



Inoperative Vehicle Procedures

This manual is available online for download. The link is:

<https://fsp.portal.covisint.com/documents/106025/13672774/2014+Rail+and+Haulaway+Vehicle+Handling+Manual/32788437-bd2a-4205-b19f-0bc748aafc94>

Disabled Condition

Missing Keys/Remotes

Locked Doors

Broken Glass

Missing Battery

Missing Battery WITH
Cut Battery Cable(s)

Missing or Flat Tire

Dead Vehicle Battery

Out of Fuel

Disabled Unit
i.e. No Start, etc...

Disabled Location: On Rail Car

Report to Fenkell

Use of trained personnel with
approved device is authorized or
report to Fenkell

Report to Fenkell

Use "Handling of a Disabled Vehicle on a
Railcar" instructions
or report to Fenkell

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Charge Vehicle Battery. If charge does not
hold, report to Fenkell for battery
replacement

Add Fuel

*must use capless fuel funnel located in vehicle

Use "Handling of a Disabled Vehicle
on a Railcar" instructions
or report to Fenkell

Disabled Location: On Ground

Report to Fenkell

Use of trained personnel with
approved device is authorized or
report to Fenkell

Report to Fenkell

Report to Fenkell

Report to DVO

Report to Fenkell

Charge Vehicle Battery. If charge does
not hold, report to Fenkell for battery
replacement

Add Fuel

*must use capless fuel funnel located in vehicle

Report to DVO

No-Start Vehicle Procedures: Dos and Don'ts

- Never use another vehicle to jump start any Ford or Lincoln vehicle.
- No vehicle should be delivered to a dealer with a dead battery
- Never try to push or use ether to start a vehicle
- Never load no-start vehicles on haulaway equipment. No start vehicles equipped with power brakes, power steering, or electronic transmissions will be difficult to maneuver.
- Never cut the Rap-Gard seam at the hood opening to charge/replace a battery; instead, remove the entire sheet of Rap-Gard. Do not attempt to re-apply the Rap-Gard. Dispose of the Rap-Gard because unseen dirt or grit could scratch the vehicle.
- If a vehicle arrives on a railcar with a dead battery, it is to be jump started with an auxiliary power source and driven off the railcar directly to the facility's battery charging station. For non-battery related no-start conditions, the vehicle must be pushed off the railcar by hand or towed with a low clearance towing vehicle/tool – in either case, a driver must be inside the no-start vehicle for steering purposes.
- The proper steps for charging a Vehicle Battery:
 - 1) Check the Battery Charging Log to see if the vehicle had been previously placed on the facility's charging system;
 - 2) Charge the battery and record the VIN in the Battery Charging Log; and
 - 3) If the charge holds, the vehicle can then be bayed and released to the carrier; or
 - 4) If the charge does not hold, contact Fenkel, Ford's authorized battery contractor.
- When using a booster battery to "jump start", be careful that positive cables are attached to the proper battery terminal, and the negative cable is attached to the booster battery and the engine ground on the "no start" vehicle. In the no-start vehicle, turn on the heater blower motor and turn off all other accessories. Never use a booster battery from another vehicle.
- Follow all federal, state, local, company rules, and warnings on the battery relative to safe battery handling and disposal
- Refer to the BEV Specific Instructions section (below) for instructions on how to recharge the high voltage battery in a BEV

Instructions if Missing a 12 Volt Battery

Notice:

- Loading personnel can choose to follow this guideline to remove a disabled vehicle from a railcar or can report the condition to Fenkell for remediation
- If one or both battery cables are cut or damaged, use the instructions labeled "Handling of a Disabled Vehicle on a Railcar"

Warning:

- This procedure is not intended for use on Electric vehicles. Please follow the specific instructions labeled "BEV Specific Instructions"
- If pushing the vehicle off by hand, someone must always be present inside the vehicle for steering purposes
- Please use caution and be mindful of clearance on railcar if a towing service is used to tow the vehicle off the railcar

Tools:

- Standard automotive battery jump box

Process:

1. Fully lift hood and secure hood prop, as needed
2. Place jump box on battery tray and attached jump box cables directly to vehicle battery cable ends
3. Connect jump box in the order below
 - a. Positive (+) jumper cable to positive battery cable end
 - b. Negative (-) jumper cable to negative battery cable end
4. Start vehicle. If engine is running, close hood until 1st latch hooks. Do not close hood completely. If engine does not start, notify Fenkell or use instructions "Handling of a Disabled Vehicle on a Railcar."
5. Drive unit SLOWLY off railcar and park

6. Remove jump box cables from engine compartment in the following order:
 - a. Remove negative (-) jumper cable
 - b. Remove positive (+) jumper cable
7. Notify Fenkell to get battery replaced.

