

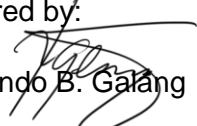
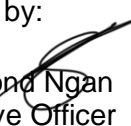
MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	PRE-DELIVERY INSPECTION	Ref. No.
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	OPS 15-12-006
TO :	MARKETING ASSISTANT / MECHANIC	December 1, 2015

## OBJECTIVE

1. To ensure that released units are free from any scratches, dents, defects and/or missing parts and accessories.
2. To orient the customer on warranty, safety and proper use of the motorcycle.
3. To discuss the term and condition of the financing contract in case of installment sales.
4. To check the unit thoroughly and to resolve the problem (e.g. damage, dent, missing parts, scratches, malfunctioning) immediately before releasing it to the customer.

## POLICIES

1. The pre-delivery inspection shall be done by the authorized representative of the branch at the present of the customer.
2. Any defect/s identified during the inspection shall be indicated in the "Remark" portion of the Pre-Delivery Inspection List.
3. Repairs of any defect detected during the pre-delivery inspection shall be charged to the branch. It is assumed that the defects were due to their negligence and mishandling of the branch.
4. The defective motorcycle unit may be back-loaded to the warehouse for repair. All return units must be covered by a Delivery Receipt.
5. The Marketing Assistant shall be responsible in releasing Tools, Battery and Accessories (TBAs) to the customer. Its completeness and conditions must also be check together with the customer.
6. The scope and limitation of manufacturer's warranty must be thoroughly discussed with the customer, including warranty servicing.
7. The customer must also be brief with the proper control and safety operations of the motorcycle unit e.g. tire pressure, maximum weight capacity, wearing safety gear, etc.
8. The duly accomplished Pre-Delivery Inspection Form must be acknowledged by the customer to evidence inspection procedures were done at his/her presence.

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## PROCEDURES

### 1. Marketing Assistant/Mechanic

#### 1.1. Activate the unit to check engine conditions and motorcycle controls;

1.1.1. Place carefully the financed motorcycle unit in an area where there is enough and safe space for activation.

1.1.2. Stencil the engine and chassis numbers of the financed motorcycle unit and forward to the branch mechanic for double checking.

1.1.3. Charge and install battery. Take great care when working with battery.

##### 1.1.3.1. Wet Charged Battery

1.1.3.1.1. Place the battery on a flat surface in well ventilated area.

1.1.3.1.2. Remove the vent caps.

1.1.3.1.3. Fill-up battery with electrolyte up to "Up Level". Be sure not to overfill.

1.1.3.1.4. Allow electrolyte to saturate the plates and separators for 20 minutes before returning the vent caps.

1.1.3.1.5. Replace the vent caps by hand tighten only.

##### 1.1.3.2. Dry Charged Battery

1.1.3.2.1. Place the battery on a flat surface in well ventilated area.

1.1.3.2.2. Remove the sealed tape in the battery.

1.1.3.2.3. Take the black top off in the electrolyte container.

1.1.3.2.4. Align the electrolyte container on the ports or battery.

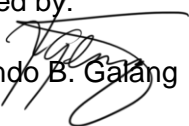

1.1.3.2.5. Push the electrolyte container down. This will break the seals and the electrolyte will pour into the cells.

1.1.3.2.6. Allow electrolyte to saturate the plates and separators for 20 minutes.

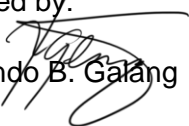

1.1.3.2.7. Place the black top previously removed to close the battery.

##### 1.1.3.3. Maintenance Free (Dry Charged Battery)

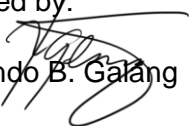

1.1.3.3.1. Maintenance-free or sealed battery needs no refilling of electrolyte and can be immediately installed to the motorcycle unit for release.

