

# AMZL UK & IE

# Roadworthiness

# Guideline

## Overview

This Roadworthiness Guideline defines defects for 1.0 and 2.0 vehicles. It provides a 'yes' or 'no' answer to the question of 'whether damage is acceptable?'. The defects in this Guideline are treated as either:

- 'Sev 1', and the vehicle is immediately grounded; or
- 'Sev 2' meaning the vehicle must be repaired within 14 days otherwise it becomes automatically grounded.

The defects below are Sev 1 unless specifically stated and ordered by commonality of defects.

As outlined in the Fleet Standards and Requirements (FSR), the Roadworthiness Guidelines specify the criteria for unacceptable damage that DSPs must adhere to when providing services for Amazon. These guidelines include visual evidence of damages observed in the fleet to assist in determining the acceptability of certain damages. Damages could be inside or outside the vehicle.



# Contents

Overview	1
Defect Definition Overview	3
Remote Grounding (Central Operations Use only)	4
Side Mirrors	5
Lights and Light Covers	8
Tires, Wheels and Rims	10
Body and Doors - Holes and Attachments	13
Body and Doors - Sharp edges	16
Body and Doors - Fuel and Fluids	17
Body and Doors - Wires	19
Body and Doors - Netradyne	20
Body and Doors - Amazon Prime decal	21
License Plate	22
Safety Accessories	23
Vehicle Cleanliness	23
Seatbelt and dashboard lights	25
Windshield	26
Camera	27



# Defect Definition Overview

Damage Category	Vehicle Safety Audit Requirements
<b>Side Mirrors</b>	<p>Mirror is missing or cracked</p> <p>Indicator light or cover is cracked (by 30mm or more), have a hole, covered, missing, not working or wrong colour</p> <p>Casing is broken, missing, held on with tape/zip ties</p> <p>Side mirrors are loose, hanging, unsecured or held up with a zip-tie, tape, or similar</p> <p>Side mirrors cannot be adjusted</p>
<b>Lights and Light Covers</b>	<p>Light or light cover is cracked (by 50mm or more), has a hole, is covered or missing</p> <p>Headlight is not working</p> <p>Tail or brake light is not working</p> <p>Fog light is not working</p> <p>Hazard light or turn signal is not working or not amber</p> <p>More than 50% of a rear reflector is missing or reflective tape used</p>
<b>Tire, Wheel and Rim</b>	<p>Tire is flat, leaking air, bulging or swelling</p> <p>Tire has objects, cuts (more than 25mm), dents, or exposed ply or cord</p> <p>Tire has insufficient tread (Less than 1.6mm)</p> <p>Tire has low tread (1.6mm to 1.7mm) - Sev 2</p> <p>Wheel or rim is damaged, cracked, or broken</p> <p>Wheel nuts are missing, or loose</p>
<b>Body and Doors</b>	<p>Doors cannot open, close, or lock correctly</p> <p>Fuel cap/charging port is missing, broken or not lockable</p> <p>Hole in the bodywork - Sev 2</p> <p>Items attached to the body of the vehicle (for example: bumper, front or reversing sensors, cargo step) are missing, damaged, loose, unsecure, hanging, or held with a zip-tie, tape, or similar</p> <p>Leaking fluid</p> <p>Loose, hanging, faulty, or frayed wire</p> <p>Sharp edge likely to cause injury or harm when contacted or grazed</p> <p>Where Netradyne is installed, external privacy sticker is missing or is not clearly visible from 6m away (UK 2.0 fleet only)</p> <p>Amazon Prime decal is damaged, missing, or excessively dirty or any graffiti on an Amazon branded vehicle - Sev 2</p>



