**Flat Tire Process (US VDC)**

The completion of a hotline report for flat tires is the responsibility of the on-site inspection company or the yard manager. Below you will find further description of what is required. All fields must be completed in the hotline report, including but not limited to:

**Definitions:**

* + **Flat Tire-** Tire will not hold air and vehicle cannot be moved without damaging the rim or other components.

**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. Hotline report 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
	+ Image of tire (If bolt in tire, image of the bolt is required)
	+ Any damage to the rim must be included in the hotline report.
	+ Damage codes
	+ Location of the vehicle
	+ On-site Contact
* 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 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)

**Process**

* Complete and communicate hotline report as described above
* Upon receiving completed hotline report, General Motors Field Operation & Quality will review hotline report and validate all necessary details are present.
* GM Field Operations & Quality will provide written approval to yard manager to set up Fenkell for repair & provide approval to carrier to place the vehicle on LH hold
* Yard Manager will input request for repair directly into Fenkell system
	+ Fenkell system requires:
		- All 17 digits of the VIN
		- Miles on the vehicle
		- Repair code
		- Description of damage
		- Name of person generating the report
		- Photos
* Upon completion of repair, Yard Manger will reply to all with notification.
* Carrier will remove vehicle from LH hold & ship to final dealer

If Fenkell is unable to fully repair the vehicle (missing keys, etc), the original ITR process must be followed.

**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.