

**CCM GCCP ROAD SERVICE POLICY**  
**Revised 2 NOV 2015**

**General**

With the exception of MAJOR ROAD SERVICE REPAIRS ONLY (as defined below) Motor Carriers using CCM Pool equipment in need of road service will make arrangements for repairs. Individual repairs made must be of equal quality to restore the equipment to original manufacturer's specifications. Except as outlined below, the costs for these repairs are to be paid by the Motor Carrier at the time of service. Incomplete repairs, or repairs of inferior quality that are not to the original equipment manufacturer specifications, will not be reimbursed to the Motor Carrier. Cost of repairs required by the Pool to complete any improper repairs will be re-billed to the Motor Carrier within 120 days of the receipt of the chassis or the invoice from the MC.

**Liability of Expenses**

Before accepting delivery of a GCCP chassis, drivers shall conduct a pre-trip inspection in accordance with the rules and regulations of the FMCSA and the pre-trip inspection guidelines set out in Exhibit A of the UIIA.

The pool will assume responsibility for road service expenses incurred by the Motor Carrier (MC) resulting from defective equipment failure due to normal wear and tear. In the case of tire failure, this will include peeled retreads holding air, casing and/or tread separations.

MC's will assume responsibility for expenses resulting from operational damage and/or neglect. In case of tire failure, this will include failure due to impact break, cuts, curbing, dragging, run flat, slid flat, etc., or tires that have been run on to the point where the original cause of failure can no longer be determined. For example, if a driver continues to ride on a tire after it has lost air and gone flat, this will often result in the failure of the adjacent tire due to overload, as it cannot carry the load for both tires. In such cases, one tire (the first to fail) will usually appear to have been run flat, or destroyed, while the other (second tire to fail) will appear as a casing failure, separation, peeled cap, or may even become destroyed as well. In these instances, The GCCP will not cover the cost of replacement of the second tire failure, which will be for motor carrier's account. Additionally, the GCCP will only pay for the first tire failure if that failure can still be identified to GCCP's satisfaction as being for GCCP's Intermodal account.

*Southern Tire Mart*  
**1-877-786-8473**

**This vendor is only authorized to bill GCCP Directly for: peeled retreads holding air, casing and/or tread separations. All other charges are to the truckers account to seek reimbursement. Vendor will keep casing unless requested to release. Casing release to MC will always result in direct bill to the MC.**

**Flats Regardless of the COF are truckers responsibility.**

**For Mechanical Failures – CONTACT**

EBS

1 – 855 777-4585

[txdispatch@ebsoncall.com](mailto:txdispatch@ebsoncall.com)

OR

Brandon Cook at [bcook@ebsoncall.com](mailto:bcook@ebsoncall.com)

### **Replacement Parts and Repair Standards**

Replacement parts must be new and tires must be either New OEM or New recap tires. Used replacement tires or parts will not be accepted and will not be reimbursed. All repairs must meet IICL standards.

### **Major Mechanical Repairs**

DVIR Will be require for reimbursement on the below items to be considered for reimbursement

- a. Bearings
- b. Hubs
- c. Brake Drums
- d. Brake Shoes
- e. Wheel seals
- f. Axle spindles
- g. ABS valves

### **BEARING FAILURE**

In the case **bearing failure** which is defined as repairs to wheel ends, the PM will evaluate the need for road service and make the best decision to mitigate cost. If the repairs are approved by the PM, the MC will receive a Purchase Order (PO) for that repair.

After normal business hours the MC with an axle **bearing failure** on a chassis must call a Pool approved OTR vendor directly. The MC must notify the PM as early as possible the next business day of any OTR mechanical service required, and receive a PO number. Unless pre-arrangements are made with the Pool, MC's performing such repairs and not utilizing one of the approved OTR vendors could result in denial of reimbursement, and are subject to rebill if the repairs are not properly performed.

GCCP Axle bearing failure vendor will be: **EBS – See contact information above.**

### **Return of Parts/Tires Replaced over the Road**

The MC will be responsible for returning failed parts/tires for any road service repair for which they will pursue reimbursement of expenses. Returns will be made to a pool destination where the MC will receive a receipt for tires/parts.

If the MC is returning the chassis to a destination where a receipt is not available, the MC will return parts and/or tires to the closest available GCCP location that provides a receipt for tires/parts. The list of locations can be found in the FAQ.