Damage Category	Vehicle Safety Audit Requirements
Windshield	<p>Driver's line of sight is obscured through dirt, stickers or devices (e.g. device cradle)</p> <p>Windshield has crack or chips more than 10mm in driver's line of sight or 40mm outside the driver's line of sight</p> <p>Wipers are missing, damaged, or not working</p> <p>Windshield washer system/wiper fluid pump is not working</p>
License Plate	License plate is damaged, missing or obscured
Safety Accessories	<p>Delivery device cradle is damaged, missing, or is mounted with a tape, zip-tie or similar</p> <p>Netradyne camera is obstructed or damaged on a DSP 2.0 (UK only)</p>
Camera/Monitor	Back-up camera is loose, hanging, missing, or mounted with a tape, zip-tie, or similar
Seatbelt	<p>Seatbelt, seatbelt buckle, or casing is missing, torn, frayed or not working</p> <p>Warning lights/lamps are on or flashing</p>
Vehicle Cleanliness	<p>Exterior of vehicle is visibly dirty when viewed from 6m away - Sev 2</p> <p>Interior of vehicle has excessive grime, dust, or trash present</p> <p>Unapproved advertisement on a DSP 2.0 vehicle - Sev 2</p>

## Remote Grounding (Central Operations Use only)

### Fleet Compliance Tip

In VSA, there are remote grounding codes for Mandatory Periodic Inspections, Preventive Maintenance and recalls. These are relevant to DSP 2.0 only and are for Central Operations use only.



# Side Mirrors

## Groundable Damage

### Definition

- Mirror or glass is missing or cracked.
- Indicator light or cover is cracked (by 30mm or more), has a hole, covered, missing, not working or wrong colour.
- Casing is broken, missing, held on with tape / zip ties
- Side mirrors are loose, hanging, unsecured, or held up with a zip-tie, tape, or similar.
- Side mirrors cannot be adjusted.

### Example

Plastic casing is missing.  
**Ground.**



Plastic casing is broken with sharp edges.  
**Ground.**



Mirror is cracked.  
**Ground.**



Mirror is missing.  
**Ground.**



### Example

Side mirrors held on with tape or covered with a bag. Neither of these provide appropriate support or protection. **Ground.**





# Side Mirrors Continued

## Example

Side mirrors cannot be adjusted due to obstructions and tape. **Ground.**



## Example

Indicator light or cover is cracked (by 30mm or more), has a hole, covered, missing, or not working. **Ground.**



## Fleet Compliance Tip

The following damage is not deemed sufficient to impact safety. **Do not ground for the following damage.**

## Example

Plastic casing is damaged, but no sharp edges or exposed electrical wires. **Do not ground.**



# Side Mirrors Continued

## Fleet Compliance Tip - Side Indicator Lights (Side Repeaters)

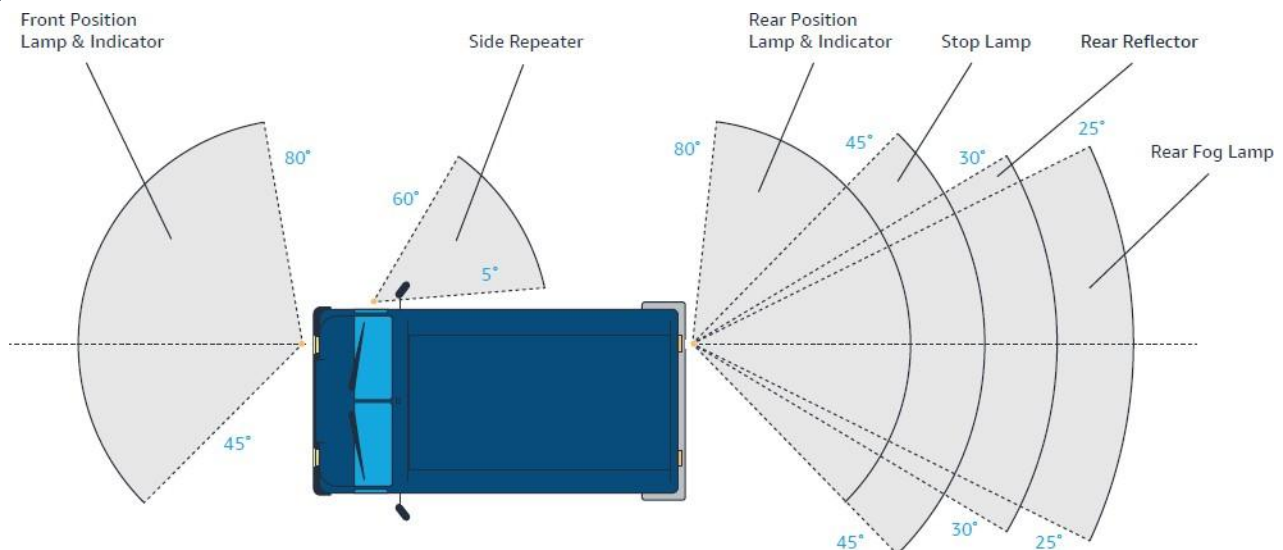
Ensure that each side repeater is placed in a manner where at least half of its visible surface is observable from any point within the below specified angles.

