

To All,

Pickup Yard hours are 24hrs 7days a week

Yard policy / rules are just like any other yard. Standard safety / etiquette. **Must have on high-visibility clothes in all yards, 15mph in yard, horns and flashers to be used at all times in yard**

#### **Pickup and Gate Location**

**Ford Westfield Houston TX**  
20909 East Hardy Rd  
**Houston TX 77073**

**Driver will need to leave a yard exit copy at guard shack upon yard exit**  
**Driver will need to leave a bay tag from each vehicle that is located on each vehicles dash with the guard upon exit. If they vehicle is missing a bay tag tell the guard or call Brittney at 281-682-3733 to have one printed out at yard exit**

#### **Damage sign off and lost vehicles contact front desk Mon-Fri, 8am -4pm**

**Driver only allowed to write up scratches and scuffs code and only severity #1 and severity #2 anything else and severity #3 requires a signature.**  
**Text # 302-784-8245 with bay # and damage type and location to get inspector to come to location for signoff.**

Can assist and confirm where the units should be parked if not in bay but sometimes driver will need to look a few parking spots around bay first.

#### **Magnus App must be used for the movement of these units**

**Location Services must be turned on when using the Magnus App when doing these moves**  
**Driver must mark pickup in Magnus App after driver has loaded and is still on lot at pickup**  
**Driver must mark delivery in the Magnus App after driver has delivered and is still on lot at delivery**

Yard policy / rules are just like any other yard. Standard safety / etiquette. **Must have on face mask and high-visibility clothes in all yards, drive within posted speeds in yard, horns and flashers to be used at all times in yard**

**Driver will need to leave yard exit copy and vehicle bay tags at guard shack upon yard exit**  
**Do an inspection and obtain signature as needed on your vehicles before moving from the bay. Please make sure all damage info is put into the Magnus App with Pictures and a signature is obtained before leaving the facility if it meets the requirements above for a signature.**  
**Note damages on gate pass or manifest at time of Pickup. Always use Numerical AGIG M-22 codes. The Ramp will not acknowledge damages unless damage codes are used.**

**FOLLOW THE GUIDELINES BELOW.**

-Verify the unit in bay is the unit on your load – double check vin numbers before touching the car. There are many mis-bayed units and missing units.

-If a unit has damage that needs to be verified and no one is there to verify the damage DO NOT TAKE THE UNIT. Have it dropped from your load.

-The inspector will need to sign the paper gate pass. Once you are loaded, before you turn in your gate pass, SEND A PICTURE OF THE GATE PASS WITH VERIFYING SIGNATURE to [claims@proautotran.com](mailto:claims@proautotran.com) If you don't send it to us we have nothing to fight the claim with as the inspectors in the yard won't sign the Magnus app.

-The security guard is NOT an inspector.

-Use the Magnus system.

-Take pictures of all damages.

**ALWAYS DOUBLE CHECK/MAKE SURE THE INSPECTOR IS USING THE CORRECT CODES AND IS CODING ALL THE DAMAGE NECESSARY. The responsibility is ultimately on you the driver.**

