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M-22

Finished Vehicle Logistics Transport Damage Reporting

4th Edition
2019

ECG

A Joint Publication

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FOREWORD

Most claims involving worldwide transportation of new motor vehicles are handled electronically. In order to expedite the claims handling process, a set of standards and guidelines were developed to provide the necessary information for inspecting, recording, and transmitting vehicle damages. Contained within are several documents pertaining to this process.

1. ***Global Damage Code Standard***
    - ***Grid Location Matrix***
        - ***English***
        - ***Spanish***
        - ***French***
    - ***Vehicle "Splat" Charts - Updated***
2. ***Similarity Matrix Standard***
3. ***Non-Transportation Damage Standard***
    - ***Non-Transportation Damage Photo Sheet***
4. ***Inspection and Verification Guideline***
5. ***Key Placement Guideline***
6. ***Inspection Type Location Guideline - Updated***
7. ***Jump Chock Codes – Updated***
8. ***Photo Damage Reporting Standard – New***
9. ***Walk-Around Inspection Process Document - New***

The process of developing these documents began a decade ago. In the 1970s, the American Association of Railroads (AAR) developed a set of codes that were later updated by the now-defunct Motor Vehicle Manufacturers Association in the mid-1980s. At a 2003 industry meeting, a group of people got together and agreed it was time to update the codes in order to more accurately describe the current vehicle models and accessories. The group consisted of railroads, haul-away carriers, automobile manufacturers, and inspection companies.

This group's purpose was: To develop ideas for updating and standardizing industry codes in order to increase their effectiveness regarding claim settlement and damage prevention. The five-digit damage codes are generally known today as the AAR/MVMA codes. The codes should now be referred to as the *AIAG-ECG Global Standard Damage Codes*.

The AIAG-ECG was selected as the standards group to expand the scope of the codes and try to push for global recognition. The AAR will also publish and maintain the codes for their members.

In the fall of 2007, the AIAG-ECG was approached by ECG (European Car Transport Group) to make these codes applicable outside of North America. Through collaboration revisions were made to the codes to make them acceptable in Europe and in the future globally.

While the AIAG-ECG remains as support, this document will continue to evolve as the industry embraces technology and standardization.

All documents are up-to-date and will continue to be updated on a regular basis. Here are brief descriptions of the six documents:

1) *AIAG-ECG Global Damage Code Standard, Grid Location Matrix, and Vehicle "Splat" Charts*

   This is a visual representation of the damage codes on a vehicle to show which panels and codes are related.

2) *Finished Vehicle, Claim Settlement, Damage Code Similarity Matrix Standard*

   This matrix is used to identify damage areas, damage types, and severities of damage that can be interchanged with similar damages in the same category. This reduces the impact that occurs when each inspecting party codes damage conditions differently. Most damages can be described with different codes, based on the inspector's perception of the damage, so it is imperative to have a document identifying descriptions defined as interchangeable. The matrix has been revised a bit this year to improve clarity for users and reduce complexity of the document.

3) *AIAG-ECG Non-Transportation Damage Standard* and the accompanying *Photo Sheet*

   In the past, the different manufacturers used different documents and definitions of what was considered "transportation" damage and what was not. Damage exceptions not considered transportation related should NOT be claimed as 'Transportation' but rather assigned to the appropriate department within the manufacturer. Examples of these exceptions are paint drips / runs or panel edge chips due to panel misalignment. A list of these exceptions is now referred to as the *AIAG-ECG Non-Transportation Damage Standard* and was created by combining and updating existing manufacturer documents into one common document. In addition, a *"Photo Sheet"* was developed to provide a visual representation of the items in the guideline to help determine whether a specific damage is transportation related.

4) *Inspection and Verification Guideline*

   This was developed to provide basic instructions for conducting an inspection and for verifying noted damages.

5) *Key Placement Guideline*

   This guideline was developed in part to have a common process across the supply chain and manufacturers and also to help reduce the risk of key thefts. The prevailing thought is to have all keys in the same place for each model from each manufacturer so if the keys are missing, the party who delivered the vehicle would be responsible. This will also make it easier to determine liability because the vehicle will not be able to move without the keys.

