INSPECTING NEW VEHICLES

Each receiving location must have employees who are familiar with receiving procedures and who are qualified to perform a competent inspection. For complete instructions of the receiving procedures, please refer to the New Vehicle Processing Manual, CTS-1029, and the Warranty Procedures and Administrative Policies Manual, CTS-1100.

Vehicles are to be inspected as soon after receipt as possible since tariff regulations permit the carrier to charge for excessive delay beyond the one-hour free waiting time. This one-hour gratis time begins after all vehicles have been unloaded. Be sure vehicles are clean enough for a good inspection, removing any snow, ice, and excessive dirt, as the carrier is responsible for obvious body damages. Trucks not built to spec are not a carrier issue. Please refer to the New Vehicle Processing Manual, CTS-1029, and the Warranty Procedures and Administrative Policies Manual, CTS-1100, for "Vehicles Not Built To Order" with complete information on claim handling.

A Carrier's Delivery Receipt (form JTC 501) will accompany each vehicle on delivery. This form will need to be properly filled out and signed by the Dealer or Dealer agent and the delivery driver of the vehicle for proper claim processing. A copy of this delivery receipt is given to the Dealer and one copy stays with the driver. The driver turns this delivery receipt in at his terminal after his delivery is complete.

DELIVERING CARRIER'S UNLOADING RESPONSIBILITIES

Listed below are the specific items that have been agreed to as the driver's responsibility to perform when unloading units at destinations. Please refer to the New Vehicle Processing Manual, CTS-1029, and the Warranty Procedures and Administrative Policies Manual, CTS-1100, for complete details.

1. Unload units and remove saddles and wood blocks from the frame.
2. Re-install wheels, if removed, and tighten the mounting hardware.
3. Re-install stacks and antennas. (Canadian delivered vehicles are not responsible for this.)
4. Re-install Axles. Install new axle gaskets on the rear hubs and tighten in a "star pattern". These gaskets are sent with the vehicles. **(NOTE: IT IS THE DEALER'S RESPONSIBILITY TO TORQUE THE AXLE SHAFT NUTS AND/OR U-JOINTS TO SPECIFICATION PER PREPARATION AND DELIVERY (P&D) GUIDELINES, NOT THE CARRIER'S. THIS MUST BE DONE BEFORE MOVING THE VEHICLE.)**
5. Re-install pulled drivelines on decked 4x2 if removed. (SFN 01-32)
6. Remove all grease from the wheels and rims that resulted from the axle shaft removal.
7. Unhook the tandems when chained to the frame.
8. Re-connect and tighten the air brake lines that were removed for transporting.
9. If spring brakes were manually released, return them to normal working position and install dust caps.
10. Re-install tail lights in their proper position. Re-connect all wiring, and test for proper operation.
11. Remove temporary mud flaps, lights, wiring, and air hoses.
12. If removed, re-install rear spring rebound pins in the proper position.
13. Re-install all components removed by the Carrier.
14. Clean up the unloading area; place items in the area designated by the Consignee.

Keep in mind that the units should be left in the same condition as when received by the carrier from the plant. If not, and you have questions, you should contact the carrier before signing the delivery receipt on the ATC Dealer Quality Assurance number at **(800) 527-0491**.

SFN 01-32

SFN Number: 01-32

SFN Date: December, 2001

Subject File: GENERAL

SUBJECT

Decked 4x2 Trucks Shipped with Pulled Drivelines Instead of Axle Shafts

DESCRIPTION

DISTRIBUTION

Please distribute to:

- All International® Dealers
- Service Managers

On November 12, 2001 International Truck and Engine Corporation gave approval to Active Transportation Corp. to move forward with shipping decked 4x2 trucks with pulled drivelines instead of axle shafts. Pulling drivelines reduces the need for extra gaskets for delivery, eliminates environmental concerns with oil spillage and removal, increases delivery efficiency, eliminates rear axle lube level concerns, reduces axle flange gasket leak concerns and increases Pre-Delivery/Quality inspection efficiency.