Caution:

- Always connect positive (+) to positive and negative (-) to negative. Damage could occur to battery or person.
- Ensure positive (+) connection does not touch ground. Wrap connection with a rag as needed to protect from accidental contact
- Make sure jumper cables do not touch moving parts in engine compartment

Handling of a Disabled Vehicle on a Railcar

Notice:

- Loading personnel can choose to follow this guideline to remove a disabled vehicle from a railcar or can report the condition to Fenkell for remediation

Warning:

- This procedure is not intended for use on Electric vehicles. Please follow the specific instructions labeled "BEV Specific Instructions"
- If pushing the vehicle off by hand, someone must always be present inside the vehicle for steering purposes
- Please use caution and be mindful of clearance on railcar if a towing service is used to tow the vehicle off the railcar

Tools:

- Standard automotive battery jump box
- Standard tool designed to unlock the vehicle without a key
- Certified key designed for vehicle provided by Fenkell or dealer

Process (dead battery):

1. Fully lift hood and secure hood prop, as needed
2. Connect jump box in the order below
 - a) Positive (+) jumper cable to positive battery cable end
 - b) Negative (-) jumper cable to negative battery cable end
3. Start vehicle. If engine does not start, notify Fenkell.
4. Drive unit SLOWLY off railcar to the battery charging station
5. Remove jump box cables from engine compartment in order:
 - a) Remove negative (-) jumper cable
 - b) Remove positive (+) jumper cable
6. Charge battery using the battery charging station per facility guidelines
7. Notify Fenkell to get battery replaced if charge does not hold

Process (Missing Battery WITH Cut Battery Cable(s))

1. Push vehicle off railcar if vehicle can be placed into Neutral (position N). Please ensure a driver is inside the vehicle for steering purposes.
2. Drive unit SLOWLY off railcar and park
3. If vehicle cannot be placed into Neutral (position N) or local policies restrict manual movement of the vehicle, please call Fenkell for remediation.

Process (keys missing or locked door):

1. If door is locked, a certified employee may use an industry approved tool to unlock the vehicle
2. If a certified employee is not on-site or available, Fenkell must be called to unlock the vehicle
3. If the keys are missing from the vehicle, Fenkell should be notified immediately for key replacement

Process (flat or missing tire):

1. If the vehicle has a flat tire, the on-site team may temporarily inflate the vehicle tire for movement off the railcar. If leak is too significant (tire deflates prior to trying to move) then Fenkell should be notified
2. If the tire is missing from the vehicle, Fenkell should be notified immediately for tire replacement

Caution:

- Always connect positive (+) to positive and negative (-) to negative. Damage could occur to battery or person.
- Ensure positive (+) connection does not touch ground. Wrap connection with a rag as needed to protect from accidental contact
- Make sure jumper cables do not touch moving parts in engine compartment

Electric BEV Specific Towing and Charging Instructions

Notice:

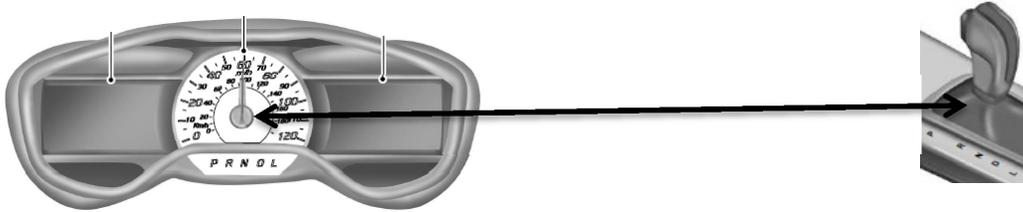
- Loading personnel can choose to follow this guideline to remove a disabled vehicle from a railcar or can report the condition to Fenkell for remediation

Process (Towing):

1. See Vehicle Owner's Manual how to prepare vehicle for towing
2. If the vehicle becomes inoperable it can be flat-towed (all wheels on the ground, regardless of the powertrain and transmission configuration) under the following conditions:
 - a) Tow only in the forward direction.
 - b) Place into Accessory Mode by pressing power button with foot off brake pedal



- Place the transmission in Neutral (position N). If you cannot move the transmission into N, you may need to override it. Please contact your yard manager and Ford contact immediately. Only special equipment can dis-engage the lock.



- Release parking brake while vehicle under tow
 - Maximum speed is 5 mph
- Tow vehicle to charging area. Vehicle will have manual steering & braking. Once vehicle is at desired location, place transmission in P (Park), turn vehicle off, and disconnect towing hardware. Charge electric battery using the battery charging station per facility guidelines