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- 1.1.4. Prepare financed motorcycle unit by installing all its accessories such as mudguard, side mirror etc.
- 1.1.5. Put required liter of unleaded gasoline to the fuel tank of the financed motorcycle unit for activation.
- 1.1.6. Initially activates the financed motorcycle unit through kick start then through electronic starter to ensure that they are working properly.
  - 1.1.6.1. Do not run the engine in an enclose areas such as garage or inside the branch.
- 1.1.7. Initially start the engine through its kick start and run/warm up for 5 minutes and then use the electric starter.
  - 1.1.7.1. Explain to the customer:
    - 1.1.7.1.1. Not to do use the electric starter for more than 5 seconds at a time. Release the starter button for approximately 10 seconds before pressing it again.
    - 1.1.7.1.2. Do not operate the kick start pedal while the engine is running as engine damage could result.
- 1.2. Perform pre-delivery inspection in front of the customer using the Pre-Delivery Inspection Form.
  - 1.2.1. Check external condition of the financed motorcycle unit for release.
    - 1.2.1.1. Clean the financed motorcycle unit thoroughly.
    - 1.2.1.2. Inspect the financed motorcycle unit for any dent, broken parts, scratches, missing parts, etc.
      - 1.2.1.2.1. Indicate any defect/s identified during the inspection in the "Remark" portion of the Pre-Delivery Inspection (PDI) List.
      - 1.2.1.2.2. Report any defect in the Spare Parts Department through BMS, a template has been provided in the system. Further, dents and scratches detected during the PDI shall be charged to the branch. It is assumed that these defects were due to their negligence.
    - 1.2.1.3. Make the unit presentable so that the customer will be fully satisfied with the financed motorcycle unit.

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- 1.2.2. Check engine oil level.
  - 1.2.2.1. Put the motorcycle unit on its center stand.
  - 1.2.2.2. Start the engine and let it idle for a few minutes.
  - 1.2.2.3. Turn-off or stop the engine and after few minutes remove the oil filter cap/dipstick.
  - 1.2.2.4. Wipe and clean the dipstick; and reinsert the dipstick without screwing. The oil level must be maintained between the upper and lower level marks of the dipstick.
  - 1.2.2.5. Explain to the customer the following;
    - 1.2.2.5.1. Check the engine oil level daily before using the motorcycle.
    - 1.2.2.5.2. Remind the customer that using or running the engine with insufficient oil pressure may cause serious engine damage.
- 1.2.3. Check ignition switch and Indicator lights.
  - 1.2.3.1. Check ignition switch (steering lock, on and off) to ensure that it is functioning.
  - 1.2.3.2. Check indicator (speedometer, gear range, neutral indicator, gear position, right & left turn, high beam, odometer, fuel gauge) to ensure that the instrumental panel is functioning.
  - 1.2.3.3. Explain to the customer the following;
    - 1.2.3.3.1. That the odometer shows the accumulated mileage run by the motorcycle unit.
    - 1.2.3.3.2. That the fuel gauge displays the fuel content of the unit.
    - 1.2.3.3.3. That the "Neutral Indicator" colored green; lights up when the transmission is neutral position.
    - 1.2.3.3.5. That the "Gear Indicator" indicates the position the transmission gear is positioned.
    - 1.2.3.3.6. That the "Ignition Switch and Indicator Lights show the following;
      - 1.2.3.3.6.1. Right turn signal indicator flashes when the right turn signal operates as well as left turn signal.

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1.2.3.3.6.2. High beam indicator lights when the headlight is on high beam.

1.2.4. Check and ensure clutch lever free play.

1.2.4.1. Check the clutch cable condition and checks clutch and gears engagement or operation.

1.2.4.2. Check the lever, free-play and amount of pull; it must be 10-20 mm (0.4-0.8 in).

1.2.4.3. Check if the gear shift is functioning well from neutral up to the 4<sup>th</sup> (top).

1.2.4.4. Check if the clutch is functioning well during the gear shifting procedure.

1.2.4.5. Explain to the customer the proper operation of the clutch lever in relation with the gear shifting procedure.

1.2.4.5.1. The gear shift operations differ when stopping and when moving.

1.2.4.5.2. When stopping, change can be made from 4<sup>th</sup> neutral directly with the 4-step rotary system.

1.2.4.5.3. When moving, the forward 4-step return system is used.

1.2.4.5.4. Change cannot be made from 4<sup>th</sup> to neutral directly.

1.2.5. Check and ensure front brake lever free play is working.

1.2.5.1. Check the brake fluid levels and cable condition.

1.2.5.2. Check its operation and lever free play and amount of pull.

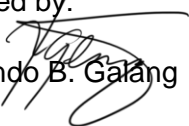

1.2.5.3. Check the lever free play. It should be measured at 10-20 mm (0.4-0.8 in).

1.2.5.4. Explain to the customer that the brakes are items of personal safety and should always be maintained in proper adjustment.