Once the carrier completes the driveline reassembly process, it is required that the receiving Dealer or Dealer's agent (i.e., Body company) to inspect and torque the driveline joint. Inspect the driveline joint for assembly correctness noting any exceptions or concerns on the New Truck Delivery receipt. **Please refer to CTS-1029 - New Vehicle Processing Manual section New Truck Receiving and Damage Claim Processing.** Failure to document driveline exceptions during the New Vehicle Inspection process will result in Loss and Damage claim and/or Warranty claim denial. If exceptions are found and documented the Dealer is responsible to properly prepare a Loss and Damage claim per CTS-1100W section 9.2./1. Repairs and claims must be completed and submitted within thirty (30) days for consideration for warranty payment. Claims must be supported by proper evidence or claims will be charged back to the submitting Dealer per CTS-1029.

Once again the Dealer or the Dealer's agent is responsible to set the torque on the four fasteners. Please refer to CTS-1029 - New Vehicle Processing Manual and Supporting Pre-Delivery Quality Inspection Manuals - for the required torque values.

NOTE: It is very important that the torquing process occur before the truck is driven or damage may occur.

RECORDING AN EXCEPTION OF DAMAGES OR SHORTAGES

We cannot emphasize too strongly the importance of making a thorough inspection and recording all damages and shortages on the Carrier's Delivery Receipt.

Any damage or shortages that can be observed must be noted on the Carrier's Delivery Receipt, form JTC 501. The carrier's driver or representative must co-sign all copies of the delivery receipt. Claims that are supported by a delivery receipt, which differs from the carrier's copy, are subject to charge back by the Warranty Claim Center.

***** NOTE: ALL EXCEPTIONS, SIGNATURES, AND DATES ON THE CLAIMANT'S COPY MUST BE IDENTICAL TO THOSE OF THE CARRIER'S COPY. CLAIMS SUBMITTED WITH INSUFFICIENT NOTATION OF DAMAGES ON THE CARRIER FREIGHT BILL WILL NOT BE HONORED. *****

INSTRUCTION FOR CARRIER'S DELIVERY RECEIPT FORM **(JTC 501)**

The five-digit damage coding is used throughout the truck transport industry and is designed to simplify the recording of damages or shortages on the transporter's delivery receipt. The use of this coding allows a detailed description of the area, type, and severity of the damage or shortage.

The five-digit damage code consists of the following:

Damage Area Code:	2 Digits
Damage Type Code:	2 Digits
Severity Type Code:	1 Digit

The first two numeric digits of the five-digit code identify the area of the vehicle having damage or shortage. The third and fourth digits identify the type of damage; i.e., 01 = Bent; 02 = Broken, etc. The fifth and last digit of the code identifies the severity of the damage; i.e., 1 = less than 1" in length or diameter; 2 = 1" to 3" in length or diameter; etc.

In the event there are multiple instances of damage to the same area of the vehicle (same damage area code), then a five-digit damage code should be entered on the delivery receipt describing each damage. The additional damage code should be entered in the blank spaces provided at the bottom of the damage code portion of the delivery receipt or in the Dealer remarks section of the delivery receipt.

Examples of proper coding of damages are as follows:

Windshield Broken:	20210
Bumper Bent:	03016
Left Door Scratched 2":	10122
Light Cable Missing:	47080

For a detailed listing of all the damage codes, please refer to the illustration of the delivery receipt on page 8 of this book.

To further assist the Dealer in the inspection of trucks, the damage area section of the delivery receipt is designed to inspect in a clockwise direction starting at the front of the truck.

NOTE: Any damages or shortages not appearing in the listing on the carrier's form can be recorded in the Dealer remarks section.

CARRIER'S DELIVERY RECEIPT, FORM JTC 501 (front)

DELIVER TO:		PICK UP FROM:		LOAD NUMBER		TERM.		S/O NUMBER	
				SHIP DATE		ETA			
DRIVER NAME		HOME TERM		LOAD TYPE		POSITION		TRACTOR	
VIN		MODEL		SADDLE NUMBER		SADDLE NUMBER		SADDLE NUMBER	
SPECIAL INSTRUCTIONS									
DRIVER: INITIAL IN BOXES CORRESPONDING WITH SADDLE NUMBER AND BAG SEAL NUMBERS									

INSTRUCTIONS: 1. Enter DAMAGE TYPE CODE next to appropriate item. 2. Enter SEVERITY CODE in next column. 3. Use Remarks Section only for additional Damage Codes or clarifications.
Note: This form to be used for recording TRANSPORTATION RELATED DAMAGE ONLY.