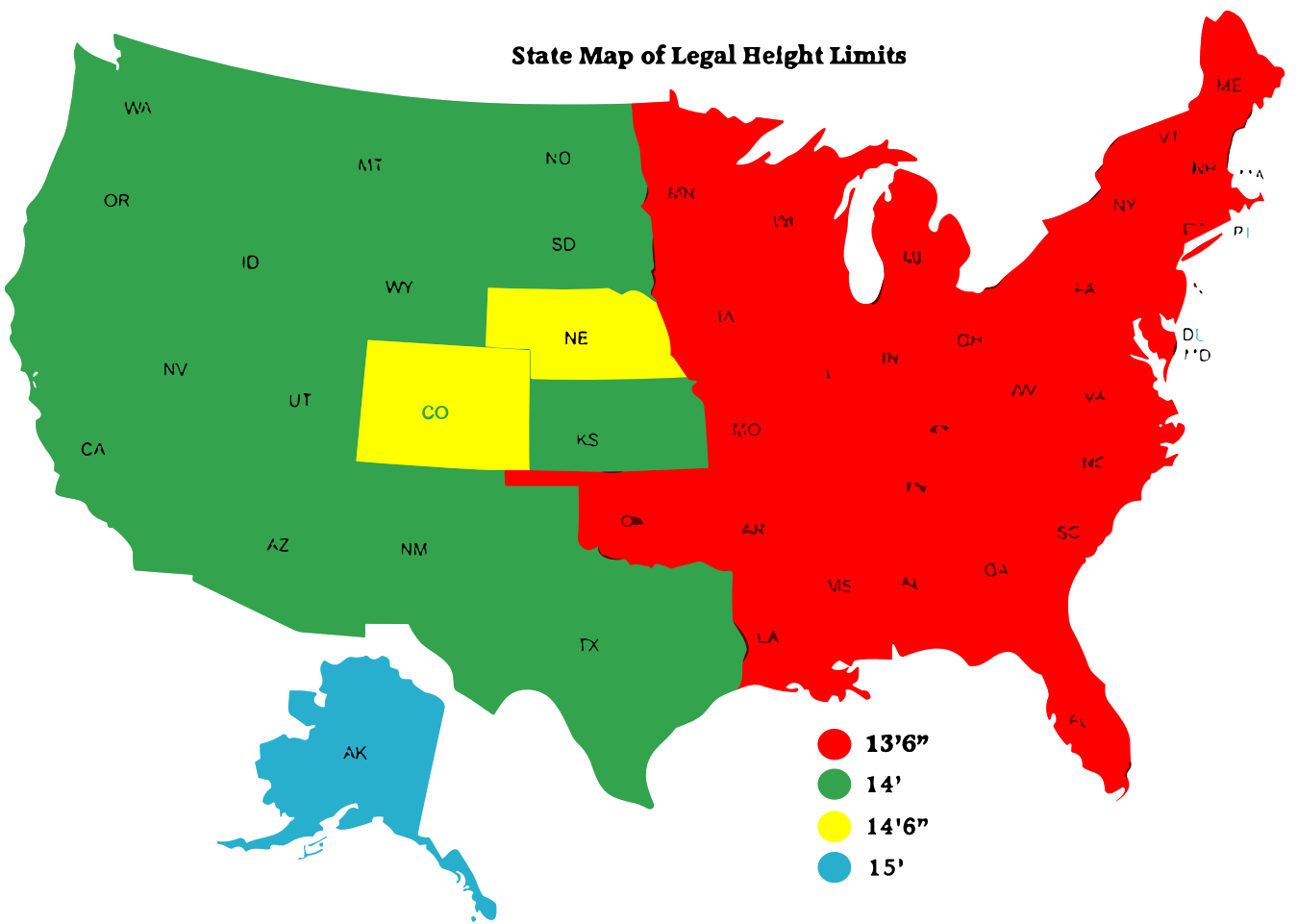
**Also if you deliver to an upfitter or Uhaul Location call ahead to get there delivery hrs once you get your BOL**

Any vehicle missing or that need to be swapped out due to damage driver needs to go call Proficient dispatch at **Call 904-638-6368** the vehicle swapped out or removed from load.