It is important we check the side repeater is not:

- Missing
- Cracked
- Broken

If any of the above, the vehicle must be grounded and the defect fixed. To note, the side indicator (side repeater(s)) can be placed on either the side wing mirror or side of body (as shown in images below).

### Example



The side indicator must be amber. White, blue or any other colour is not permitted and must be grounded.

Amber indicator light.  
**Do not ground.**



White indicator light.  
**Ground.**



Here are some examples of side indicators:





# Lights and Light Covers

## Groundable Damage

### Definition

- Light or light cover is cracked (by 50mm or more), has a hole, covered or missing.
- Head light is not working.
- Tail or brake light is not working.
- Fog light is not working.
- Hazard light or turn signal is not working or not amber
- License plate light is not working.
- More than 50% of a rear reflector is missing or reflective tape used.

### Example

Hole in light. **Ground.**

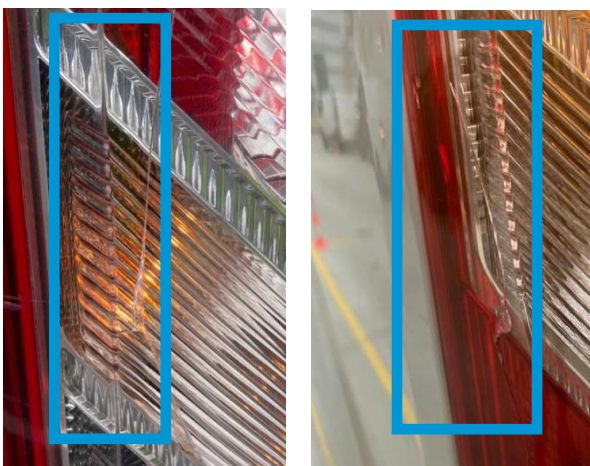


Light is covered with tape. **Ground.**

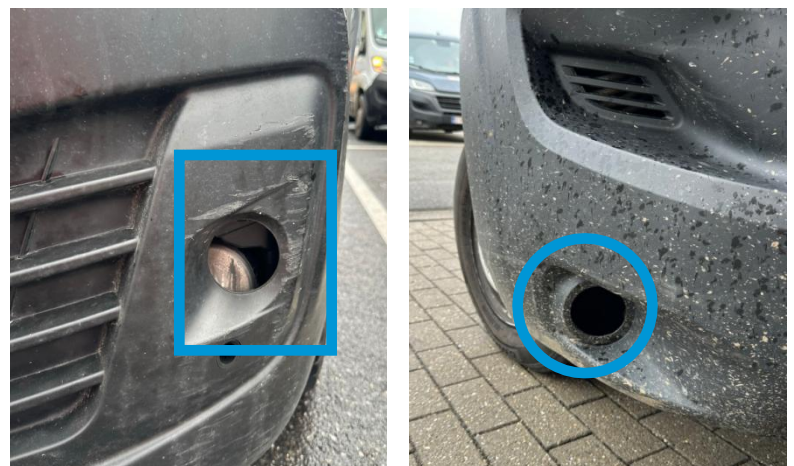


### Example

Cracked lights more than 50mm. **Ground.**



Fog light is not working/ and or is missing. **Ground.**





# Lights and Light Covers Continued

## Example

Two rear reflectors are required. Neither can have more than 50% missing. Reflective tape is not an acceptable substitute for a rear reflector.



Some vehicles have the rear reflector incorporated within the rear lights. This is acceptable and should not be grounded.