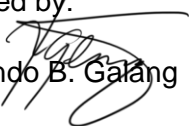

1.2.6. Check throttle grip free play.

1.2.6.1. Check for smooth rotation of the throttle grip from the fully opened to fully closed position at both full steering positions.

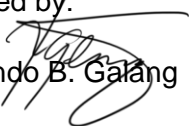

1.2.6.2. Measure the throttle grip free play. The standard free play is approximately 2-6 mm (0.1-0.2 in).

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- 1.2.6.3. Explain to the customer that the throttle grip free play must be measured so that the amount of gas and speed of the motorcycle will be controlled during the motorcycle operation.
  - 1.2.6.3.1. The engine must be operating so that the throttle response can be checked.
  - 1.2.6.3.2. Grips the throttle to check respond with the engine.
  - 1.2.6.3.3. The amount of force exerted in the throttle grip will determine the amount of speed of the motorcycle unit and engine performance.
- 1.2.7. Check rear brake pedal free play.
  - 1.2.7.1. Place the motorcycle on its center.
  - 1.2.7.2. Measure the distance the rear brake pedal moves before the brake starts to take hold. The free play should be 20-30 mm (0.8 – 1.2in).
  - 1.2.7.3. If adjustment is necessary, turn the rear brake adjusting nut.
  - 1.2.7.1. Explain to the customer that rear brake is also an item of personal safety and should always be maintained in proper adjustment.
- 1.2.8. Check wheel air pressure and explain to the customer that when it is cold, it is recommended that the tire pressure is:
  - 1.2.8.1. Driver only, front tire pressure is 225 (2.25, 33) and rear tire pressure is 250 (2.50, 36).
  - 1.2.8.2. Driver and one passenger, front tire pressure is 225 (2.25, 33) and rear tire pressure 250 (2.50, 36).
  - 1.2.8.3. Explain to the customer that properly inflated tires provide the best combination of handling, tread life, and riding comfort
    - 1.2.8.3.1. Generally underinflated tires wear unevenly, adversely affect handling, and are more likely to overheat.
    - 1.2.8.3.2. Overinflated tires make motorcycle ride harshly, are more prone to damage from surface hazard and wear unevenly.
    - 1.2.8.3.3. Make sure the valve stem caps are secure. If necessary, install a new cap.

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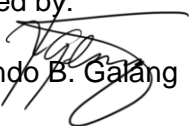

- 1.2.9. Check wheel spokes/mugs.
  - 1.2.9.1. Check the following:
    - 1.1.9.1.1. No rim “dings”.
    - 1.2.9.1.2. No loose spokes.
    - 1.2.9.2.3. No “Shimmy” when wheels are turned.
  - 1.2.9.2. Explain to the customer that;
    - 1.2.9.2.1. Checking and maintenance of the wheel spokes/mugs will help the motorcycle to run smoothly.
    - 1.2.9.2.2. Damage spokes or mugs will result to accident because of imbalance tire alignment.
- 1.2.10. Check drive chain free play and lubrication.
  - 1.2.10.1. Remove the inspection cap and move the chain up and down with your finger. Adjust the drives chain slack to allow the following vertical movement by hand: 25-35mm (1.0-1.4 in).
  - 1.2.10.2. Explain to the customer that:
    - 1.2.10.2.1. The service life of the drive chain is dependent upon proper lubrication and adjustment.
    - 1.2.10.2.2. Poor maintenance can cause premature wear or damage to the drive chain and sprockets.
    - 1.2.10.2.3. Drive chain should be checked and lubricated.
- 1.2.11. Explain to the customer to always lock the steering and never leave the key in the ignition switch. This sounds simple but people do forget.
- 1.2.12. Check steering smoothness by checking the steering free-play smoothness and ensure that handlebar is securely bolted.
  - 1.2.12.1. Explain to the customer that frequently checking of steering will prevent accident and will ensure smooth left and right turn or maneuvers of motorcycle.
- 1.2.13. Check the headlight (low/high beam), tail light, and signal light, brake lights, turn signal illumination and horns are functioning well.

