



## TRANSPORTATION CLAIMS

### *Inspection, Damage Documentation, Claims Filing Summary*

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#### **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 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 (BOL) 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 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, windstorm, 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](mailto:tls_claims_administration@toyota.com) (cc: Michelle.Aquino@tmclaimsservice.com and bryan.thach@tmclaimsservice.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.
- **Claim filing time allowance – 6 months from day of delivery**
- TMCS will review supporting documents 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.

**Toyota Transportation Claims Contact Table**

Region/States	Carrier/Team	Contact Name(s)	Phone Number(s)	Email Address(es)
<b>TMS – All other states except HI</b>	TLS Claims		(800) 421-3407 (Option #2 – Press 2)	tls_claims_administration@toyota.com
<b>GST (TX, LA, OK, AR, MS)</b>	GST Freight Claims Team		(713) 580-3644	USALCLAIMS@USAL.COM
<b>SET (GA, FL, NC, SC, AL)</b>	Centurion Auto Transport	Holli Landry	904-766-8518	claims@centurionautologistics.com
	Auto Carrier Express (ACE)	Ginger Greene	904-358-3830	ginger@acecarrier.com
	Southeast Transportation Systems (STS)	Jessie Blyler	904-610-3151	transportdamage@setoyota.com