## Example

More than 50% of the rear reflector is missing. **Ground.**



Rear reflector is missing. **Ground.**



## Example

Reflective tape used as a rear reflector. Tape is not an acceptable substitute. **Ground.**



# Tires, Wheels and Rims

## Groundable Damage

### Definition

- Tire is flat, leaking air, bulging, or swelling.
- Tire has objects, cuts (more than 25mm), dents, or exposed ply or cord.
- Tire has insufficient tread (Less than 1.6mm).
- Tire has low tread (1.6mm to 1.7mm) - Sev 2.
- Wheel rim, or mounting equipment is damaged, cracked, or broken.
- Wheel nuts are missing, or loose.

### Example

Missing wheel nut. **Ground.**



Wheel rim is damaged. **Ground.**



### Example

Cut in tire more than 25mm. Exposed cord. **Ground.**



Exposed cord. **Ground.**



Nail in tire. **Ground.**



# Tires, Wheels and Rims Continued

The primary grooves of the tread pattern must be at least 1.6mm deep:

Within the central three-quarters of the breadth of tread. Around the entire outer circumference of the tire.



## Example

Tires with insufficient tread (below 1.6mm). **Ground.**



## Compliance Tip

You can manually check if there is insufficient tread with a tire depth gauge or by checking the tread indicators which are molded into the tread grooves in regular intervals. If the tire is flush with the bars, the tire is below 1.6mm. Make sure to check all  $\frac{3}{4}$  tread grooves as tires can wear unevenly.

