



Outgate Procedures for haul away carriers from North Atlantic Distribution (NORAD)

PRIOR TO LOADING

During business hours: – 0700 – 1600 Monday through Friday (Non-Holiday)

- Vehicles must be inspected prior to moving.
- **All** damages noted **must be** reviewed and confirmed by Yard Manager prior to moving the unit from bay.
- If damage is found, contact the Yard Manager @ 401-585-0031 or send an email to FCAGMDamages@noradinc.com to document all damages with AIAG code/s. The Yard Manager will come to review the damage/s with you prior to moving the vehicle.
- After reviewing the reported damage, the Yard Manager will stamp and initial the outage paperwork with the agreed upon damages noted.
- In some cases, severity 3 and above damages will not be allowed to ship due to OEM reporting requirements. The Yard Manager will advise accordingly.
- In some cases, the notification email will receive a reply with “OK to Ship, Email Is Stamp.” Damage still needs to be coded on the outgate paperwork, but the email will be accepted as proof of damage notification prior to moving the vehicle from bay.
- After inspection and prior to moving the vehicle, remove the bar code sticker, apply it to your paperwork without blocking the vin, or the damage codes, if any. Use that paperwork and your license to scan each vehicle out with security located at the exit of each satellite lot.

Outside of business hours:

- Vehicles must be inspected prior to moving.
- Damages with severity 3 or greater need to remain untouched, in bay, and be reported via email to fcagmdamages@noradinc.com. Be sure to report the damage/s with photos and using the AIAG code system. We will revert the next business day with further instructions as provided by the OEM. Photos of damages that are otherwise not permitted to leave will not absolve a carrier of responsibility.
- Vehicles with roof damage, vehicles with glass damage, vehicles with more than two damaged panels, or vehicles with multiple damages per panel regardless of individual severities, must be treated as a severity 3, not moved, and reported as above.
- After hours severity 1-2 damages **will be** allowed to leave. However, the driver must send clear photos of any damage noted after hours to fcagmdamages@noradinc.com prior to moving the vehicle. The email requirements for each noted damage are as follows:
 - Subject of email shall be Carrier name, vin last 8 and the AIAG damage code.
 - Body of email to include photo of the Vin Plate, photo of the entire vehicle in original bay, and clear photo of noted damage
- After above email requirements are met, driver must bring the vehicle & paperwork to security in the original lot where the vehicle was located to present damages and receive a “lot specific” stamp at the lot’s exit or prior to loading. No damage will be stamped by security after the vehicle is loaded.
- The security guard is not an inspector and will not code any damages for the carriers. AIAG codes are included for reference in this document.
- Vehicles that have received the “OK to Ship, Email Is Stamp” email are free to go afterhours without additional verification stamps, as long as the only damage observed and reported is noted in the email. The codes still need to be recorded on the outgate paperwork. For any additional damage not in the email, follow the procedures above.
- After inspection and prior to moving the vehicle, remove bar code sticker, apply it to your paperwork without blocking the vin, or the damage codes, if any. Use that paperwork and your license to scan each vehicle out with security located at the exit of each satellite lot.