*NOTE: If pre-arranged with the pool manager and/or CCM Corporate M&R, and the MC receives written permission from the Pool Manager or CCM Corporate M&R, the MC may be allowed to provide pictures of the damaged parts/tires. In this case the parts/tires do not have to be returned to a Pool facility and no receipt is required. However the pictures must be included with the rebill information required below.*

### **Procedures for Reimbursement**

If it is the opinion of the MC that the road service repairs performed were due to equipment failure and are the pool's responsibility, the MC may pursue reimbursement by submitting an invoice to the pool. Such an invoice must be accompanied by copies of the road service vendor's invoice and the receipt showing the return of the failed parts or tires.

If upon inspection of the failed parts or tires the pool determines the failure to be owner responsibility, the pool will approve the invoice for payment. If upon inspection of the failed parts or tires it is determined the failure is the MC responsibility, or if the failed parts or tires were not returned the pool will reject the invoice for payment. In either case, should the repairs made and the parts or tires replaced do not restore the equipment to its original condition (same size and type and meeting IICL criteria) the MC will be invoiced for the cost of the pool to do so.

Parts or tires will be held by the pool for (14 days) from the date of return in the event of a dispute over responsibility.

### **Invoice Submission Requirements**

The following documents are required for any Motor Carrier seeking reimbursement by the Pool for the recovery of costs associated to an Over the Road service call event.

1. An original, uniquely numbered invoice that has the following details:
  - a. Chassis Number
  - b. Container Number
  - c. Invoice date
  - d. Date of breakdown
  - e. Repair Service Vendor name, address and phone number
  - f. Location of breakdown (address or road location)
  - g. Cost of services performed (must match road service amount).
  - h. Any information required below that was not included in the OTR vendors original work order and/or invoice.
2. Over-the-road Service vendor's original work order & invoice showing:
  - Date and time of repair
  - Chassis #
  - Container #, if applicable
  - Service Vendor's printed name (clearly legible), address, telephone #
  - Trucking company name that made the emergency service call - must match invoice.
  - Truck driver's name and signature.
  - *If the MC has pre-arranged with the PM to accept pictures in lieu of parts, pictures must be included showing detail of damage to parts/tires.*
  - *Copy of letter from the PM or Corporate M&R allowing MC use of pictures in lieu of returning parts/tires.*

- Copy of Bill of Lading or cargo manifest of container load not required, but the Pool reserves the right to request and receive proof of cargo weight.
- Itemized list of all repair items addressed during the road service call and reasons for correction.
- If tire(s) is (are) replaced - reason for tire replacement
- Tire Position/s on chassis
- Replacement tire type - such as 1000 x 20 Bias OEM or recap.
- Brand, DOT number and Recap off and on. All information must be on the original vendor receipt, and not added on.
- DOT Number must include Date Code, for example 1211
- Tire reimbursement not to exceed \$350 total.
- Approved Pool OTR vendor work order if applicable.
- Original of fully executed receipt for part/s obtained from the Pool facility or a copy if receipt sent to trucking company after return of parts.
- Issuance of parts and/or tire receipt does not authorize reimbursement
- Cause of failure must be verified by CCM M&R staff.
- Invoice must be submitted with complete documentation and received by the Pool within 45 days of the service incident or, if using an approved OTR vendor, within 45 days of the OTR vendors invoice. Invoice and all supporting documents may be sent to Pool at below addresses or the Preferred Method

You can also scan and email invoices with backup to  
[GCCPOTRInvoice@CCMPool.com](mailto:GCCPOTRInvoice@CCMPool.com)

GCCP Contact information

Please Contact Destination location for assistance

*Houston*

11821 EAST FREEWAY, SUITE 350  
HOUSTON, TX 77029  
Main Line 713-330-0726  
[GCCP.Houston@CCMPool.com](mailto:GCCP.Houston@CCMPool.com)

*New Orleans*

2901 Independence St Suite 203  
Metairie, Louisiana 70006  
Main Line 504-875-4152  
[GCCP.NOLA@CCMPool.com](mailto:GCCP.NOLA@CCMPool.com)

*Dallas*

4381 W. Green Oaks Blvd., Ste. 103  
Arlington, TX 76016  
Main Line 817-563-0357  
[GCCP.Dallas@CCMPool.com](mailto:GCCP.Dallas@CCMPool.com)

*El Paso*

11821 EAST FREEWAY, SUITE 350  
HOUSTON, TX 77029  
Main Line 915-006-3146  
[GCCP.ElPaso@CCMPool.com](mailto:GCCP.ElPaso@CCMPool.com)