## Example







# Body and Doors - Holes and Attachments

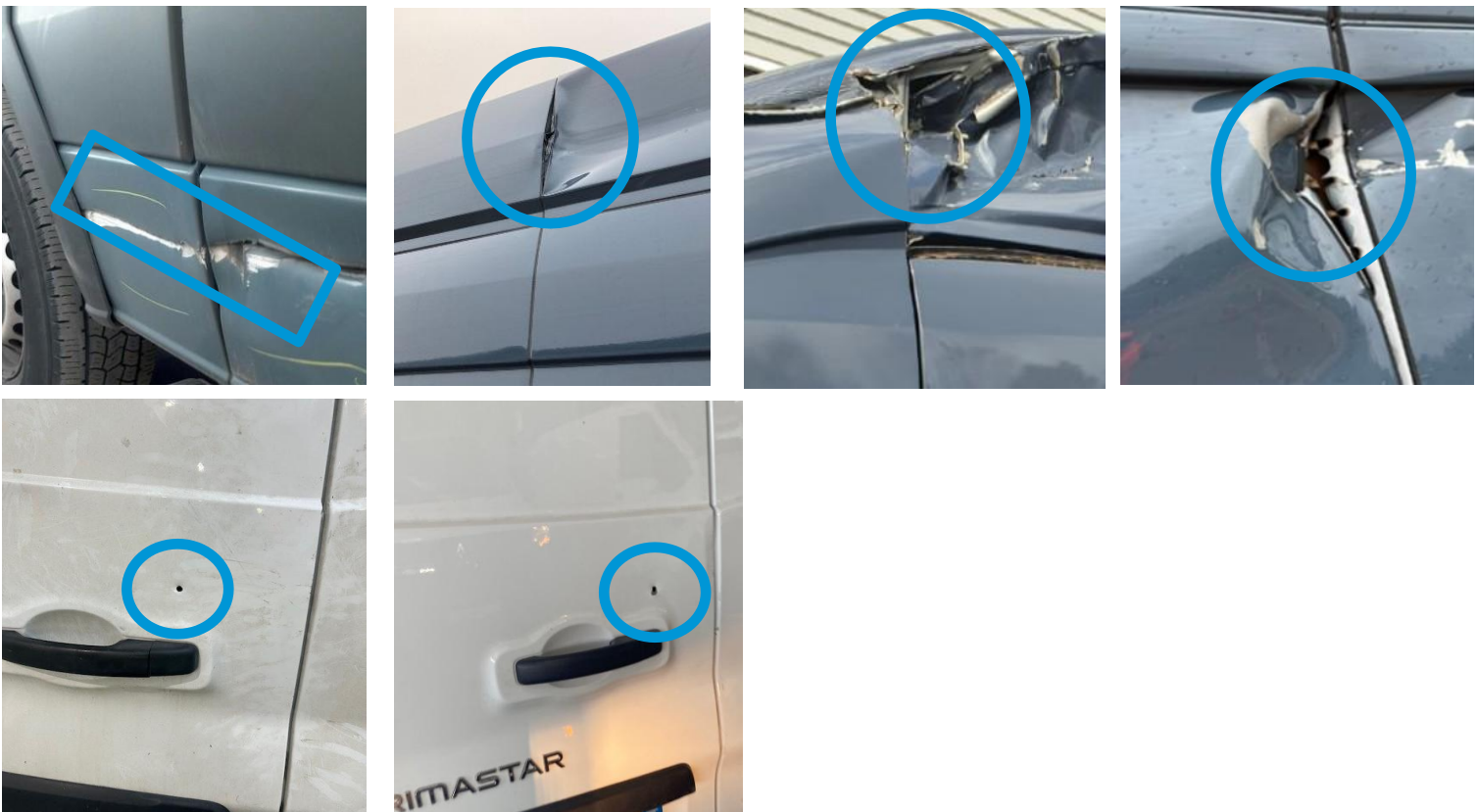
## Groundable Damage

### Definition

- Hole in bodywork - Sev 2.
- Items attached to the body of the vehicle (for example: bumper, front / rear sensors, cargo steps) are missing, damaged, loose, unsecure, hanging, or held with a zip-tie, tape, or similar.
- Doors cannot open, close, or lock correctly.
- Loose or hanging objects or frayed wires.

### Example

Holes in the bodywork - these allow water in and can damage parcels.



### Example

Tape does not provide appropriate support or protection. Bodywork held on with tape. **Ground.**



# Body and Doors - Holes and Attachments Continued

## Example

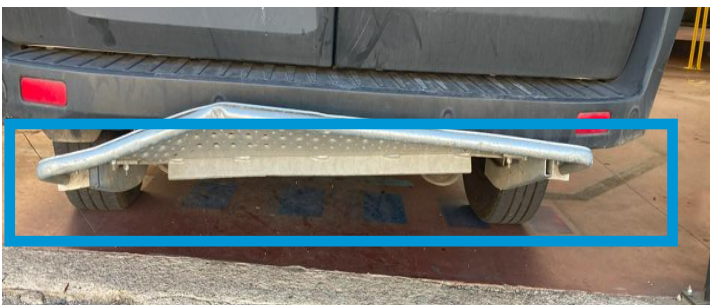
Doors cannot open, close, or lock correctly. **Ground.**



## Compliance Tip

Slips, trips and falls are common injury causes for DAs. Where there is safety equipment e.g. cargo steps and sensors, these must be safe to use.

## Examples of cargo steps:



# Body and Doors - Holes and Attachments Continued

## Examples of sensors:



### Compliance Tip

Sensors are crucial to the Delivery Associates' safety when out on road, ensure you check the condition of these as per the checklist.



### Compliance Tip

Items that are missing, damaged, loose, unsecure, hanging, or held with a zip-tie, tape, or similar - if the body part is likely to fall off, cause harm or injury when contacted or grazed, this is illegal - it must be **grounded**.

## Examples:

### Ground these vehicles

Items attached to the body of the vehicle are missing, damaged, loose, unsecure, hanging, or held with a zip-tie, tape, or similar. If the body part is likely to fall off or cause harm it must be **grounded**.



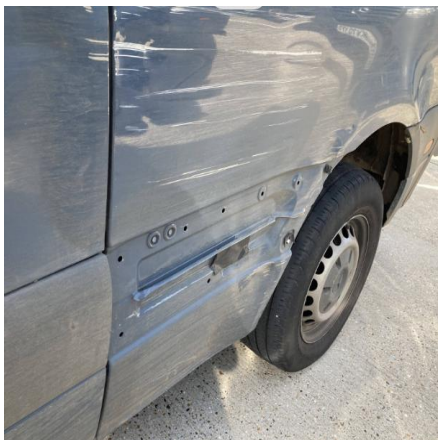
### Do not ground these vehicles

Whilst there is cosmetic damage (missing trim) there are no sharp edges and the doors can open and close as normal.





# Body and Doors - Holes and Attachments Continued



Whilst the bumper has been secured with a screw it is not loose, unsecure, or hanging. Therefore, it is unlikely to fall off.

## Body and Doors - Sharp edges

Groundable Damage

Definition

- Sharp edge likely to cause injury or harm when contacted or grazed

Compliance Tip

A sharp edge may cause injury to a pedestrian or other road user. You have the full support of Amazon Leadership in your decision on whether a sharp edge is likely to cause injury or harm when contacted or grazed.