Thank you



### State Map of Legal Height Limits



# AIAG DAMAGE CODES

## AIAG DAMAGE AREA CODES – First and Second Digits

DAMAGE AREA CODES			
01	ANTENNA / ANTENNA BASE	34	TV / DVD SCREEN
02	BATTERY / BOX	35	ROCKER PANEL / OUTER SILL - LEFT
03	BUMPER / COVER / EXTERIOR - FRONT	36	ROCKER PANEL / OUTER SILL - RIGHT
04	BUMPER / COVER / EXTERIOR - REAR	37	ROOF
05	BUMPER GUARD / STRIP - FRONT	38	RUNNING BOARD / STEP - LEFT
06	BUMPER GUARD / STRIP - REAR	39	RUNNING BOARD / STEP - RIGHT
07	DOOR - BACK CARGO - RIGHT	40	SPARE TIRE / WHEEL
08	DOOR - BACK CARGO - LEFT	41	OPEN
09	DOOR - CARGO - RIGHT	42	SPLASH PANEL / SPOILER - FRONT
10	DOOR - LEFT FRONT	43	OPEN
11	DOOR - LEFT REAR	44	GAS TANK
12	DOOR - RIGHT FRONT	45	TAIL LIGHT / HARDWARE
13	DOOR - RIGHT REAR	46	OPEN
14	FENDER - LEFT FRONT	47	OPEN
15	QTR PANEL / PICK UP BOX - LEFT	48	TRIM PANEL - FRONT LEFT
16	FENDER - RIGHT FRONT	49	CD CHANGER - SEPARATE UNIT
17	QTR PANEL / PICK UP BOX - RIGHT	50	TRIM PANEL - FRONT RIGHT
18	FLOOR MATS - FRONT	51	OPEN
19	FLOOR MATS - REAR	52	DECK LID / TAILGATE / HATCHBACK
20	WINDSHIELD	53	SUNROOF / T-TOP
21	GLASS - REAR	54	UNDERCARRIAGE - OTHER
22	GRILLE	55	CARGO AREA - OTHER
23	ACCESSORY BAG / BOX	56	VINYL / CONVERTIBLE TOP / TONNEAU COVER
24	HEADLIGHT / COVER / TURN SIGNAL	57	WHEEL COVERS / CAPS / RINGS
25	LAMPS - FOG / DRIVING / SPOT LIGHT	58	RADIO SPEAKERS
26	HEADLINER	59	WIPERS - ALL
27	HOOD	60	OPEN - SPECIAL USE CODE
28	KEYS	61	PICK UP BOX - INTERIOR
29	KEYLESS REMOTE	62	OPEN
30	MIRROR - OUTSIDE LEFT	63	RAILS, TRUCK BED / LIGHT BAR
31	MIRROR - OUTSIDE RIGHT	64	SPOILER / DEFLECTOR - REAR
32	OPEN	65	LUGGAGE RACK (STRIPS) / DRIP RAIL
33	AUDIO / VIDEO PLAYER	66	DASH / INSTRUMENT PANEL
		67	CIGARETTE LIGHTER / ASH TRAY
		68	CARPET – FRONT
		69	CENTER POST – RIGHT
		70	CENTER POST – LEFT
		71	CORNER POST
		72	LEFT FRONT TIRE
		73	LEFT FRONT WHEEL / RIM
		74	LEFT REAR TIRE
		75	LEFT REAR WHEEL / RIM
		76	RIGHT REAR TIRE
		77	RIGHT REAR WHEEL / RIM
		78	RIGHT FRONT TIRE
		79	RIGHT FRONT WHEEL / RIM
		80	COWL
		81	GAS CAP / COVER
		82	FENDER - REAR LEFT
		83	FENDER - REAR RIGHT
		84	TOOLS / JACK / SPARE TIRE MOUNT & LOCK
		85	COMMUNICATION / GPS UNIT
		86	PARKING SONAR SYSTEM
		87	OPEN
		88	OPEN
		89	TRAILER HITCH / WIRING HARNESS / TOW HOOKS
		90	FRAME
		91	EXHAUST SYSTEM
		92	LICENSE PLATE BRACKET
		93	STEERING WHEEL / AIRBAG
		94	SEAT - FRONT LEFT
		95	SEAT - FRONT RIGHT
		96	SEAT - REAR
		97	CARPET - REAR
		98	INTERIOR - OTHER
		99	ENGINE COMPARTMENT - OTHER

## AIAG DAMAGE TYPE CODES – Third and Fourth Digits

DAMAGE TYPE CODES			
01	BENT	11	PUNCTURED
02	BROKEN	12	SCRATCHED - EXCEPT GLASS
03	CUT	13	TORN
04	DENTED - PAINT BROKEN	14	DENTED - PAINT / CHROME NOT DAMAGED
05	CHIPPED - EXCEPT GLASS & PANEL EDGE	18	MOLDING / WEATHER STRIP / EMBLEM DAMAGED
06	CRACKED - EXCEPT GLASS	19	MOLDING / WEATHER STRIP / EMBLEM MISSING
07	GOUGED	20	GLASS - CRACKED
08	MISSING - EXCEPT MOLDING / EMBLEM	21	GLASS - BROKEN
09	SCUFFED	22	GLASS - CHIPPED
10	INTERIOR STAINED / SOILED	23	GLASS - SCRATCHED
		24	MARKER LIGHT / TURN LIGHT DAMAGE
		25	DECAL / PAINT STRIPE DAMAGED
		29	CONTAMINATION - EXTERIOR
		30	FLUID SPILLAGE - EXTERIOR
		34	PANEL EDGE CHIPPED
		36	PART / OPTION NOT AS INVOICED
		37	HARDWARE EXTERIOR - DAMAGED
		38	HARDWARE EXTERIOR - LOOSE / MISSING
		39	JUMPED CHOCKS