6) *AIAG-ECG Inspection Type Location Codes*

   These codes are simply a reference tool to decipher what type of inspection is being done and where the inspection is taking place. This guide will increase the accuracy and location of the inspections being performed. Once again, this document is only a reference guide.

   We have added French and Spanish version and intend to add Chinese at the next publication as well.

7. *Jumped Chock Codes (USA Only)*

   This guideline was developed to provide a means for recording jumped chock instances when vehicles are transported by rail. The old set of codes didn't contain codes for all the new types of chocks being introduced into industry, so a new set of codes was developed to allow all currently used chocks to be captured and allow for expansion when new chocks are added in the future.

8. Photo damage reporting standard – new

OEM's currently receive vehicle damage photographs by various means, pasted to an excel sheet, jpg format, peg format, etc. Therefore, and in an effort to improve this process the OEM's have requested a standard process be followed when submitting photographs of damage on a vehicle. Instead of sending photographs in various file types the new standard is outlined on page 43. Basically, photographs should include the date and time the photo was taken, and then be transferred to a pdf prior to sending to the OEM.

9. Walk-around inspection process document – new

This document (created and shared by Nissan USA) is provided as an informational tool and for use in training inspectors.

ACKNOWLEDGEMENTS

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GENERAL MOTORS

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SSA MARINE

HANSEN AND ATKINS

UNION PACIFIC RAIL

VOLKSWAGEN GROUP OF AMERICA

Background

The co-operation between AIAG – the Automotive Industry Action Group and ECG – The Association of European Vehicle Logistics dates back to 2007. At that time ECG approached AIAG to extend the use of the vehicle damage codes, initially developed by AIAG, a global process. This co-operation gave birth to the AIAG-ECG Global Damage Codes that, in their current format, have been developed commonly by the two associations and have since been accepted by many car manufacturers and inspection companies.

The two associations decided in 2014 to start a closer and more regular cooperation in order to develop standards with the aim that they could become global standards, widely accepted in the finished vehicle logistics sector and the automotive industry.

Special Notes

Any specific unique requirements outside of North America will be noted throughout this document.

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1 AIAG-ECG GLOBAL DAMAGE CODES STANDARD

1.1 Introduction

Throughout the transportation supply chain, when automobiles change possession they should be inspected immediately with any damage or missing parts/options noted. The purpose of this section of the manual is to provide a standard set of guidelines and requirements for recording vehicle exceptions to all supply chain partners responsible for handling vehicles during the vehicle shipping process.

It is important that the damage codes be detailed accurately. The codes are recorded manually on delivery receipts or in portable data terminals for transfer into manufacturers' claims systems. Individual manufacturers sometimes issue manuals with photographs depicting several of the damage areas and types. The damage codes are composed of five digits as follows:

Damage Area Code – First and Second Digits

Damage Type Code – Third and Fourth Digits

Damage Severity Code – Fifth Digit

Damage Code Example: Left front door is scratched 4 inches in length. The damage code describing this condition is as follows:

Damage Area = 10 (Left Front Door)

Damage Type = 12 (Scratch)

Damage Severity = 3 (Over 3" and up to 6"/ 8 cm up to 15 cm)

Notes:

- Right and left are determined as if sitting in the driver's seat.
- Multiple unrelated damages with the same damage area and type noted on the same panel should be entered separately.

Grid Code – Sixth Digit

In order to provide additional clarification of the exception location on major panels, another code was created depicting nine subdivided areas for each panel. This assists in root cause analysis and in implementing corrective action. The purpose of implementing this standard is to provide a consistent method of coding going forward.

Open Codes – 41, 42, 46, 47, 51, 62, 87 & 88

The above noted "open" codes are designated as "open" to allow individual organizations to assign them as they so choose. These unallocated/open codes are an option for internal use/designation.

Splat Chart

This diagram provides a visual depiction of the damage area codes for further assistance in implementing the damage codes.