DAMAGE CODES - USE TO DESCRIBE CONDITION OF BELOW AREAS				SEVERITY CODES - USE TO SPECIFY SIZE OF DAMAGE TO BELOW AREAS			
01 BENT	08 MISSING (EXCEPT MOLDING/EMBLEM)	18 MOLDING/EMBLEM/WEATHER-STRIP DAMAGE	30 FLUID SPILLAGE - EXTERIOR	CODE 1	Up To and Including 1" Length/Diameter		
02 BROKEN (EXCEPT GLASS)	09 SCUFFED	19 MOLDING/EMBLEM/WEATHER-STRIP LOOSE, MISSING	34 CHIPPED PANEL EDGE	CODE 2	Over 1" Up To and Including 3" Length/Diameter		
03 CUT	10 STAINED or SOILED INTERIOR	20 GLASS CRACKED	37 HARDWARE, EXTERIOR - DAMAGED	CODE 3	Over 3" Up To and Including 6" Length/Diameter		
04 DENTED (PAINT BROKEN)	11 PUNCTURED	21 GLASS BROKEN	38 HARDWARE, EXTERIOR - LOOSE, MISSING	CODE 4	Over 6" Up To and Including 12" Length/Diameter		
05 CHIPPED (EXCEPT GLASS, PANEL EDGE)	12 SCRATCHED (EXCEPT GLASS)	22 GLASS CHIPPED	39 FACTORY RELATED EXCEPTION	CODE 5	Over 12" Length/Diameter		
06 CRACKED (EXCEPT GLASS)	13 TORN	23 GLASS SCRATCHED		CODE 6	Replacement-Severe Damage/Missing		
07 SOUSED	14 DENTED-PAINT/CHROME NOT DAMAGED	24 MARKER LIGHT DAMAGED					

DAMAGE AREA CODES		DAMAGE CODE	SEVERITY CODE	DAMAGE AREA CODES		DAMAGE CODE	SEVERITY CODE	DAMAGE AREA CODES		DAMAGE CODE	SEVERITY CODE
FRONT	Visor, Exterior Sun	78		Fuel Tank Fairing Right	11			Fender, Left Front	14		
	Windshield, Glass	20		Cab Panel, Right Side	76			Hood Verticle Panel, Left	68		
	Cab Panel, Front	74		Sleeper Panel, Right Side	36			Roof Panel, Cab	37		
	Cowl	80		Cab Extender, Right Side	39			Roof Panel, Sleeper	56		
	Hood Panel, Top	27		Quarter Fender, Right/Left	17			Air Deflector/Fairing Roof	64		
	Grill	22		Cab Panel, Rear	77			Marker Lamps	65		
	Headlight and Rim, Left	24		Sleeper Panel, Rear	13			Horn, Right/Left	53		
	Headlight and Rim, Right	25		Mud Flap, Right/Left	73			Instrument Panel	66		
	Bumper	03		Tail Lamp, Right/Left	46			Radio, Tape Player, CB	33		
	Fog Lamps	70		Cab Extender, Left	06			Trim Panel, Including Sleeper	48		
RIGHT SIDE (Passenger)	Antenna	01		Sleeper Panel, Left	83			Seat, Left	94		
	Hood Verticle Panel, Right	38		Cab Panel, Left	75			Seat, Right	95		
	Fender, Right Front	16		Fuel Tank, Left	81			Bunk Curtain	57		
	Turn Signal, Right	35		Fuel Tank Fairing, Left	04			Mattress	18		
	Door, Right	05		Step Assembly, Left	08			Tow Hook, Detachable	60		
	Mirror, Outside Right	31		Mirror Outside, Left	30			Trailer Hoses	55		
	Step Assembly, Right	42		Door, Left	10			Light Cable	47		
	Fuel Tank, Right	89		Turn Signal, Left	52			Exhaust	91		
DEALER REMARKS				DRIVER REMARKS							

DEALER: Please Answer The Following Questions By Checking The Appropriate Box.