AFTER LOADING

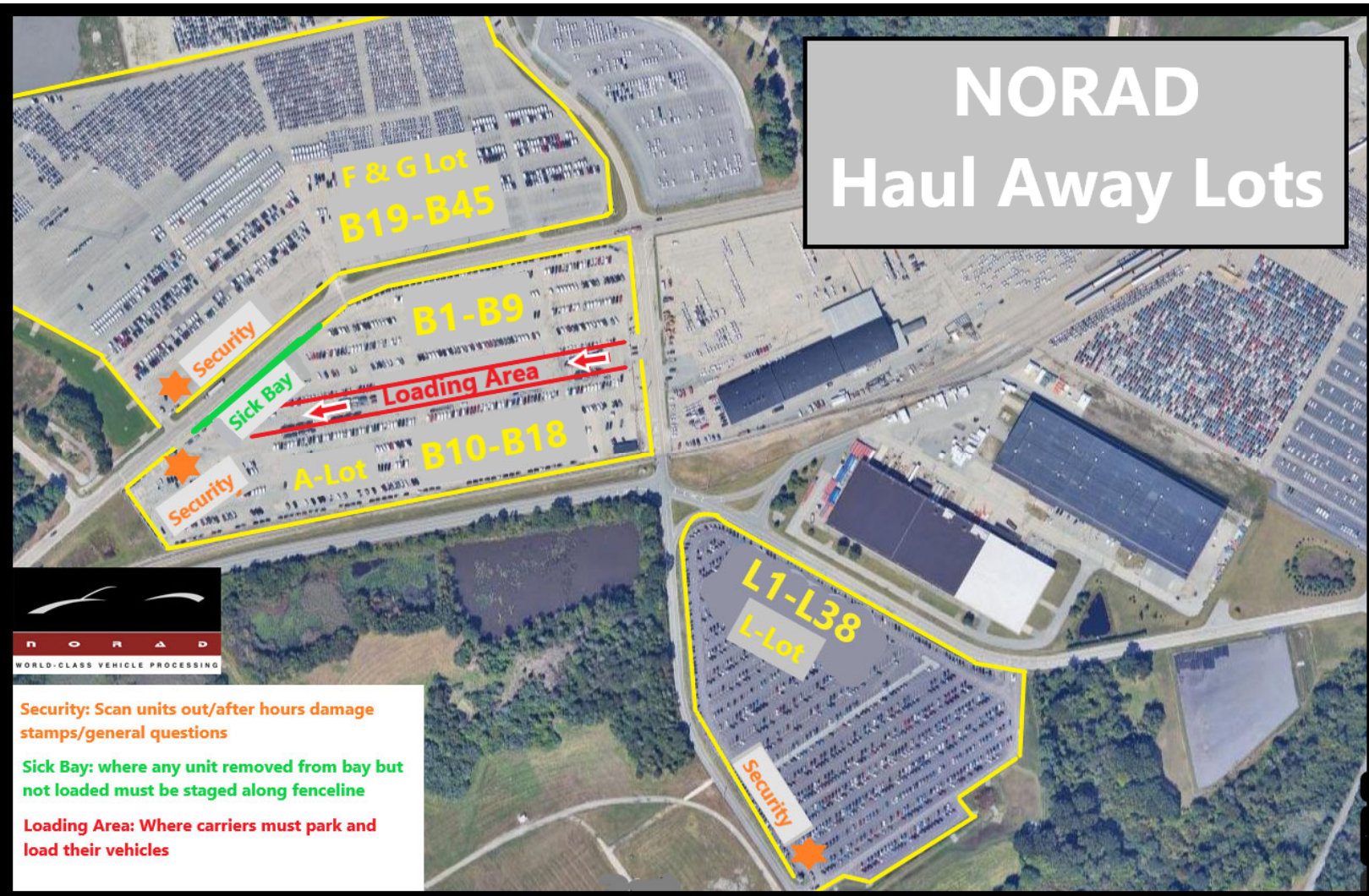
- Present Out-gate paperwork with bar code stickers attached to Security at loading area exit gate.
- Out-gate paperwork will be collected. We will not make copies, but you can take a picture of the paperwork.
- Once scanned out, the driver will be allowed to leave. No further modifications are to be made to the outgate paperwork.
- No inspection notes or details are to be transferred to the dealer in any way, unless specifically required by the OEM