## AIAG DAMAGE SEVERITY CODES – Fifth Digit

DAMAGE SEVERITY CODES	
1	Damage up to and including 1 inch in length/diameter - less than 3 cm
2	Damage over 1 inch up to and including 3 inches in length/diameter - 3cm up to 8 cm
3	Damage over 3 inches up to and including 6 inches in length/diameter - over 8 cm up to 15 cm
4	Damage over 6 inches up to and including 12 inches in length/diameter - over 15 cm to 30 cm
5	Damage over 12 inches in length/diameter - over 30 cm
6	Missing

Except for the below damages, a damage severity of 1-2 the damage does not need to be verified but always note it on your EPOD/VTAS and gate pass/BOL.

### **Damages that must be verified:**

- Major Damage (Severity 3 & above) ***must be verified***
- 3 or more exceptions to the same body panel ***must be verified***
- Any and all exceptions to Chrome, Alloy and/or Aluminum wheels ***must be verified***
- Any and all exceptions to 'Roof Panels' (Damage Area, 37) ***must be verified***
- Any/All Missing Loose Content and/or Open, Broken or Missing Loose Item Bags ***must be verified***
- Any/All Missing Parts (i.e. moldings, panels, etc.) ***must be verified***
- Any/All Missing Keys and/or Key Fobs ***must be verified***

In addition to the above criteria, **all severities of the following 'Damage Types' must be verified:**

#### **Damage Type Code Description**

- 01 Bent
- 02 Broken
- 03 Cut
- 04 Dented with Paint or Chrome Broken
- 06 Cracked Panels
- 11 Punctured
- 13 Torn
- 20, 21, 22 & 23 All Glass Damages

**Damages requiring verification must be verified in bay, with the unit in the original bayed position, or they will not be covered by the railroad/port. If there is a question, the safest course of action is not to move the vehicle and request a verification from a 3rd party inspection contractor.**

You should always use the following five-digit code system to document damage or shortage on the Preload Inspection/Out Gate Pass, Bill of Lading and Delivery Receipt:

- The first two digits describe the damage/shortage area.
- The next two digits indicate the damage type.
- The last digit indicates the damage severity (size of damage area).

**IMPORTANT:** Damage codes must be noted in the space immediately following the appropriate VIN. No other notations should be made on this document.

Always take a picture of your gate pass if there are verified damages noted. Once the location/guard has marked the number of exceptions and time stamped it, ask for it back to take a picture of your gate pass and return it to the location/guard. Email the picture to [claims@proautotran.com](mailto:claims@proautotran.com) or submit a copy with your billing when submitting to the accounting department.

The codes and corresponding descriptions are included on the following pages.