All hang on wiring removed, all connections returned to original condition. All lights operational.	All temporary fenders, frame blocks, banding, saddles, etc., disposed of or made ready for return shipment.	Axle shafts reinstalled correctly, all grease leakage removed.	Spring parking brakes returned to correct position with dust covers.	Any items removed such as antennas, stack extensions, tail lights, etc., reinstalled correctly.
YES <input type="checkbox"/> NO <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>

CONSIGNEE: BY SIGNATURE BELOW ACKNOWLEDGES THE RECEIPT OF TRUCKS, SADDLES, BAGS(SEALED) AS INDICATED ABOVE AND THAT THE UNDECKING AREA HAS BEEN POLICED, SADDLES AND BAGS PROPERLY STORED.

DEALER SIGNATURE	DATE	TIME	A.M. <input type="checkbox"/> P.M. <input type="checkbox"/>	DRIVER SIGNATURE
------------------	------	------	---	------------------

SIGNED RECEIPT REQUIRED

CARRIER'S DELIVERY RECEIPT, FORM JTC 501 (back)

DRIVER'S REPORT OF DAMAGE/SHORTAGE

NOTE: Explain Any Exception Noted On Your Delivery Receipt.

LOSS OR DAMAGE

How/Why did Damage/Shortage occur? _____

How Could This Damage/Shortage Have Been Prevented? _____

TERMINAL MANAGERS REPORT

1. Cause of Damage/Shortage

- | | |
|---|--|
| 1 <input type="checkbox"/> Undecking | 10 <input type="checkbox"/> Vandalism |
| 2 <input type="checkbox"/> Decking | 11 <input type="checkbox"/> Fire |
| 3 <input type="checkbox"/> Broken Boggie Block | 12 <input type="checkbox"/> Tree Limbs |
| 4 <input type="checkbox"/> Broken Boggie Chain | 13 <input type="checkbox"/> Incident |
| 5 <input type="checkbox"/> Saddle Failure | 14 <input type="checkbox"/> Wrecker |
| 6 <input type="checkbox"/> Missed on Inspection | 15 <input type="checkbox"/> Defective Hoist |
| 7 <input type="checkbox"/> Road Damage | 16 <input type="checkbox"/> Yard Damage |
| 8 <input type="checkbox"/> Accident | 17 <input type="checkbox"/> Driver Error Other |
| 9 <input type="checkbox"/> Theft | 18 <input type="checkbox"/> Third Party - Recovery/Subrogation |
| | 19 <input type="checkbox"/> Other - Please Explain |

2. Could Driver Have Prevented Damage/Shortage? ☐ Yes

☐ No

3. How Could This Damage/Shortage Have Been Prevented? _____

4. Comments: _____

Reviewed By _____ Date _____

AFTER-HOURS DELIVERY

Should special arrangements be made for after-hours delivery, the following procedures should be observed:

1. An employee must be on the premises to receive and sign the carrier's receipt for delivery.
2. This receipt should be signed with time and date specified, along with the notation, "**Received Subject to Working Hours Inspection**", "**STI**" for short.
3. Two copies of the delivery receipt should be held by the receiving location.
4. A thorough inspection must be made of the vehicle(s) on the first working day following the after-hours delivery.
5. A copy of the delivery receipt containing all exceptions is to be sent by Certified Mail to the carrier within **48 hours** of the after-hours delivery.
6. Any after-hours deliveries to body companies and fleet locations that are noted as "**STI**" should be transmitted to the ordering Dealer immediately, to allow them time to respond to the carrier within the 48-hour time frame.
7. Notating a Carrier's Delivery Receipt "**STI**" **DOES NOT INSURE** the payment of the claim. The claim may still be denied by the carrier or the International[®] Warranty Center pending further review.
8. Torque all axle shaft nuts and/or u-joints to specification per Preparation and Delivery (P&D) guidelines before moving the vehicle.
9. If concealed damage is found, follow the instructions on page 11 of this book for the proper handling for notification of concealed damage.

Vehicles should never be received and noted "STI" during normal receiving hours.

CONCEALED DAMAGE

DAMAGE THAT CANNOT BE SEEN DURING A NORMAL INSPECTION is considered “concealed”. Typical locations are the oil pan, inside the sidewalls of tires, the bottom side of fuel/air tank, etc.

REMEMBER, ON A CONCEALED DAMAGE CLAIM, THE BURDEN OF PROOF LIES WITH THE CLAIMANT, NOT THE CARRIER. Please refer to the New Vehicle Processing Manual, CTS-1029, and the Warranty Procedures and Administrative Policies Manual, CTS-1100.

