

# ACCIDENT AND VEHICLE DAMAGE REPORTING

## Damage Reporting

The Accident/Vehicle Damage Report Form with instructions for filing a claim is provided on the web-site under Company Car related forms for active employees. Retired participants can locate the form with instructions on the On-line Ordering system under Company Car Forms. Participants' residing within Southeastern Michigan taking delivery from Lapeer Road Marshaling Center will find the form in the glove box of the vehicle.

## On the Scene Accident Instructions

- Arrange for attention to any injured persons at the scene.
- Call the police (if such action is either indicated by the circumstances of the accident or is required by law).
- Do not assume responsibility for the accident regardless of the circumstances.
- Identify yourself to the driver(s) or owner(s) of the other vehicle(s).
- Obtain the full and correct names and addresses of all parties, including drivers, passengers, and witnesses involved in the accident. However, if you are not comfortable leaving your vehicle - go straight to the nearest police department and file your accident report. Use your best judgment.
- Record the license plate numbers and driver's license number of the vehicles and drivers involved.
- Obtain the names of the other parties' insurance companies, agents and if possible, their insurance policy numbers. Identify Chrysler's insurance carrier. Unless otherwise notified, Chrysler's insurance carrier is Chrysler Insurance Company, but all claims are to be reported to the local area agent, Gallagher Bassett Services, Inc., (248) 475-0215.
- Record the name of the police department responding to the call, the officer's name and the police report number.
- If the vehicle is not operable, either the vehicle is to be towed under police direction, or the Participant is to arrange to have the vehicle towed to the nearest Chrysler franchised dealership.

## Written Accident / Vehicle Damage Report

A written report is required for all accidents, regardless of severity, involving property damage, injury to other parties and any vehicle damage and must be mailed or faxed to Gallagher Bassett Services, Inc. immediately after the accident occurs.

A damage appraisal is required on all vehicle body damage, including suspension or underbody damages, before repairs are performed. **No claim is required for stolen equipment, safety related items or glass.** This appraisal is scheduled through the Chrysler Corporate Claim Center at (800) 557-6440. Repairs under \$500 should **NOT** be performed, are not authorized and will **NOT** be reimbursed.

Any body damage repairs completed on company-owned vehicles without a Vehicle Damage Claim Number and damage appraisal are considered unauthorized and may be subject to review by the Company Car Committee Review Board.

In all cases, mail a copy of the completed Accident/Vehicle Damage report to Gallagher Bassett Services, Inc. Present one copy to the damage appraiser at the time of the appraisal (or, if vehicle is at a Chrysler franchised dealer, leave a copy on the front seat of the vehicle). Retain a copy for your records.

Participants involved in an accident outside of Michigan must check with the nearest police department or Gallagher Bassett Services, Inc., (248) 475-0215, to determine that state's specific reporting requirements.

A copy of any accident report required by another state or governmental body must sent, to or provided by Gallagher Bassett Services, Inc.

## Oral Accident Report

In addition to a written accident report, Participants must orally report accidents involving property damage and injuries to other persons to Gallagher Bassett Services, Inc., as soon as possible at (248) 475-0215.

## Third Party Contacts

Any subsequent claims or contacts received by telephone or mail from a third party (individual, attorney or insurance company), must be referred or sent immediately to Gallagher Bassett Services, Inc. for handling and reply.

**A Participant or Custodian is not authorized to settle a claim involving a Chrysler-owned vehicle.**

## **Service of Process**

Participants served with papers in a lawsuit arising out of the use or operation of a Company-owned vehicle must follow the procedures listed below:

- Notify Gallagher Bassett Services, Inc. immediately by calling (248) 475-0215
  - Mail or fax all papers served, to Gallagher Bassett Services, Inc. within 24 hours after receiving them so that the necessary action can be taken to protect the interests of the Participant and Chrysler. The following information should accompany the papers:
    - Date, hour and place of served
    - The manner of service (i.e., personally or by mail); if by mail, include the envelope in which the papers were served
    - All correspondence relative to this section should be forwarded to the following address:

**Gallagher Bassett Services, Inc.**  
**P. O. Box 7068**  
**Bloomfield Hills, MI 48302-7068**  
**Fax Number: (248) 475-0228**

## **Vehicle Damage Repair Policy**

Federal and many State laws require Chrysler to provide complete disclosure of all body damage repairs when a company-owned vehicle is sold.

The following procedure must be adhered to anywhere in the United States, District of Columbia or Canada to ensure compliance with the disclosure requirement.

- A Vehicle Damage Claim Number must be obtained (see “Procedure to obtain a Damage Appraisal” included in this section)
- An authorized damage appraisal must be completed before any repairs are started on a company-owned vehicle.

Regardless of where the Participant resides or where the accident occurs, the Participant must phone the Chrysler Claim Center with the following information:

- Date of damage or loss
- Vehicle make, model, color and year
- License plate number
- Vehicle Identification Number (VIN#)
- Description of vehicle damage
- Name, telephone number and social security number of the driver
- Location of the vehicle

## **Vehicle Damage Appraisal Policy**

A Chrysler Claim Center Representative will assign a vehicle damage claim number and schedule an appraisal appointment for Participants residing in Southeastern Michigan within 24-48 hours. For Participants residing elsewhere, the Claim Center will contact one of two independent appraisal services (Piersol or Crawford & Co.), who will then contact the Participant to make an appointment with 24-48 hours.