1.2 Damage Area Codes

DAMAGE AREA CODES					
01	ANTENNA / ANTENNA BASE	34	TV / DVD SCREEN	67	CIGARETTE LIGHTER / ASH TRAY
02	BATTERY / BOX	35	ROCKER PANEL / OUTER SILL - LEFT	68	CARPET – FRONT
03	BUMPER / COVER / EXTERIOR - FRONT	36	ROCKER PANEL / OUTER SILL - RIGHT	69	CENTER POST – RIGHT
04	BUMPER / COVER / EXTERIOR - REAR	37	ROOF	70	CENTER POST – LEFT
05	BUMPER GUARD / STRIP - FRONT	38	RUNNING BOARD / STEP - LEFT	71	CORNER POST
06	BUMPER GUARD / STRIP - REAR	39	RUNNING BOARD / STEP - RIGHT	72	LEFT FRONT TIRE
07	DOOR - BACK CARGO - RIGHT	40	SPARE TIRE / WHEEL	73	LEFT FRONT WHEEL / RIM
08	DOOR - BACK CARGO - LEFT	41	OPEN	74	LEFT REAR TIRE
09	DOOR - CARGO - RIGHT	42	SPLASH PANEL / SPOILER - FRONT	75	LEFT REAR WHEEL / RIM
10	DOOR - LEFT FRONT	43	OPEN	76	RIGHT REAR TIRE
11	DOOR - LEFT REAR	44	GAS TANK	77	RIGHT REAR WHEEL / RIM
12	DOOR - RIGHT FRONT	45	TAIL LIGHT / HARDWARE	78	RIGHT FRONT TIRE
13	DOOR - RIGHT REAR	46	OPEN	79	RIGHT FRONT WHEEL / RIM
14	FENDER - LEFT FRONT	47	OPEN	80	COWL
15	QTR PANEL / PICK UP BOX - LEFT	48	TRIM PANEL - FRONT LEFT	81	GAS CAP / COVER
16	FENDER - RIGHT FRONT	49	CD CHANGER - SEPARATE UNIT	82	FENDER - REAR LEFT
17	QTR PANEL / PICK UP BOX - RIGHT	50	TRIM PANEL - FRONT RIGHT	83	FENDER - REAR RIGHT
18	FLOOR MATS - FRONT	51	OPEN	84	TOOLS / JACK / SPARE TIRE MOUNT & LOCK
19	FLOOR MATS - REAR	52	DECK LID / TAILGATE / HATCHBACK	85	COMMUNICATION / GPS UNIT
20	WINDSHIELD	53	SUNROOF / T-TOP	86	PARKING SONAR SYSTEM
21	GLASS - REAR	54	UNDERCARRIAGE - OTHER	87	OPEN
22	GRILLE	55	CARGO AREA - OTHER	88	OPEN
23	ACCESSORY BAG / BOX	56	VINYL / CONVERTIBLE TOP / TONNEAU COVER	89	TRAILER HITCH / WIRING HARNESS / TOW HOOKS
24	HEADLIGHT / COVER / TURN SIGNAL	57	WHEEL COVERS / CAPS / RINGS	90	FRAME
25	LAMPS - FOG / DRIVING / SPOT LIGHT	58	RADIO SPEAKERS	91	EXHAUST SYSTEM
26	HEADLINER	59	WIPERS - ALL	92	LICENSE PLATE BRACKET
27	HOOD	60	OPEN - SPECIAL USE CODE	93	STEERING WHEEL / AIRBAG
28	KEYS	61	PICK UP BOX - INTERIOR	94	SEAT - FRONT LEFT
29	KEYLESS REMOTE	62	ENTIRE VEHICLE	95	SEAT - FRONT RIGHT
30	MIRROR - OUTSIDE LEFT	63	RAILS, TRUCK BED / LIGHT BAR	96	SEAT - REAR
31	MIRROR - OUTSIDE RIGHT	64	SPOILER / DEFLECTOR - REAR	97	CARPET - REAR
32	MAJOR DAMAGE/AUCTION	65	LUGGAGE RACK (STRIPS) / DRIP RAIL	98	INTERIOR - OTHER
33	AUDIO / VIDEO PLAYER	66	DASH / INSTRUMENT PANEL	99	ENGINE COMPARTMENT - OTHER