Examples:





# Body and Doors - Fuel and Fluids

## Groundable Damage

### Definition

- Fuel cap/charging port is missing, broken or not lockable
- Leaking fluid.

## Fleet Compliance Tip

The fuel cap **must** be lockable to prevent:

- Fuel being taken or leaked in a collision.
- Objects going into fuel tank e.g. dust and grime.
- Flammable vapors escaping e.g., on a hot day there is an ignition risk in an enclosed space when gasoline vapors leak out of the open fuel tank.

### Example

Fuel cap is missing or broken. **Ground.**



The fuel cap is lockable, but the ad blue is not. **Do not ground.**



Fuel cover is lockable (this being covered by the plastic/metal casing). **Do not ground.**



The lid is broken, but the fuel cap is lockable. **Do not ground.**



# Body and Doors - Fuel and Fluids Continued

## Fleet Compliance Tip

The charging port must be covered to prevent dust, liquid and objects entering the charging port. Tape does not provide appropriate adhesion and may result in cap opening in transit.

Missing charging port cover. **Ground.**



Charging port cover held on with tape. **Ground.**



Charging port cap covers the port. **Do not ground.**



## Example

Vehicle is leaking fluid. **Ground.**



# Body and Doors - Wires

## Groundable Damage

### Definition

- Loose, hanging, faulty, or frayed wire.

### Example

Loose and hanging wires shown in the images below. **Ground.**



**Do not ground this vehicle.** No loose, hanging, faulty or frayed wires are exposed.





# Body and Doors - Netradyne

## Groundable Damage

### Definition

- Where Netradyne is installed, external privacy sticker is not clearly visible from 6m away (UK 2.0 fleet only).

You can find this sticker either in the top or bottom left corner of UK 2.0 vehicles.

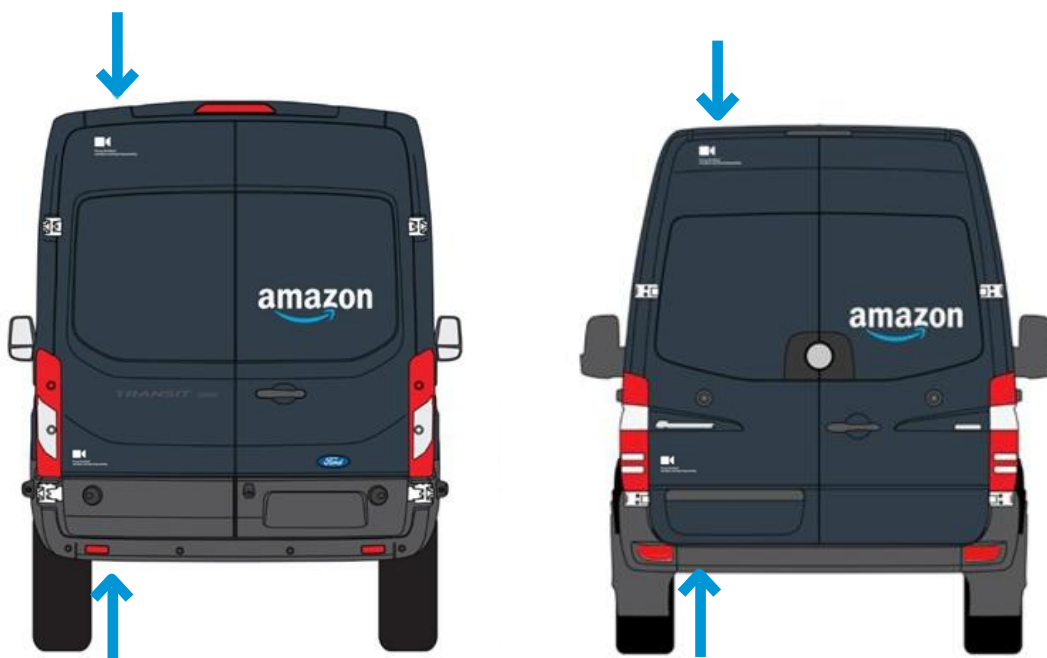
### Example

Netradyne sticker.