Safety / General Yard Policies

- All visitors are responsible for their own safety while in the facility and must wear high-visibility safety vests or clothing along with proper footwear (no open-toed shoes.)
- No wrist watches, rings, loose jewelry, no exposed metal zippers, belt buckles, buttons, etc. on clothing while handling OEM vehicles.
- All visitors are to follow the speed limit signs posted in the facility.
- Cell phone use is prohibited while operating vehicles in the facility, including all hands-free devices.
- No shuttling with OEM vehicles or driving with passengers in OEM vehicles. All vehicles are to go from bay to security to scan out/get damage verification stamp if needed, and then straight to the carrier's trailer to be loaded.
- No scooters, or any other form of personal transportation equipment are permitted.
- All Inoperable/severely damaged vehicle pickups that require special transportation methods such as a flatbed must be scheduled during regular business hours Mon-Fri 7:30am-3:30pm
- No pets are allowed outside of carrier's truck while on facility grounds.
- Not a layover area. Trucks are only allowed in the loading area while actively loading.
- Any incidents or accidents causing damage must be reported to fcagmdamages@noradinc.com.
- It is the carrier's responsibility to ensure their drivers / sub-contractors receive this document, and before entering the NORAD facility, they have read it and understand it is to be followed entirely. NORAD will not be liable for any claims resulting from non-conformance to the facility procedures or policies outlined in this document.

North Atlantic Distribution (NORAD)

Haul Away Lots



AIAG Codes

Presented in 5 numbers AATTS, 2 number area code (AA), 2 number type code (TT), 1 number severity code (S)



DAMAGE AREA CODES (1st AND 2nd DIGITS)

05/23

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1	ANTENNA/ANTENNA BASE	50	RIGHT FRONT INTERIOR TRIM PANEL
2	BATTERY, SMALL, LOW VOLTAGE (IF HIGH VOLTAGE USE CODE 49)	51	TONNEAU COVER
3	BUMPER/COVER/EXTERIOR-FRONT	52	DECK LID/TAILGATE/HATCHBACK
4	BUMPER/COVER/EXTERIOR-REAR	53	SUNROOF/GLASSROOF
5	BUMPER GUARD/STRIP-FRONT	54	UNDERCARRIAGE-OTHER
6	BUMPER GUARD/STRIP-REAR	55	CARGO AREA-OTHER
7	DOOR-BACK CARGO-RIGHT	56	CONVERTIBLE TOP
8	DOOR-BACK CARGO-LEFT	57	WHEEL COVERS/CAPS
9	DOOR,-CARGO (SLIDING) R/L	58	OPEN
10	DOOR-LEFT FRONT	59	WIPERS, ALL
11	DOOR-LEFT REAR	60	JUMPED CHOCK
12	DOOR-RIGHT FRONT	61	BOX INTERIOR, PICK-UP TRUCK
13	DOOR-RIGHT REAR	62	ENTIRE VEHICLE
14	FENDER-LEFT FRONT	63	RAILS, TRUCK BED/LIGHTBAR
15	QTR PANEL/PICK-UP BOX-LEFT	64	DEFLECTOR/SPOILER, REAR
16	FENDER-RIGHT FRONT	65	LUGGAGE RACK/STRIPS/DRIP RAIL
17	QTR PANEL/PICK-UP BOX-RIGHT	66	DASH/INSTRUMENT PANEL
18	FLOOR MATS-FRONT	67	OPEN
19	FLOOR MATS-REAR	68	CARPET-FRONT
20	GLASS WINDSHIELD	69	CENTER POST RIGHT
21	GLASS REAR	70	CENTER POST LEFT
22	GRILLE	71	CORNER POST / PILLAR, REAR, LEFT
23	THROW-INS/LOOSE ITEMS (ACCESSORIES, CIGARETTE LIGHTER, HEADPHONES, CORDS, MULTIMEDIA KIT)	72	LEFT FRONT TIRE
24	HEADLIGHT/COVER/TURN SIGNAL	73	LEFT FRONT WHEEL/RIM
25	LAMPS-FOG/DRIVING/SPOT LIGHT	74	LEFT REAR TIRE
26	HEADLINER	75	LEFT REAR WHEEL/RIM
27	HOOD	76	RIGHT REAR TIRE
28	KEYS	77	RIGHT REAR WHEEL/RIM
29	KEYLESS REMOTE	78	RIGHT FRONT TIRE
30	MIRROR-OUTSIDE LEFT	79	RIGHT FRONT WHEEL/RIM
31	MIRROR-OUTSIDE RIGHT	80	COWL
32	MAJOR DAMAGE (OEM USE ONLY)	81	GAS/BATTERY DOOR/FUEL CAP
33	FRONT MULTI-MEDIA AND/OR SPEAKERS	82	FENDER-REAR LEFT
34	REAR MULTI-MEDIA AND/OR SPEAKERS	83	FENDER-REAR RIGHT
35	ROCKER PANEL/OUTER SILL-LEFT	84	TOOLS/JACKS/SPARE-TIRE MOUNT & LOCK
36	ROCKER PANEL/OUTER SILL-RIGHT	85	IMPROPER CHOCK SECUREMENT AND/OR VEHICLE SPACING. DO NOT TRANSMIT THIS CODE.
37	ROOF	86	PARKING SONAR SYSTEM
38	RUNNING BOARD/STEP-LEFT	87	A-PILLAR/CORNER POST, FRONT, LEFT
39	RUNNING BOARD/STEP-RIGHT	88	A-PILLAR/CORNER POST, FRONT, RIGHT
40	SPARE TIRE	89	TRAILER HITCH, WIRING HARNESS, TOW HOOKS
41	CHARGING CABLE FOR BATTERY ELECTRIC VEHICLE (BEV)	90	FRAME
42	SPLASH PANEL/SPOILER-FRONT	91	EXHAUST SYSTEM
43	OPEN	92	LICENSE PLATE BRACKET
44	GAS TANK	93	STEERING WHEEL/AIRBAG
45	TAIL LIGHT/HARDWARE	94	SEAT-FRONT LEFT
46	TRUCK CAB, REAR	95	SEAT-FRONT RIGHT
47	CORNER POST/PILLAR, REAR, RIGHT	96	SEAT-REAR
48	LEFT FRONT INTERIOR TRIM PANEL	97	CARPET-REAR
49	BATTERY, LARGE, HIGH VOLTAGE	98	INTERIOR
		99	ENGINE COMPARTMENT-OTHER