When concealed damage is found after initial inspection, ATC must be notified using one of the three methods listed below.

1. **NOTIFY THE CARRIER WITHIN 48 HOURS OF DELIVERY TIME**, by calling the ATC Leasing Claims Department, toll-free at 1-800-451-7560 during regular business hours, 7:30 AM – 4:30 PM Central Time, Monday through Friday, i.e., vehicle delivered Friday at 3:00 PM, Dealer has until Tuesday at 4:30 PM to notify carrier of concealed damage.
2. **NOTIFY THE CARRIER WITHIN 48 HOURS OF DELIVERY TIME**, via fax, at 262-605-6073.
3. **NOTIFY THE CARRIER WITHIN 48 HOURS OF DELIVERY TIME**, by letter via Certified Mail at:
Active Transportation
Attn: Claims Department
625 55th Street
Kenosha, WI 53140

When notifying the carrier of damages or shortages, be prepared to supply the following information:

1. Name and location of Dealer
2. Vehicle identification number
3. Date and time of delivery
4. Approximate cost of repair
5. Explanation as to why the damage was not detected at time of delivery.

PLEASE NOTE:

NOTIFYING THE CARRIER OF DAMAGES OR SHORTAGES OF A CONCEALED NATURE DOES NOT INSURE THE PAYMENT OF THE CLAIM. THE CLAIM MAY STILL BE DENIED BY THE CARRIER OR THE INTERNATIONAL® WARRANTY CENTER PENDING FURTHER REVIEW. IN THE EVENT A CLAIM IS DENIED, YOU SHOULD CONTACT THE CARRIER DIRECTLY INSTEAD OF FILING AN APPEALS CLAIM OR CONTACTING INTERNATIONAL WARRANTY.

DELIVERIES TO BODY COMPANIES

Each chassis delivered to a body company must receive a careful inspection and the carrier's freight bill must be annotated to show a description of the damage or the shortage, whichever is applicable. This notation must be signed by the individual receiving the vehicle(s) and co-signed by the carrier representative at the time of delivery. **If concealed damage is found, the same rule applies as if received at a dealership.**

A vehicle belonging to a Dealer but delivered and consigned to a body company or fleet location has been delivered to the Dealer's agent.

1. It is the Dealer's responsibility to instruct the body company on proper receiving/inspection procedures, and to file the DDEW Warranty Claim for exceptions and other losses on the vehicle via International[®].
2. It is the responsibility of the body company to have an employee to receive and carefully inspect each vehicle or chassis delivered there. This person should also record damages and shortages on the Carrier's Delivery Receipt, co-sign the delivery receipt, and get the carrier's (driver's) signature. Please refer to the New Vehicle Processing Manual, CTS-1029, and the Warranty Procedures and Administrative Policies Manual, CTS-1100.
3. Torque all axle shaft nuts and/or u-joints to specification per Preparation and Delivery (P&D) guidelines before moving the vehicle.
4. If concealed damage is found, follow the instructions on page 11 of this book for the proper handling for notification of concealed damage.

FILING A LOSS AND DAMAGE CLAIM

Use International® System 21 DDEW to submit your claim to International Warranty Claim Center as follows:

1. Be certain any damages or shortages described on the claim are identical to that on the Carrier's Delivery Receipt and/or concealed damage notification.
2. Complete the claim entry portion of the claim identifying claimant, carrier, vehicle identification number, and damage.
3. Use the CTS-1025, Warranty Coding Manual, for correct group/noun coding in conjunction with failure.
4. The correct warranty code for loss and damage claims is code "38".
5. The correct type part, "T/P" for coding can be identified by using the Warranty Coding Manual, CTS-1025.
6. All damages should be submitted on one DDEW claim utilizing all eight claim sections, one section for each individual repair.

SUPPORTING DOCUMENTS

The carrier or International may request any or all of the following documents prior to processing the claim:

1. A copy of the delivery receipt showing all exceptions being claimed.
2. A copy of the work order, accurately reflecting the repair charges, and covering only the noted exceptions.
3. A copy of the invoice, listing replacement parts by name, quantity, and price.
4. Photographs and/or estimates of the damage.
5. When applicable, a copy of the concealed damage and/or after-hours inspection report.
6. When applicable, a copy of the carrier's inspection report, indicating when the carrier representative was called and when the inspection was made.
7. When applicable, a copy of the invoice for sublet materials.