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- 1.2.13.1. Orient the customer on the proper operation of the controls and buttons for headlight (high & low beams), tail lights, brake lights, right and left signals and horn).
- 1.2.14. Check idle smoothness and RPM (Revolutions per Minute).
  - 1.2.14.1. Warm up the engine, shifts to neutral and place the motorcycle on its center stand.
  - 1.2.14.2. Connect tachometer to the engine.
  - 1.2.14.3. Adjust idle speed with the throttle stop screw; idle speed (in neutral): 1,400±min (rpm).
  - 1.2.14.4. Explain to the customer that the engine must be at normal operating temperature for accurate idle speed adjustment. Ten (10) minutes of stop-and-go riding is sufficient.
- 1.2.15. Check for any noise and vibration.
  - 1.2.15.1. Switch on the engine and let the engine operate. Check if there is an unusual sound and vibration in the engine. If there's an unusual sound consult your service mechanic about it.
  - 1.2.15.2. Let the customer hear the noise and vibration of the engine so that he will know that everything is well.
  - 1.2.15.3. If later on that there's a noise and any unusual vibration that will occur or discover by the customer; advise the customer to bring the motorcycle unit in the branch for check-up.
- 1.2.16. Check and inspect Tools, Battery and Accessory (TBA), owner's manual, side mirror, and Warranty Coupons.
  - 1.2.16.1. Explain to the customer the following:
    - 1.2.16.1.1. Free warranty servicing
    - 1.2.16.1.2. Warranty scope and limitation
    - 1.2.16.1.3. Servicing intervals (change oil schedule)
    - 1.2.16.1.4. Owner's Manual

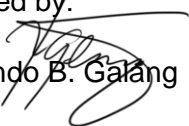
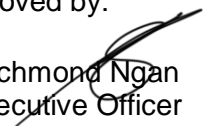
1.3. Fill-up Pre-Delivery Inspection List;

Particulars	Explanations
1.3.1. Dealer	: Name of dealer where the branch was grouped.
1.3.2. Branch	: Name of branch who sold the motorcycle unit.

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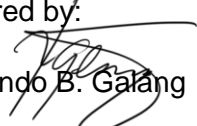
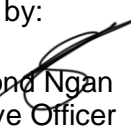


- 1.3.3. Name : Complete name of the customer.
- 1.3.4. Date : Date the unit will be released.
- 1.3.5. Address : Complete address of the customer, house number, street, barangay, municipality or city.
- 1.3.6. Brand/Model : Brand/Model of the motorcycle to be released.
- 1.3.7. Motor # : Motor or engine number of the motorcycle unit to be released.
- 1.3.8. Chassis # : Frame or chassis number of the motorcycle unit to be released.
- 1.3.9. Particular : Short description of the motorcycle part and/or activity/procedure to be explained to the customer.  
Check appropriate space provided in the form.
- 1.3.10. Remarks : Any pertinent information noticed or observed during the inspection of the motorcycle unit.
- 1.3.11. Received by : Signature over printed name of the customer who received the motorcycle unit.
- 1.3.12. Inspected by : Signature over printed name of branch authorized representative who conducted the pre-delivery inspection.
- 1.4. Sign in the "Inspected by" portion and ask customer to sign in the "Received by" portion of the PDI List.

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## PRE-DELIVERY INSPECTION

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<div style="border-bottom: 1px solid black; width: 100%; margin-bottom: 5px;"></div> Branch	
<b>PRE-DELIVERY INSPECTION</b>	
Name :	Date :
Address :	
Brand/Model :	Motor # : Chassis # :
Particular	Remarks
1. Motorcycle 's Overall Appearance	
2. Engine Oil and its Standard Level	
3. Side Mirrors	
4. Mudguards	
5. Complete Tools	
6. Manuals	
7. Front/Rear Brakes	
8. Speedometer Assembly	
9. Clutch	
10. Tire Pressure	
11. Key Set	
12. Suspension/Absorbers	
13. Headlight Assembly	
14. Taillight Assembly	
15. Turn Signal Light	
16. Headlight	
17. Tail and Brake Light	
18. Horn	
19. Battery and Hose	
20. Test Engine	
Orientation	
21. Proper Control	
22. Free Warranty Servicing	
23. Safety Operations	
24. Warranty Scope and Limitation	
25. Servicing Intervals (Change Oil Schedule)	
<b>ACKNOWLEDGEMENT</b>	
I have checked and received the abovementioned motorcycle in good condition and free from any dent and scratches from _____.	
Received by :	Inspected by :
<div style="border-bottom: 1px solid black; width: 100%; margin-bottom: 5px;"></div> Customer	<div style="border-bottom: 1px solid black; width: 100%; margin-bottom: 5px;"></div> Branch

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