



TRANSPORTATION CLAIMS

Inspection, Damage Documentation, Claims Filing Summary

Inspection

- Designate a minimum of (2) inspectors to ensure inspection coverage at all times
- On board from ground – look for improper or loose tie downs, fluid leakage, undercarriage damage and transport damage.
- On ground – once driver has unloaded units, survey for dents, scratches, missing items

Damage Documentation

- All damage must be noted on the delivery document/ bill or EPOD Device of lading at time of delivery
- Five digit damage codes should be used to give an accurate description of the damage spelling out the area, type, and severity of damage. EPOD Device users should attach photos of damage areas
- Do not speculate as to origin of damage. Damage documentation is all that is required
- The delivery document/ bill of lading must include date, time, signature of Dealer/ Fleet representative and Carrier driver
- EPOD Device users must include the dealer or fleet representative signature on the device

Exceptions:

Delayed Inspection / Subject to Inspection (STI):

- After Hours Delivery – damage found requires written notification** to Carrier within 48 hours of delivery
- EPOD Device users should attach photos of damage areas
- Vehicles dirty or snow covered and driver can't wait: Inspect vertical panels and interior before driver departs, note damages, and write "Subject to further inspection" and reason: too dirty, snow covered, rain, etc. Wash and inspect ASAP. Send notification** within 48 hours
- If driver is using EPOD Device, ensure "STI" is input in the EPOD Device

Concealed Damage:

- Areas not visible during on ground inspection: Requires written notification** to Carrier within 48 hours of delivery. The following areas meet the concealed damage criteria:
 - Exhaust system
 - Suspension system
 - Frame
 - Gas tank
 - Brake lines

- Inner wall and tread area of tires
- Engine and drive compartments
- Underbody sheet metal
- Tie down brackets

**** It is highly recommended that all 48 hour written notifications be sent by fax or email, retaining a printed copy of the sent confirmation, or by certified mail, return receipt requested.**

Critical or Unusual Damage:

Toyota authorization is required prior to repair on all of the following claims:

- 1) Repairs to damages that fall into the Critical Damage category, defined as damage of such an extent as to make it questionable that a vehicle can be satisfactorily repaired and sold as new.
- 2) Damage repairs in excess of \$1,000.
- 3) Repairs for damage caused by airborne contamination (e.g. acid rain, rail dust, etc.), hail, wind storm, fire, or water.
- 4) Damages that affect a vehicle safety item.
- 5) Repairs for damage caused by fluid spillage.
- 6) Repairs for hidden damage found beneath undisturbed Rapgard.

Claims Filing

Claims are to be filed directly with Tokio Marine Claims Service for TMNA deliveries

- If you do not have an account with Tokio Marine Claims Service (TMCS), one must be created to file the claim.
 - To create an account with TMCS, send an email to tls_claims_administration@toyota.com to request an account be created. Toyota Logistic Services (TLS) Transportation Claims will contact TMCS to notify them of your need for an account. TMCS will then contact you directly to set-up your claims account.
 - Once your account with TMCS has been created be prepared to submit the following with your claim:
 1. Cover sheet with contact information
 2. Copy of repair order
 3. Copy of delivery receipt
 4. Copy of 48 hour written notification to carrier
 - For assistance from TLS Claims Department, please call (469) 292-1267.
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- Claim filing time allowance – 6 months from day of delivery
 - TMCS will review supporting docs and advise if claim is payable, or will contact you if additional documentation is required.
 - If payable, TMCS will reimburse Fleet Customer, (check/U.S. Mail), within 3 weeks of claim acceptance.
 - For assistance with your claim, call (800) 421-3407 (Option #2) Or, (469) 292-1267
 - For deliveries within the SET or GST states, please see the table below for contact info.

Contact Info:

	TMS – All other states except HI	GST TX, LA, OK, AR, MS
Contact Name:	TLS Claims	GST Freight Claims Team
Phone #	(800) 421-3407 (option #2 – Press 2)	(713) 580-3644 Fax: 713-580-7977
Email	tls_claims_administration@toyota.com	USALCLAIMS@USAL.COM

SET - GA, FL, NC, SC & AL			
Carrier	Centurion Auto Transport	Auto Carrier Express (ACE)	Southeast Transportation Systems (STS)
Contact Name:	Holli Landry	Ginger Greene	Mark Wilms
Phone #	904-766-8518	904-358-3830	904-378-4755
Email	claims@centurionautologistics.com	ginger@acecarrier.com	transportdamage@setoyota.com