NOTE: Copies of the above should be retained in the Dealer's claim file.

PRE-AUTHORIZATION

Dealers are required to obtain a prior approval number for loss and damage claims totaling over \$1000.00 U.S, and \$1600.00 Canadian. Pictures or an estimate for repairs will be requested at this time. An authorization number may be obtained by calling International at 630-753-5242. Obtaining a pre-authorization number for a repair does not insure payment of the claim. Please refer to International Service & Warranty Handbook, CTS-1143.

SALVAGE

Carriers are entitled to recover parts that must be replaced when a vehicle is repaired and a claim is filed. These parts must be made available to the carrier as salvage upon request. Numerous parts may be requested by the carrier for salvage purposes. These parts may be identified after a claim is processed, the Next Day Scrap Report will have "HOLD PARTS" listed and the WPII screen will have an "H" listed for parts return. This is an indicator that you should hold the parts and await further instruction on salvage request from the carrier.

In order to minimize the length of time a Dealer must hold these items, these procedures listed below are to be followed:

1. Immediately after a vehicle has been repaired, prepare and submit a claim to International® Warranty Center via DDEW.
2. The carrier must advise the Dealer of parts disposition within 30 days via letter after the claim is received. If the Dealer is not notified within 30 days from the process date of the claim, the parts may be discarded.

TIRES

Inspect and check all tires, including the spare, for cuts, burns, punctures, or abnormal wear which can be attributed to carrier negligence. This inspection should be a part of the receiving inspection, and any exception of damage should be carefully noted on the delivery receipt and co-signed by the carrier's representative.

A claim should be submitted to the International Warranty Claim Center by the Dealer.

AERO PACKAGES

With the advent of trucks with aerodynamics, it is very important that units with aero packages be received properly. If a unit is received without the aero package, the delivering carrier's terminal should be contacted. If their records indicate a package was shipped with the unit, the package should be obtained from the Parts Distribution Center and a shortage claim submitted to the Warranty Claim Center.

If the wrong size package is received, the delivering carrier's terminal should be contacted and advised of the error. The receiving location will be directed to return the incorrect package freight collect to the carrier. It will be the responsibility of the carrier to get the correct package to the Dealer as soon as possible.

***** NOTE: This reference about aero packages may only apply to some Escobedo built units. *****

VEHICLE TRACKING SITE

Currently, Active Transportation offers a vehicle-tracking site for many purposes including tracking in-transit vehicles and copies of the carrier's freight bill. This is a free system that you may have access to at your dealership by filling out the form on the next page. Once you fill out this form, either fax or e-mail it to Active, and they will instruct you on how to access the site. Any questions or difficulty with this site should be addressed directly to Active Transportation, not International[®]. Below is a letter from Active explaining this web site.

Subject: Web Page Truck Status and Tracking

Dear Customer:

Your heavy truck carrier Active Transportation (Dallas & Mavis Forwarding) now offers Website Truck Status and Tracking information available on the Internet. For access, please complete the accompanying form and submit per the options noted on the bottom.

Your "password" will be e-mailed back to you within 24 hours of receipt, along with instructions for access to this system. **There is no cost to the customer.**

In addition, there are some other items you may find of interest on the ATC Leasing Co. Website. Included are a Questions and Comments format, along with the ability to change your password. Please be assured your input and data is confidential, and certainly valuable in helping us improve your delivery service.

ATC Leasing Co. provides administrative support to the driveway carrier Active Transportation and others.

Sincerely,

Chris Fairleigh
Debbie Minton
ATC Leasing Co.
Dealer Quality Assurance
(800) 527-0491

VEHICLE TRACKING SITE FORM

Truck Status and Tracking Request Form

First Name:_____ Last Name:_____

E-mail Address:_____

Company Name:_____

Address:_____

City:_____ State:_____ Postal Code:_____

Phone:_____

Manufacturer(s):_____

Each field must be completed for processing.

Please return to:

Fax: 1-940-387-0611

E-mail: Customerservices@atcleasing.com

Mailing Address: ATC Leasing Co., 2521 I-35 West, Denton, TX 76207



**INTERNATIONAL TRUCK AND ENGINE CORPORATION
4201 WINFIELD ROAD
WARRENVILLE, IL 60555**