### Example

Location of sticker on vehicle models.





# Body and Doors - Amazon Prime decal

## Groundable Damage

### Definition

- Amazon Prime decal is damaged, missing, or excessively dirty or any graffiti (more than 30mm in diameter) on an Amazon branded vehicle. - Sev 2.

### Example

Graffiti more than 30mm in diameter.



Amazon Prime decal is damaged or missing on the side and rear of the vehicle.



Unapproved DSP recruitment advertisement



Unapproved DSP logo on 2.0 vehicle.



# License Plate

## Groundable Damage

### Definition

- License plate is damaged, missing or obscured.

### Example

Missing license plate.



License plates held on by tape. Tape does not provide appropriate support or protection.



### Example

License plate character(s) is illegible and cannot be identified by Automatic number plate recognition cameras.



### Example

License plate is on the windshield.





# Safety Accessories

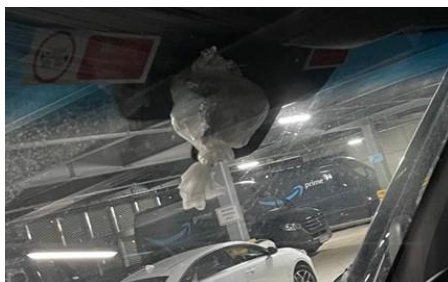
## Groundable Damage

### Definition

- Delivery device cradle is damaged, missing, or is mounted with a tape, zip-tie or similar.
- Netradyne camera is obstructed or damaged (Specific to UK 2.0 fleet only).

### Example

Netradyne camera is obstructed. Note this is 2.0 fleet only



# Vehicle Cleanliness

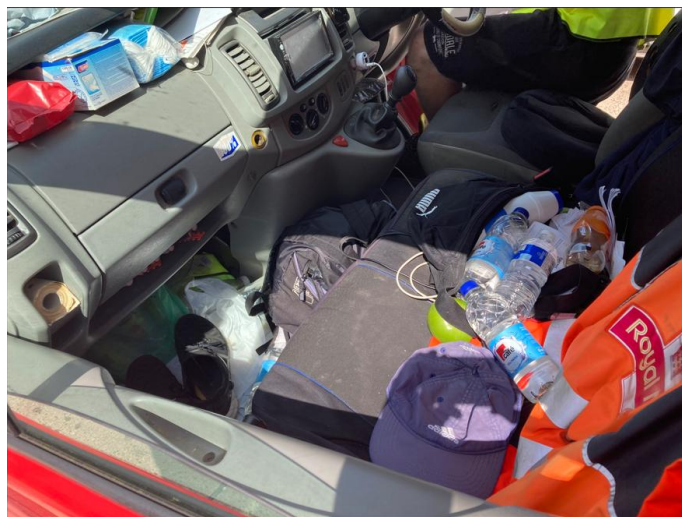
## Groundable Damage

### Definition

- Interior of vehicle has excessive grime, dust, or trash present.
- Exterior of vehicle is visibly dirty when viewed from 6m away. - Sev 2.
- Unapproved advertisement on a DSP 2.0 vehicle - Sev 2.

### Example

Interior of vehicle has excessive trash present. Trash can interfere with the ability to brake and accelerate.