### 1.2 Damage Area Codes

DAMAGE AREA CODES					
01	ANTENNA / ANTENNA BASE	34	TV / DVD SCREEN	67	CIGARETTE LIGHTER / ASH TRAY
02	BATTERY / BOX	35	ROCKER PANEL / OUTER SILL - LEFT	68	CARPET - FRONT
03	BUMPER / COVER / EXTERIOR - FRONT	36	ROCKER PANEL / OUTER SILL - RIGHT	69	CENTER POST - RIGHT
04	BUMPER / COVER / EXTERIOR - REAR	37	ROOF	70	CENTER POST - LEFT
05	BUMPER GUARD / STRIP - FRONT	38	RUNNING BOARD / STEP - LEFT	71	CORNER POST
06	BUMPER GUARD / STRIP - REAR	39	RUNNING BOARD / STEP - RIGHT	72	LEFT FRONT TIRE
07	DOOR - BACK CARGO - RIGHT	40	SPARE TIRE / WHEEL	73	LEFT FRONT WHEEL / RIM
08	DOOR - BACK CARGO - LEFT	41	OPEN	74	LEFT REAR TIRE
09	DOOR - CARGO - RIGHT	42	SPLASH PANEL / SPOILER - FRONT	75	LEFT REAR WHEEL / RIM
10	DOOR - LEFT FRONT	43	OPEN	76	RIGHT REAR TIRE
11	DOOR - LEFT REAR	44	GAS TANK	77	RIGHT REAR WHEEL / RIM
12	DOOR - RIGHT FRONT	45	TAIL LIGHT / HARDWARE	78	RIGHT FRONT TIRE
13	DOOR - RIGHT REAR	46	OPEN	79	RIGHT FRONT WHEEL / RIM
14	FENDER - LEFT FRONT	47	OPEN	80	COWL
15	QTR PANEL / PICK UP BOX - LEFT	48	TRIM PANEL - FRONT LEFT	81	GAS CAP / COVER
16	FENDER - RIGHT FRONT	49	CD CHANGER - SEPARATE UNIT	82	FENDER - REAR LEFT
17	QTR PANEL / PICK UP BOX - RIGHT	50	TRIM PANEL - FRONT RIGHT	83	FENDER - REAR RIGHT
18	FLOOR MATS - FRONT	51	OPEN	84	TOOLS / JACK / SPARE TIRE MOUNT & LOCK
19	FLOOR MATS - REAR	52	DECK LID / TAILGATE / HATCHBACK	85	COMMUNICATION / GPS UNIT
20	WINDSHIELD	53	SUNROOF / T-TOP	86	PARKING SONAR SYSTEM
21	GLASS - REAR	54	UNDERCARRIAGE - OTHER	87	OPEN
22	GRILLE	55	CARGO AREA - OTHER	88	OPEN
23	ACCESSORY BAG / BOX	56	VINYL / CONVERTIBLE TOP / TONNEAU COVER	89	TRAILER HITCH / WIRING HARNESS / TOW HOOKS
24	HEADLIGHT / COVER / TURN SIGNAL	57	WHEEL COVERS / CAPS / RINGS	90	FRAME
25	LAMPS - FOG / DRIVING / SPOT LIGHT	58	RADIO SPEAKERS	91	EXHAUST SYSTEM
26	HEADLINER	59	WIPERS - ALL	92	LICENSE PLATE BRACKET
27	HOOD	60	OPEN - SPECIAL USE CODE	93	STEERING WHEEL / AIRBAG
28	KEYS	61	PICK UP BOX - INTERIOR	94	SEAT - FRONT LEFT
29	KEYLESS REMOTE	62	OPEN	95	SEAT - FRONT RIGHT
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31	MIRROR - OUTSIDE RIGHT	64	SPOILER / DEFLECTOR - REAR	97	CARPET - REAR
32	OPEN	65	LUGGAGE RACK (STRIPS) / DRIP RAIL	98	INTERIOR - OTHER
33	AUDIO / VIDEO PLAYER	66	DASH / INSTRUMENT PANEL	99	ENGINE COMPARTMENT - OTHER



### 1.3 Damage Type Codes

DAMAGE TYPE CODES					
01	BENT	11	PUNCTURED	24	MARKER LIGHT / TURN LIGHT DAMAGE
02	BROKEN	12	SCRATCHED - EXCEPT GLASS	25	DECAL / PAINT STRIPE DAMAGED
03	CUT	13	TORN	29	CONTAMINATION - EXTERIOR
04	DENTED - PAINT BROKEN	14	DENTED - PAINT / CHROME NOT DAMAGED	30	FLUID SPILLAGE - EXTERIOR
05	CHIPPED - EXCEPT GLASS & PANEL EDGE	18	MOLDING / WEATHER.STRIP / EMBLEM DAMAGED	34	PANEL EDGE CHIPPED
06	CRACKED - EXCEPT GLASS	19	MOLDING / WEATHER.STRIP / EMBLEM MISSING	36	PART / OPTION NOT AS INVOICED
07	GOUGED	20	GLASS - CRACKED	37	HARDWARE EXTERIOR - DAMAGED
08	MISSING - EXCEPT MOLDING / EMBLEM	21	GLASS - BROKEN	38	HARDWARE EXTERIOR - LOOSE / MISSING
09	SCUFFED	22	GLASS - CHIPPED	39	JUMPED CHOCKS
10	INTERIOR STAINED / SOILED	23	GLASS - SCRATCHED		

### 1.4 Damage Severity Codes

1	LESS THAN & INCLUDING 1"	LESS THAN 3 cm
2	OVER 1" UP TO & INCLUDING 3"	3 cm UP TO 8 cm
3	OVER 3" UP TO & INCLUDING 6"	8 cm UP TO 15 cm
4	OVER 6" UP TO & INCLUDING 12"	15 cm UP TO 30 cm
5	OVER 12"	30 cm & OVER
6	MISSING	