**Hotline Reports, In Transit Repair & Major Damage Process (US VDC)**

There are four scenarios that require hotline reporting, they are:

1. Major Damage
2. Damage severity three or greater
3. Inoperable vehicle
4. Repetitive Damage

The completion of a hotline report for each of these four scenarios is the responsibility of the on-site inspection company or the yard manager. Below you will find further description of what is required in each of the four scenarios.

**Definitions:**

* **Operable not shippable** – Any unit that starts but cannot be shipped because of a safety or quality issue that would create further damage to the vehicle
* **Act of Nature** – Any unit that has sustained damage due to hail, flood, lightning, etc.
* **In Operable –** Any unit that cannot be loaded onto its normal conveyance in the proper manner due to a no start condition
* **Operable and Shippable –** Any unit that can be safely loaded onto its normal conveyance in the proper manner without causing further damage to the vehicle

**LH Holds:**

1. All LH holds must be requested by the yard manager or haulaway carrier to the Field Ops & Quality team member **prior** to placing units on hold. This request must be made via email to provide a formal paper trail for each hold. Major Damage and inoperable vehicles do not require GM approval prior to placing the vehicles on LH hold. Hotline reports for a major damage and inoperable vehicle will serve as the paper trail that documents the approval of the LH hold.
2. Note: Vehicles can’t be placed on hold to sort out the responsibility of a particular damage. This is required to avoid delays in the delivery of vehicles to our customers.

**Hotline Reporting:**

* Reports must be completed in full
* The hotline report is the responsibility of the on-site inspection company or yard manager
* Reports must be completed and distributed within 24 hours of noted damage
* Hotline reports are required for all five scenarios listed in this document: Major Damage, Damage severity three or greater, Inoperable vehicle, Repetitive Damage, Missing Presumed Stolen

Hotline reports must be distributed to the following distribution:

* GM Field Ops & Quality team member
* Applicable railroad
* Applicable haulaway carrier
* Yard Manager (if not completing the report)

Subject line for email communications must be in the following format:

* Full VIN, Sold Order indicator, Location of inspection (destination ramp name), condition (no start, flat, etc.)
* If multiple VINs, list full VINs in body of e-mail

**Scenario 1: Major Damage**

* Complete and communicate hotline report as described above
* Contact GM Major Damage Number: 888-414-6322
  + Key in a 6 digit BAC code of 999999 and do not choose DBC Chat
  + When prompted press 3 Service & AC Delco claims, then prompt 2 for transportation claims & new vehicle damage. It is imperative that your procedures for reporting severely damaged vehicles are consistent with this process.
* The procedure should be utilized when a General Motors Vehicle incurs severe transportation damage. This would include any damages related to derailment, human waste, severe body panel damage, and/or any other excessive damage.

When to contact General Motors (Definition of Major Damage)

* Any structural damages (quarter panel, roof, rocker panel, frame, etc.)
* Any damage that impedes shipment of vehicle such as broken tie rod, or glass breakage
* Any catastrophic losses such as hail, flood or fire
* Any damage that could cause additional damage if shipped (loose/hanging parts)
* Any non-structural, but excessive or multiple-panel damages
* Any human waste contamination
* Theft & Vandalism

When major in-transit damage is sustained on a General Motors vehicle, the vehicle should be held at or returned to the carrier’s terminal for the appropriate actions. When a vehicle is held at a carrier’s location or at the site of an accident, the carrier must immediately notify the General Motors New Vehicle Damage Department at (888) 414-5322, prompt #3 and #2. A written record of this notification should be maintained, along with any further correspondence relative to the vehicle incurring damage. In addition, ensure you receive and document the GM DBC case number. If you are unable to accomplish an appropriate notification to the party designated on the attached listing within three days, you should contact Vehicle logistics for assistance. The vehicle(s) must not be moved until you receive the proper disposition.

In some cases a vehicle may be delivered with major in-transit damage only when the damage is incurred in close proximity to the final destination or the distance from the carrier’s facility makes return impractical. If a vehicle is delivered to the final destination, (i.e. Dealer), with major in-transit damage the dealer should accept the vehicle as normal, coding damages utilizing 5-digit damage codes, but may also sign for “FOR STORAGE ONLY- SEVERE DAMAGE”. The DEALER is then required to notify General Motors at 888-414-5322 prompt #3 & #2 to determine the appropriate disposition for the vehicle. The carrier is NOT responsible to notify General Motors once it is in dealer possession.