DAMAGE TYPE CODES (3rd AND 4th DIGITS)

05/23

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1	BENT
2	INOPERABLE
3	CUT
4	DENTED - PAINT OR CHROME DAMAGED
5	CHIPPED - EXCEPT GLASS AND PANEL EDGE
6	CRACKED - EXCEPT GLASS
7	GOUGED
8	MISSING
9	SCUFFED
10	INTERIOR STAINED/SOILED
11	PUNCTURED
12	SCRATCHED - EXCEPT GLASS
13	TORN
14	DENTED PAINT/CHROME NOT DAMAGED
15	FULL BODY CAR COVER - DAMAGED
16	THERMAL EVENT/FIRE
18	MOLDING/EMBLEM/WEATHER-STRIP DAMAGED
19	MOLDING/EMBLEM/WEATHER-STRIP LOOSE
20	GLASS CRACKED
21	GLASS BROKEN
22	GLASS CHIPPED
23	GLASS SCRATCHED
24	MARKER LIGHT DAMAGED
25	DECAL/PAINT STRIPE DAMAGED
29	CONTAMINATION, EXTERIOR
30	FLUID SPILLAGE, EXTERIOR
31	THEFT/VANDALISM
34	CHIPPED PANEL EDGE
36	INCORRECT PART OR OPTION NOT AS INVOICED
37	HARDWARE - DAMAGED
38	HARDWARE - LOOSE/MISSING

DAMAGE SEVERITY CODES

(INCH MEASUREMENTS IN LENGTH/DIAMETER)

1	Up TO & INCLUDING 1"	LESS THAN 2.5 CM
2	OVER 1" UP TO & INCLUDING 3"	2.5 CM UP TO 7.5 CM
3	OVER 3" UP TO & INCLUDING 6"	7.5 CM UP TO 15 CM
4	OVER 6" UP TO & INCLUDING 12"	15 CM UP TO 30 CM
5	OVER 12"	30 CM AND OVER
6	MISSING/MAJOR DAMAGE	

Special Note:

Multiple damages on the same panel, regardless of severity, need to be treated as a severity 3 or greater & follow specific OEM guidelines.