If the vehicle can be operated safely, and is located in Southeastern Michigan, the damage appraisal appointment will be scheduled at the Lapeer Road Marshaling Center.

If the vehicle was towed to a Chrysler franchised dealership or authorized repair facility, the appraisal appointment will be scheduled at that location.

The appraiser will provide the Participant with a copy of the damage appraisal. The Participant must give this appraisal to the repairing facility.

The following items do not require damage appraisals: tires, wheels, wheel alignments, glass replacement, stolen radios and equipment as long as no body damage occurred (see section on stolen equipment).

## **Vehicle Damage Repair Requirements**

Any repairs completed on a company-owned vehicle must be performed at a Chrysler franchised dealership or sublet facility (referred by a Chrysler Dealer) and must be OEM parts.

If the body damage is under \$500, repairs should not be made unless the damage significantly distracts from the vehicle's appearance. (Approval is required from Company Car Programs for repairs under \$500 prior to repairs being performed) or is safety related. Claims for normal wear and tear items, such as small scratches, ding marks, etc... should not be filed, and the repairs should not be made.

Safety related repairs **must** be completed immediately. In the event a Chrysler franchised dealership is not available, the repairs should be performed by a licensed repair facility, paid for by the Participant and reimbursement requested. No appraisal is required for safety related items.

Participants outside the Southeastern Michigan area are permitted to rent a vehicle when their lease vehicle is in repair. The participant may rent a vehicle the day the vehicle goes in for repair if they are aware that the vehicle will be in service three days or more.

## **Vehicle Damage Repair Requirements (Continued)**

The rate of reimbursement is \$35 per day for a maximum of \$350 per occurrence. The monthly vehicle lease payment will continue while the lease vehicle is out of service. If the vehicle is drivable do not leave the vehicle at the dealership until parts have been ordered and received.

If the repairs exceed 10 days or the maximum rental amount, contact the dealer to determine the reason. You should also contact company car programs for assistance in expediting repairs or if an extension on your rental will be needed.

## **Repair Locations**

Company-owned vehicles must be taken to a Chrysler franchised dealership for repairs. If the dealership does not have a body shop the dealer will direct the Participant to their sublet facility. If the vehicle is not drivable, it is the Participant's responsibility to have the vehicle towed to a Chrysler franchised dealership/sublet facility.

The Participant is not required to pay any deductible or betterment fee to the repairing facility.

**A \$100 Claim Administration fee regardless of fault after April 1, 2006 will be assessed.**

- The \$100 fee will be assessed for each occurrence with damage over \$500
- Claims for damages cannot be combined (i.e. Front bumper, rear left quarter panel, right driver door etc...) unless the damages resulted from the same accident.
- Each claim **MUST** be handled and reported separately
- Accident reports for each claim must be completed. It will be assessed based upon the claim
- Single incident damages exceeding \$500 must be repaired prior to turn in

## **Dealer Billing**

The Chrysler franchised dealership must submit the repair order/invoice and appraisal to Company Car Operations' for payment at the following address:

**Fleet Operations– Vehicle Claims  
Chrysler LLC  
CIMS: 438-01-00  
4300 S. Lapeer Road  
Orion Twp., MI 48359  
Outside Line (248) 754-1030, Tieline 730-1030**

## **Dealer Billing (Continued)**

A credit for the amount of the repairs will be issued to the dealer's Parts Statement under Billing Code "057".

If the repairing facility will not bill Chrysler directly, the Lessee should pay for the authorized repairs and submit a Reimbursement Request Form (See reimbursement section under "Body damage repairs").

## **Totaled Vehicles**

If the authorized appraiser determines the vehicle a total loss he/she will notify the Participant. The Participant is to remove all personal property, the license plate, registration, insurance certificates and any other lease related documentation from the totaled vehicle. All but the insurance certificates should be returned to the Lapeer Road Marshaling Center at the address below. The insurance certificate should be transferred to the new vehicle.

**Lapeer Road Marshaling Center  
Chrysler LLC  
CIMS: 438-01-00  
4300 S. Lapeer Road  
Orion Twp., MI 48359  
(248) 751-1000, Teline 730-1000**

The Participant is responsible for notifying Company Car Programs of the totaled vehicle status by submitting a Replacement/Transfer Request Form. The Participant must complete, sign and submit the Replacement / Transfer Request Form to the address on the bottom of the form (allow 48 - 72 hours for processing) before contacting the Lapeer Road Marshaling Center.

### Within Southeastern Michigan

If the participant has obtained a loaner from the Lapeer Road Marshaling Center it must be returned at this time and an interim vehicle must be selected. The Participant must retain the interim until a new vehicle has been ordered and delivered. A new vehicle may be ordered during the second or third ordering phase.