**Scenario 2: Damage Severity Three or Greater:**

It is critical that General Motors be aware of significant transportation damages in real time. Thus, a hotline report is required for damages identified as a severity three or greater.

**Operable & Shippable**: Ship vehicle to final dealer.

**Operable & not shippable:** Following the distribution of the hotline report, refer to LH hold process.

* GM will arrange ITR or arrange on site repairs

**Scenario 3: Inoperable Vehicle:**

There are multiple reasons a vehicle may be inoperable within the transportation process. In order for General Motors to make the proper assessment, details regarding the inoperable condition are required to be documented in a hotline report. For example:

* Missing Keys
* Engine will not turn over
* Missing battery

Upon receiving the vehicle at a GM VDC and the completion of a hotline report, General Motors will arrange the necessary repair. The repair will occur at a local dealer or on site by a third party provider.

Inoperable on rail: Carriers should make reasonable efforts to remove inoperable vehicles from rail without causing additional damage. Historical practices for rail unloading of inoperative vehicles such as the utilization of portable power pack for dead batteries are appropriate. After doing so, GM will assist carriers with obtaining on rail repairs for keys locked in vehicle, lost keys, and stolen wheels & Tires.

**Scenario 4: Repetitive Damage:**

In order to focus on damage prevention, it is critical the General Motors and our service providers be aware of repetitive damages. The documentation of repetitive damage via a hotline report enables General Motors to work closely with the proper service providers to resolve repetitive issues. The GM Field Ops and Quality team will lead the corrective actions and share lessons learned throughout the vehicle logistics network.

Unless the repetitive damage qualifies as one of the above three categories, the unit should be shipped to the final dealer without delay.

**In Transit Repair Process:**

General Motors will coordinate with the local in transit repair dealer to set up the tow to and from the shipping yard. However, the yard manager and carrier still have responsibility to support the process.

Yard management must position the vehicle in a manner that facilitates towing. Inoperative vehicle cannot be left in load lines or bay locations where vehicles block or hinder the towing activities. This may require moving vehicles near the inoperable unit in preparation of a tow. It is preferred that in transit repair vehicles be moved to a “sick bay”.

1. General Motors responds to the hotline report indicating that the unit requires an ITR and that the unit should be placed on LH hold.
2. General Motors coordinates pick up from the shipping yard.
   1. In some cases, General Motors may choose to have an independent contractor perform repairs on site.
3. Before the vehicle is transported to the ITR dealer:
   1. Upon arrival of the tow truck, the yard manager and tow company must agree upon the condition of the vehicle. Any damages must be documented.
      1. Yard manager should provide a copy of the hotline report directly to the tow company with the documented damages and utilize the hotline report as the agreed upon documentation of the vehicle condition. Damage inspection reports (hotline reports) must be provided to the tow driver during inspection.
   2. The yard manager must keep record of the tow truck company name, driver name and date/time the vehicle left the shipping yard.
4. Upon arrival of the vehicle at the ITR dealer, GM will assess if the vehicle will or will not return to the yard.
   1. If the unit will not return to the yard, GM will notify the yard manager and carrier.
      1. At this point the trip will be closed or GM will ask the carrier to report a dealer pick up (DEPU)
5. Upon return of the vehicle from the ITR dealer, the yard manager and delivering tow company must complete an inspection and agree document any damages.
6. Once the unit is back in the yard, the yard manager must notify the carrier and the Field Ops & Quality coordinator that the unit has returned.
   1. The yard manager or carrier must promptly remove the unit from LH hold.
   2. Field Ops & Quality coordinator to communicate with GM Network Coordinator

Note: Within the hotline report, it is critical that any yard specific rules be documented. For example, does the yard manager have to be on site when the tow truck arrives? In addition, the hotline report must include contact information for on-site personal that have the authority to release the unit from the yard as well as accept the unit upon return to the yard.