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## CCM OVER THE ROAD (OTR) POLICY GCCP

Revised \_\_ November 2017

### General

Subject to the requirements set forth herein, CCM will reimburse Motor Carriers operating CCM pool chassis for repair costs incurred by Motor Carriers (MC) for chassis wear and tear items. *Motor Carriers using CCM Pool equipment in need of road service must arrange for any required repairs to be performed by one of the CCM authorized OTR service providers listed below ("Approved OTR Vendor")*. Failure to use one of the approved CCM OTR service providers will result in CCM not reimbursing the MC. 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 MC 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 MC. Cost of repairs required by the Pool to correct any improper repairs will be re-billed to the MC within 30 days of the receipt of the chassis or the invoice from the MC.

### Reimbursable Expenses

Before accepting delivery of a CCM managed 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.

CCM pools will reimburse MC for over the road repair expenses incurred by MC resulting from equipment failure due to normal wear and tear; provided, that all such work must be performed by a CCM authorized OTR service provider listed below. In the case of tire failure, this will include peeled retreads holding air, casing and/or tread separations.

All expenses determined by CCM, in its discretion, to result from operational damage and/or neglect shall be for the account of MC. In the 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 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 CCM pools will not cover the cost of replacement of the second tire failure, which will be for motor carrier's account. Additionally, CCM will only pay for the first tire failure if CCM, in its discretion, determines that the failure was due to wear and tear as described above.

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.

### Major Mechanical Repairs

In the case of repairs to wheel ends or any other repairs in excess of \$500, MC must contact the Pool Manager (PM) prior to repair. If the repairs are approved by the PM, the Pool will be invoiced directly from the CCM approved OTR service provider. If such repairs are required after normal business hours,

the MC must contact an Approved OTR Vendor directly. The MC must notify the PM as early as possible the next business day of any such after hours service required, and receive a PO number.

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

Approved OTR Vendors will be responsible for taking Pre and Post repair photos for all repairs. The MC must obtain a copy of photos taken by an Approved OTR Vendor both pre and post repair and submit them with their invoice for reimbursement. Failure to provide photos will result in CCM not reimbursing for the repair.

In lieu of returning tires, MC may use photographic evidence provided such evidence complies with the following:

- Tires must be marked with chalk in the sidewall and not within the tread material. Stickers are not acceptable.
- Photos must be taken at no less than 1MP
- Photos must include a wide angle view of the tire with the following marking requirements:
  1. Chassis alpha prefix and numbers
  2. Container alpha prefix and numbers
  3. Date of repair
  4. Why made code/cause of failure
  5. Wheel position
  6. Tread Depth measurements for slick tread (09) and slid flat (34)
- A secondary photo from a closeup view of the damage/defect portion of the tire at a 45 degree viewing angle.

Approved OTR Vendors will hold parts and tires for 14 days for review should CCM or the MC wish to review them. If the MC disputes the cause of failure, the MC shall retrieve the casing and or parts from the Approved OTR Vendor after repairs have been completed and pictures taken. The MC must contact the PM to coordinate return of the parts. The parts should accompany the return of the equipment if possible. The MC shall receive a receipt for the parts/tires. Should the return location not have the ability to issue a receipt, the MC should have the items listed on the inbound TIR/EIR interchange receipt and notify the PM of the return location.

### **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, photos (both pre and post) and the receipt showing the return of the failed parts or tires & any/or other relevant evidence, as detailed below.

If upon inspection of the pictures of the failed parts or tires CCM determines the failure to be owner responsibility, CCM will approve the invoice for payment. If upon inspection of the pictures of failed parts or tires it is determined the failure is the MC responsibility, CCM will reject the invoice for payment. In either case, if 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.

### **Invoice Submission Requirements**

The following documents are required for any MC that seeks reimbursement from the pool for the recovery of cost associated to an over the road service event.