### Outside Southeastern Michigan

Participants are to contact Company Car Programs for assistance. Participants are to replace all totaled vehicles, to remain active in the lease car program. A new order can only be placed if the corporation is still building vehicles.

## **Totaled Vehicles Not Being Replaced**

### Within Southeastern Michigan

Participants not replacing the totaled vehicle must submit a completed Replacement/Transfer Request Form indicating the vehicles totaled status, and a Termination Form. The Termination Form must also be completed, signed and submitted to the number or address on the form.

### Outside Southeastern Michigan

Participants not replacing the totaled vehicle must submit a completed Lease Vehicle Receipt and Disclosure Form (LVR) providing the totaled status of the vehicle.

The LVR will discontinue the monthly lease payments from being deducted from the payroll/pension check as of the date the vehicle was totaled. If a vehicle has already been ordered and the participant does not intend to take delivery this should also be noted on the Termination Form.

## **Stolen Vehicles**

Participants must immediately report the stolen vehicle to:

- Police department of the jurisdiction in which the theft occurred
- Corporate Security at (248) 576-8888

Obtain copies of the police report and send to:

**Corporate Security, CIMS 482-02-10  
800 Chrysler Drive East  
Auburn Hills, MI 48326**

Participants are encouraged to find alternate transportation such as a department pool vehicle, if available.

### Within Southeastern Michigan

Participants may contact the Lapeer Road Marshaling Center at T/L 730-1029 or outside (248) 754-1029 to obtain a loaner vehicle. A police report number, name and city of the police agency must be provided in order to obtain a loaner.

If after two weeks the stolen vehicle has not been recovered, the Participant must complete and sign a Replacement/Transfer Request Form and submit it to the fax number or address on the bottom of the form. This will allow the Participant to obtain an interim vehicle from Lapeer Road Marshaling Center. The stolen VIN will be deactivated when the interim is delivered.

## **Stolen Vehicles (Continued)**

### Outside Southeastern Michigan

Participants may make arrangements for a rental vehicle by complying with the Rental Vehicle Policy identified in the "Emergency Road Side Service" section in this manual under "Alternative Transportation". If the Corporation is in build-out status, no replacement orders can be made.

## **Recovered Stolen Vehicles**

Once a stolen vehicle is recovered, the participant remains responsible for completing the following steps regardless of the time period involved:

- Obtain a copy of the amendment/supplement to the original police report from the recovering agency (i.e. police department)
- Notify Corporate Security and provide them with the recovery and location of vehicle (248) 576-8888
- Provide a copy of the amendment/supplement of the original police report to insure the National Auto Theft Recovery Bureau Record is cleared
- Make necessary arrangements for the vehicle's release, towing, repair or disposition through a Chrysler dealership
- Contact the Corporate Claims at (800) 557-6440 to make arrangements for an estimate and claim number for all vehicle damage

## **Vehicle Vandalism**

### Body Damage

Any body damage (sheet metal) resulting from vandalism must be appraised and repaired in accordance with the Vehicle Damage Appraisal Policy.

### Stolen Equipment/Vandalism

Replacement of Original Equipment by Manufacturer (OEM) must be performed at a Chrysler franchised dealership. Participants should request an employee/retiree part discount when making payment to dealership. When submitting a request for Reimbursement, the Participant must include a police report number and the Accident/Vehicle Damage Report Form (refer to the Reimbursement section of this manual).

Only in cases where there is body damage, suspension and/or underbody damage is the Vehicle Damage Appraisal Process to be utilized.

## **Vehicle Vandalism (Continued)**

In the case of stolen equipment and/or glass breakage **only**, the Participant is responsible for replacing the equipment or having the glass replaced and is responsible for payment. The Participant may be reimbursed for this expense (refer to the Reimbursement section of this manual).

### Personal Property

Chrysler is not responsible for the theft or vandalism of personal property in PE/Lease vehicles. Participants should report this type of loss through their personal insurance company.

## **Other Damages**

### Hail or Salt Water Damage

It is the policy of Chrysler **NOT** to repair vehicle body damage (excluding glass replacement) due to hail or salt water damage.

However, all hail damaged vehicles must be appraised in order for the extent of the damage to be disclosed upon turn-in of the vehicle. Participants must follow the procedure in obtaining a damage appraisal. This damage appraisal must be retained in the glove compartment of the vehicle.

Those vehicles, which sustain severe damage caused by hail or salt water, may be replaced by ordering a new vehicle. The Participants must request this replacement through their Car Coordinator after the appraisal is completed.

## **Investigations and Legal Proceedings**

All Participants and permittees of lease vehicles must cooperate fully in the Company's investigation into accidents and damage to company-owned vehicles. In the event that a company-owned vehicle is stolen, vandalized, or otherwise sustains damage, including damage arising out of alleged criminal or civil wrongdoing, the Participant and permittee of the vehicle must cooperate with government authorities and Chrysler by signing and filing criminal complaints, participating as witnesses, and taking such other reasonable and necessary action as may be requested.

**Reminder: It is the Participant's responsibility to keep copies of any and all police and accident reports, damage appraisals and any other information considered pertinent to the accident and/or incident of loss.**