



DE LOREAN MOTOR COMPANY

PARTS BULLETIN

NUMBER PO-04-10/81

CATEGORY: ORGANIZATION

ATTENTION: PARTS MANAGER

SUBJECT: DMC FREIGHT AND TRANSPORTATION POLICY

Freight Terms - FOB Irvine, California

All transportation costs are prepaid by DMC and charged back as "service charge" on the applicable invoice.

Routing -

Unless specifically stated by the dealer when ordered, all parts orders will be shipped via the most efficient, least expensive mode to accommodate the dealer delivery requirements. Carriers will be determined by DMC Traffic Department unless otherwise specified.

Insurance -

All parts shipments will be covered by transit insurance at dealer net value.

Claims -

All transportation loss and damage claims are the responsibility of the dealer (see Steps for Effective Claim Recovery) with the exception of claims against United Parcel Service (UPS).

UPS Claims -

Claims against UPS are to be submitted to the DMC Traffic Department within seven days of delivery or after a reasonable length of time for delivery when lost.

Loss -

DMC Traffic Department will have the shipment traced via UPS and, if lost, credit the dealer at invoice cost.

Damage -

The dealer will notify the local UPS office, who will pick up the package, inspect and return it to DMC for settlement. DMC will credit the dealer at invoice cost.

(Cont.)

STEPS FOR EFFECTIVE CLAIM RECOVERY

1. Inspect all deliveries, including UPS, and note any visible damage on carriers receipt under drivers surveillance.
2. When possible, unpack merchandise immediately. Concealed damage must be reported to the delivering carrier within 15 days of delivery. Follow up with written notification of intent to file claim.
3. Notify carrier upon discovery of loss or damage and request inspection and claim forms. Follow up with written notification.
4. Compile supporting documentation for claim presentation.
 - A. Original Bill of Lading
 - B. Paid Freight Bill
 - C. Original Invoice
 - D. Carrier Delivery Receipt
 - E. Claim Notification
 - F. Carrier Inspection Report (if performed)

Documents A and B are obtainable from the DMC Traffic Department.

5. Claim with supporting documentation must be submitted to the carrier within 9 months of delivery for damage and after a reasonable length of time for delivery on loss, with the exception of Federal Express. The requirements of Federal Express are written notification within 15 days of delivery and the claim filed within 90 days after receipt of written notification.
6. All damaged parts with packaging should remain available for inspection at all times up to the final disposition of the claim.

DE LOREAN MOTOR CO.
Parts Department

Leif R. Montin
National Parts Manager

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