

ROADSIDE ASSISTANCE VEHICLE INSPECTION FORM

Customer Name: _____

Date and Time of Pick-Up: _____ PO # _____ Vendor # _____

Type of Equipment Used: Wheel Lift Flat Bed Winch Other _____

Was the Vehicle Loaded with Dollies/ Skates (circle one): Yes / No Front / Rear

Vehicle Information

Year: _____ Make: _____ Model: _____ Mileage: _____

VIN is (circle one): OK | Missing | Damaged | Altered

VIN #

Instructions

Perform a pre-inspection and post-inspection of the vehicle and have the customer sign off on these inspections. Take pictures and document any pre-existing damages you may find prior to performing the service. The completion of this form will be used in assessing liability in the event of a damage complaint.

Walk Around Performed By: _____ Date: _____

Prior Damage

Indicate damage on picture and describe below:

Service Provider Signature: _____ Date: _____

Customer Signature: _____ Date: _____

Customer (Print Name): _____ Date: _____

Vehicle Modifications Noted

(i.e. non-OEM tires, suspension lowering, chromed rims, etc.):

Did the Vehicle Arrive on Dollies /Skates (circle one):

Yes / No Front / Rear

_____ Date & Time: _____

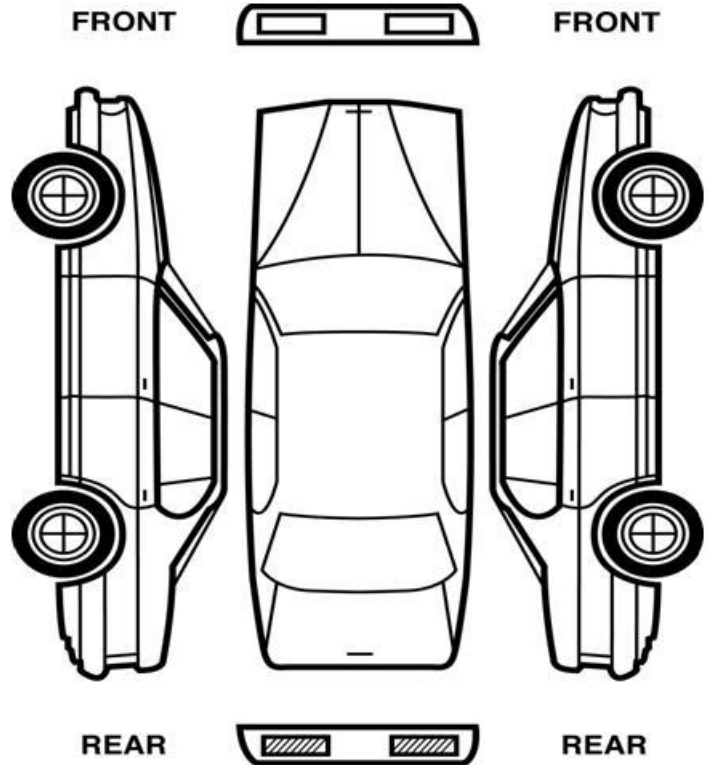
Drop Off Location Signature and Title

_____ Date: _____

Customer Signature

_____ Date: _____

Service Provider Signature





Safe. Smart. Driven.

Agero strongly recommends:

- Service Provider should use the Vehicle Inspection Form to capture potential relevant information that may assist us with the proper determination of liability should a damage allegation arise with respect to the dispatch performed. Should such a scenario arise, Agero will contact you and request a statement from you relative to the incident in question and request a copy of the Vehicle Inspection Form associated with the dispatch in question. This information will be collected prior to informing you of the specifics of the alleged damage against you.
- Service Providers must keep copies of the Vehicle Inspection Forms on file for at least one year.
- Service Providers must properly instruct their employees and/or contractors to:
 - Inspect the condition of a vehicle prior to servicing; any pre-existing markings or damage should be identified to the customer and noted on the Vehicle Inspection Form
 - If the customer is not present to sign the form, please contact the dispatch center @ 1-800-541-2261, press Option #1 and request that your findings be documented in the call history at the time of service
 - Upon arrival at the destination site, have the dealership or service facility inspect the vehicle and sign an acknowledgement of receipt.

In no way does the signature of a customer on a Vehicle Inspection Form denote any type of waiver of liability or release to the Service Provider from their liability on account of negligence on the part of the Service Provider or their organization, its employees or contractors.

Incident Management Communication to Service Providers

<p>Vehicle Damage Report – First Notification Service Provider is notified within 1 business day of Agero receiving claim.</p>	<ul style="list-style-type: none"> • First Notification is sent via fax or email • Call is placed to the Service Provider to confirm receipt of fax or email • Service Providers are encouraged to fill out the Vehicle Damage Report and provide copies of invoices and any documentation that will support them on the claim
<p>Follow Up Confirmation Call (if necessary) Placed after 2 business days of Agero receiving claim. (Call will not be placed if the customer submits estimates and pictures before the 2 business days have lapsed.)</p>	<ul style="list-style-type: none"> • If required, call is placed to the Service Provider to obtain the following information: <ul style="list-style-type: none"> ○ Who is handling the claim and were they available to address the alleged damage? ○ Has the Service Provider investigated the alleged damage? ○ Will the Service Provider submit the alleged damage to his insurance carrier?
<p>Vehicle Damage Report – Second Notification Notification will be issued once we have received supporting documentation from the customer to determine liability. Timing will vary.</p>	<ul style="list-style-type: none"> • If necessary, second notification, estimate, and pictures are sent via fax or email • Call is placed to the Service Provider to obtain a statement and discuss the claim in depth • Two calls will be placed over the course of 2 business days from date of this notification to review/dispute all information available
<p>Determination/Resolution Calls Calls will be placed after statements are taken from both parties, usually after 3 business days from time second notification is sent.</p>	<ul style="list-style-type: none"> • Two calls will be placed over the course of 2 business days in efforts to verbally discuss the liability decision of the claim