SPANISH

CÓDIGOS DE ÁREA PARA DESPERFECTOS

01	Antena / Base de Antena	34	Pantalla DVD	67	Prendedor de Cigarrillos / Cenicero
02	Batería / Caja	35	Reborde Delantero Inferior / Exterior Izquierdo	68	Carpeta - Frontal
03	Defensa / Cobertura / Exterior – Frontal	36	Reborde Delantero Inferior / Exterior Derecho	69	Pilar de Ventana / Derecha
04	Defensa / Cobertura / Exterior – Trasera	37	Techo	70	Pilar de Ventana / Izquierdo
05	Protector de la Defensa / Tira Frontal	38	Estribo / Izquierdo	71	Pilar de Ventana / Central
06	Protector de la Defensa / Tira Trasera	39	Estribo / Derecho	72	Llanta Frontal Izquierda
07	Puerta – Carga Trasera - Derecha	40	Llanta / Rueda de repuesto	73	Rueda Frontal Izquierda
08	Puerta – Carga Trasera - Izquierda	41	Espacio no aplicable	74	Llanta Trasera Izquierda
09	Puerta – Carga Derecha	42	Salpicadura / Revestimiento Frontal Inferior	75	Rueda Trasera Izquierda
10	Puerta – Frontal Izquierda	43	Espacio no aplicable	76	Llanta Trasera Derecha
11	Puerta – Trasera Izquierda	44	Tanque de Gasolina	77	Rueda Trasera Derecha
12	Puerta – Frontal Derecha	45	Luz Trasera / Herraje	78	Llanta Frontal Derecha
13	Puerta – Trasera Derecha	46	Espacio no aplicable	79	Rueda Frontal Derecha
14	Guardafango – Frontal Izquierda	47	Espacio no aplicable	80	Capucha - Metal
15	Panel Lateral Trasero Izquierdo	48	Molduras – Izquierda Frontal	81	Tapa de Tanque de la Gasolina
16	Guardafango – Frontal Derecha	49	Unidad de Radio / Disco Compactos	82	Guardafangos – Izquierda Trasera
17	Panel Lateral Trasero Derecho	50	Molduras – Derecho Frontal	83	Guardafangos – Derecha trasera
18	Alfombras de piso frontales	51	Espacio no aplicable	84	Soporte de Cerradura para las Herramientas / Gatos / Llanta (Neumático) de Recambio
19	Alfombras de piso traseras	52	Puerta del Baúl / Puerta Trasera	85	Unidad de Comunicación / Sistema de Posición Global
20	Parabrisas	53	Ventanilla de Techo / T-top	86	Sistema Sensoria de Estacionamiento
21	Vidrio Trasero	54	Chasis parte inferior del vehículo / Otro	87	Espacio no aplicable
22	Parilla	55	Zona de Carga/Otro	88	Espacio no aplicable
23	Accesorio Bolsa / Caja	56	Vinilo / Techo Convertible / Cubierta	89	Enganche / Tirón de Tráiler, Juego de Alambrado, Ganchos para Remolcar
24	Faro / Luces delantero / Cubierta / Indicador	57	Cubierta de Rueda / Tapas / Anillos	90	Armazón
25	Lámparas – Antiniebla / Manejo / Reflector	58	Parlantes de Radio	91	Sistema de Escape
26	Tapicería de techo	59	Parabrisas / Todos	92	Soporte de Placa de Licencia
27	Cubierta / Cajuela	60	Abierto – Código de Uso Especial	93	Volante / Bolsa de Aire
28	Llaves	61	Caja de Cubierta - Interior	94	Frontal Izquierdo
29	Control remoto sin llave	62	Vehículo entero	95	Frontal Derecho
30	Espejo – Exterior Izquierda	63	Riel, Caja de Camioneta, Barra de luces trasera	96	Asiento - Trasero
31	Espejo – Exterior Derecho	64	Alerón / Deflector - Trasero	97	Alfombra - Trasero
32	Daños Excesivos / Subasta	65	Soporte de Maletas (Tiras)	98	Interior (otro)
33	Audio / Juego de Video	66	Tablero de Instrumentos	99	Compartimento de Motor - Otro