# Seatbelt and dashboard lights

## Groundable Damage

### Definition

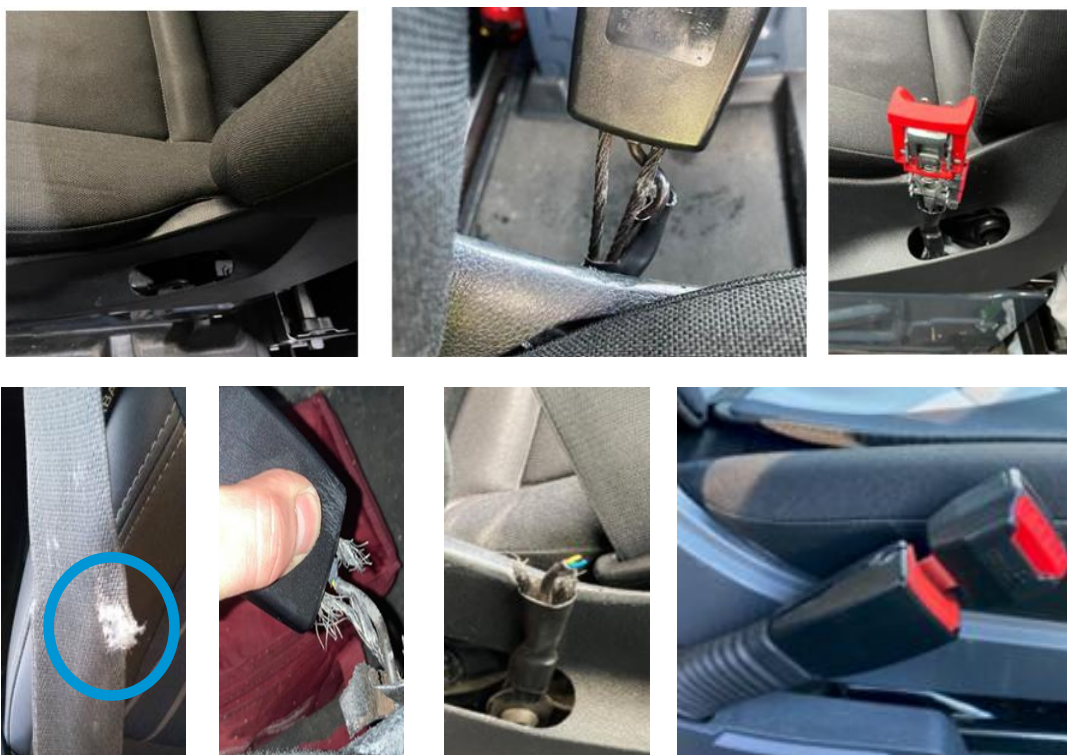
- Seatbelt, buckle or casing is missing, torn, frayed or not working.
- Warning lights/lamps are on or flashing

### Fleet Compliance Tip

As a guide, cuts on either edge of the webbing in excess of 2mm or in excess of 4mm away from edge, are likely to significantly reduce the seatbelt strength and therefore should be grounded. It is important to not manipulate the buckle of the seatbelt as it is a legal requirement.

To note, an auditor is **required** to check seatbelts.

### Examples



# Windshield

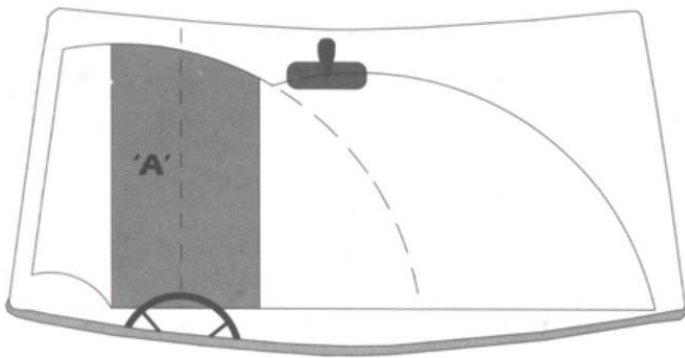
## Groundable Damage

### Definition

- Driver's line of sight is obscured through dirt, stickers or devices (e.g. device cradle).
- Windshield has crack or chips more than 10mm in driver's line of sight (Zone A) or 40mm outside the driver's line of sight.
- Wiper is missing, damaged, or not working.
- Windshield washer system/wiper fluid reservoir is not working.

### Example

Line of sight diagram - Zone 'A'.



Outside driver's line of sight is impacted by a crack than more than 40mm.



Crack more than 10mm in driver's line of sight (Zone A).



Driver's line of sight (Zone A) is obscured by device cradle.



Driver's line of sight (zone A) is obscured.



## Example

Wiper is missing, damaged, or not working.



## Camera

### Groundable Damage

#### Definition

- Back-up camera is loose, hanging, missing, or mounted with a tape, zip-tie, or similar

## Example

The camera is missing. **Ground.**



The camera is broken. **Ground.**



Camera is attached with adhesive tape, which is not an acceptable solution. **Ground.**



**Disclaimer:** All images are true examples of non-compliance witnessed during Amazon's Vehicle Safety Audits. All non-compliant Sev1 vehicles were grounded.