- A. An original, uniquely numbered invoice from the MC to CCM that has the following details:
  - 1. Chassis Number
  - 2. Container Number
  - 3. Invoice date
  - 4. Date of breakdown
  - 5. Repair service vendor, name, address and phone number
  - 6. Location of breakdown (address or road location)
  - 7. Cost of services performed (must match road service amount)
  - 8. Any information required below that was not included in the vendor's original work order and / or invoice.
  - 9. Pre and post inspection photos of component(s) being replaced
- B. Approved OTR Vendor's original work order and invoice to the MC showing:
  - 1. Date and time of repair
  - 2. Chassis number
  - 3. Container number, if applicable
  - 4. Service Vendor's printed name (clearly legible), address, phone number
  - 5. Trucking company's name that made the emergency service call- must match invoice.
  - 6. Truck driver's name and signature.
  - 7. Copy of Bill of Lading or cargo manifest of container load is not required, but CCM reserves the right to request and receive proof of cargo weight.
  - 8. Itemized list of all repair items addressed during the road service call and reasons for correction.
  - 9. If tire(s) is (are) replaced- reason for tire replacement
  - 10. Tire position(s) on chassis
  - 11. Replacement tire type- such as 1000 x20 Bias OEM or Recap
  - 12. Brand, full DOT number of tire on and off. All information must be on the original vendor receipt, and not added on.
  - 13. Dot number must be full code as well as date; if a recap code is present it must also be included.
- C. Original of fully executed tire/component receipt obtained from pool facility or a copy if receipt was sent to MC after return of parts.
  - 1. Issuance of parts/components receipt does not authorize reimbursement.
  - 2. 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 date of vendor's invoice. Invoice and all supporting documents must be sent to the PM at the applicable pool office listed below, either via USPS or email.**

Email:

[GCCPOTRInvoice@CCMPool.com](mailto:GCCPOTRInvoice@CCMPool.com)

*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., Suite 103  
Arlington, TX 76016  
Phone: 817.563.0357  
[GCCP.Dallas@CCMPool.com](mailto:GCCP.Dallas@CCMPool.com)

*El Paso*

11821 East Freeway, Suite 350  
Houston, TX 77029  
Phone: 915.006.3146  
[GCCP.ElPaso@CCMPool.com](mailto:GCCP.ElPaso@CCMPool.com)

**Claim Occurrences/Accidents**

In the case of an accident or incident involving a pool chassis that results in personal injury, property damage or loss, or environmental damage, or any other incident which may result in a claim with respect to chassis use, ownership, or possession ("Claim Occurrence"), MC must provide immediate notice of any Claim Occurrence to pool risk management staff as follows:

For DCCP:	DCCPRISK@ccmpool.com
For MCCP:	MCCPRISK@ccmpool.com
For SACP:	SACPRISK@ccmpool.com
For MWCP:	MWCPRISK@ccmpool.com
For GCCP:	GCCPRISK@ccmpool.com
For COCP:	COCPRISK@ccmpool.com

In addition, notice must also be provided to:

**Stephen Bradshaw**

Director of Risk Management  
120 East Main Street, # 325  
Ramsey, New Jersey 07458  
Telephone: 201-236-2377  
Facsimile: 201-236-4855  
E-Mail: [sbradshaw@ccmpool.com](mailto:sbradshaw@ccmpool.com)

Such notice shall be provided in the format required in the Chassis Pool Incident Report form (available in the Customer Tools/Resources section of the CCM Website, <http://www.ccmpool.com>) and the instructions thereto, as may be amended from time to time. If the incident occurs after business hours, on a weekend or holiday, in addition to any other means of notice, a verbal notice by phone is required to Director, Risk Management at the above number. **NO REPAIRS SHOULD BE PERFORMED ON CHASSIS INVOLVED IN A CLAIMS OCCURRENCE WITHOUT THE PRIOR AUTHORIZATION OF CCM.**

## **APPROVED OTR Vendor List**

### **Southern Tire Mart – *Tire repairs only***

Please Call: 1-877-786-8473

Southern Tire Mart 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.

### **Downtime – *Tire and Mechanical Repairs***

Please choose one of the options below

1. Call: (888) 965-9288
2. Email: [OTR@Downtimefleet.com](mailto:OTR@Downtimefleet.com)
3. Visit: [www.Downtimefleet.com](http://www.Downtimefleet.com) and click “Request Service”
4. Download Down Time’s app available through their Website, Google “Play Store” or Apple’s “App-Store”