French

ENDROIT ENDOMMAGÉ/TYPE DE CODE					
01	ANTENNE/BASE DE L'ANTENNE	34	ÉCRAN TT/DVD	67	ALLUME-CIGARETTE/CENDRIER
02	BATTERIE/BOÎTIER	35	PANNEAU DE BAS DE CAISSE/	68	TAPIS DE PLANCHER AVANT
03	COUVRE PARE-CHOCS/EXT. AVANT	36	PLAQUE DE SEUIL – GAUCHE	69	MONTANT CENTRAL DROIT
04	COUVRE PARE-CHOCS/EXT. ARRIÈRE	37	PANNEAU DE BAS DE CAISSE/	70	MONTANT CENTRAL GAUCHE
05	BOURRELET DE PARE-CHOCS AVANT	38	PLAQUE DE SEUIL – DROIT	71	MONTANT D'ANGLE
06	BOURRELET DE PARE-CHOCS/ARRIÈRE	39	TOIT	72	PNEU AVANT GAUCHE
07	PORTE DE CHARGEMENT ARRIÈRE DROITE	40	MARCHEPIED GAUCHE (CAMION)	73	ROUE/JANTE AVANT GAUCHE
08	PORTE DE CHARGEMENT ARRIÈRE GAUCHE	41	MARCHEPIED DROIT (CAMION)	74	PNEU GAUCHE ARRIÈRE
09	PORTE DE CHARGEMENT DROITE	42	PNEU/ROUE DE SECOURS	75	ROUE/JANTE ARRIÈRE GAUCHE
10	PORTE AVANT GAUCHE	43	OUVERT	76	PNEU ARRIÈRE DROIT
11	PORTE ARRIÈRE GAUCHE	44	PARE-BOUE/AILERON – AVANT	77	ROUE/JANTE ARRIÈRE DROITE
12	PORTE AVANT DROITE	45	RÉSERVOIR À ESSENCE	78	PNEU AVANT DROIT
13	PORTE ARRIÈRE DROITE	46	FEUX ARRIÈRE/PIÈCES DE FIXATION	79	ROUE/JANTE AVANT DROITE
14	AILE AVANT GAUCHE	47	PANNEAU DE GARNITURE – AVANT GAUCHE	80	AUVENT/PANNEAU DE VENTILATION
15	PANNEAU DE CUSTODE/CAISSE DE PICK-UP – GAUCHE	48	LECTEUR DE CD INDIVIDUEL	81	BOUCHON/VOLET DE RÉSERVOIR
16	AILE AVANT DROITE	49	PANNEAU DE GARNITURE – AVANT DROIT	82	À CARBURANT
17	PANNEAU DE CUSTODE/CAISSE DE PICK-UP – DROITE	50	OUVERT	83	AILE ARRIÈRE GAUCHE
18	TAPIS PROTECTEURS – AVANT	51	ÉCRAN TT/DVD	84	AILE ARRIÈRE DROITE
19	TAPIS PROTECTEURS – ARRIÈRE	52	COUVERCLE DE COFFRE/HAYON	85	OUTILS/CRIC
20	PARE-BRISE	53	TOIT OUVRANT/À PANNEAUX AMOVIBLES	86	POSTE BP (GPS)/TÉLÉPHONE
21	GLACE –ARRIÈRE	54	DESSOUS DE LA CARROSSERIE – AUTRE	87	SYSTÈME DE SIGNAUX SONAR
22	CALANDRE	55	ESPACE DE CHARGEMENT – AUTRE	88	OUVERT
23	COMPARTIMENT/BOÎTE À ACCESSOIRES	56	TOIT EN VINYLE/CAPOTE/COURVERCEL DE CAPOTE	89	OUVERT
24	PHARE/VOLET/CLIGNOTANT	57	ENJOLIVEURS/CHAPEAUX DE	90	ATTELAGE DE REMORQUE, FAISCEAU
25	PHARES DE ROUTE/ANTIBROUILLARDS/ORIENTABLES	58	ROUE/CERCLES ENJOLIVEURS	91	DE CÂBLAGE, CROCHETS
26	GARNITURE DE PAVILLON	59	HAUT-PARLEURS	92	DE REMORQUAGE
27	CAPOT	60	ESSUIE-GLACE	93	CHÂSSIS
28	CLÉS	61	OUVERT – CODE D'UTILISATION SPÉCIALE	94	SYSTÈME D'ÉCHAPPEMENT
29	SYSTÈME DE TÉLÉDÉVERROUILLAGE	62	VÉHICULE ENTIER	95	SUPPORT DE PLAQUE D'IMMATRICULATION
30	RÉTROVISEUR EXTÉRIEUR GAUCHE	63	VÉHICULE ENTIER	96	VOLANT/SAC GONFLABLE
31	RÉTROVISEUR EXTÉRIEUR DROIT	64	ARCEAUX DE SÉCURITÉ/RAMPES DE	97	SIÈGE AVANT GAUCHE
32	DOMMAGE IMPORTANT/ENCAN	65	PANNEAUX LATÉRAUX	98	SIÈGE AVANT DROIT
33	RADIO/LECTEUR DE CASSETTE/DISQUE	66	AILERON ARRIÈRE	99	SIÈGE ARRIÈRE

1.3 Damage Type Codes

DAMAGE TYPE CODES					
01	BENT	12	SCRATCHED - EXCEPT GLASS	25	DECAL / PAINT STRIPE DAMAGED
02	BROKEN / MAJOR DAMAGE	13	TORN	29	CONTAMINATION - EXTERIOR
03	CUT	14	DENTED - PAINT / CHROME NOT DAMAGED	30	FLUID SPILLAGE EXTERIOR
04	DENTED - PAINT BROKEN	15	FULL BODYCAR COVER PRESENT/DAMAGED	34	PANEL EDGE CHIPPED
05	CHIPPED - EXCEPT GLASS & PANEL EDGE	18	MOLDING / WEATHER.STRIP / EMBLEM DAMAGED	36	PART / OPTION NOT AS INVOICED
06	CRACKED - EXCEPT GLASS	19	MOLDING / WEATHER.STRIP / EMBLEM MISSING	37	HARDWARE EXTERIOR - DAMAGED
07	GOUGED	20	GLASS - CRACKED	38	HARDWARE EXTERIOR - LOOSE / MISSING
08	MISSING - EXCEPT MOLDING / EMBLEM	21	GLASS - BROKEN	39	JUMPED CHOCKS
09	SCUFFED	22	GLASS - CHIPPED	40	THERMAL EVENT
10	INTERIOR STAINED / SOILED	23	GLASS - SCRATCHED	41	CHOCK SPACING ISSUES
11	PUNCTURED	24	MARKER LIGHT / TURN LIGHT DAMAGE	42	END DOOR SPACING

SPANISH

CÓDIGOS DE "GRAVEDAD DEL DAÑO					
01	DOBLADO	12	RAYADO / RASGUÑADO EXCEPTO DEL VIDRIO	25	CALCOMANÍA / PINTURA ETIQUETA DAÑADA
02	ROTO	13	ESTROPEADO	29	CONTAMINACIÓN, EXTERIOR
03	CORTAR	14	PINTURA ABOLLADA / CROMO NO DAÑADO	30	DERRAME DE LÍQUIDO, EXTERIOR
04	ABOLLADO / PINTURA DESCARAPELADA	15	COBERTURA COMPLETA PARA AUTOMÓVIL / DAÑADO	34	BORDE ASTILLADO
05	ASTILLADO, EXCEPTO DEL VIDRIO Y EL BORDE	18	EMBLEMA / MOLDURA - PROTECTOR CONTRA LA INTEMPERIE - DAÑOS	36	PARTE / OPCIÓN NO FACTURADO
06	ESTRELLADO / FISURA EXCEPTO DEL VIDRIO	19	EMBLEMA / MOLDURA - PROTECTOR CONTRA LA INTEMPERIE - AFLOJADO	37	HERRAJE EXTERIOR – DAÑADO
07	RANEADO / EXCAVADO	20	VIDRIO ESTRELLADO	38	HERRAJE EXTERIOR – AFLOJADO / EXCLUIDO
08	EXCLUIDO – EXCEPTO MOLDURA / EMBLEMAS	21	VIDRIO ROTO	39	CABLES PARA PASAR CORRIENTE
09	DESGASTAR	22	VIDRIO ASTILLADO	40	CALCOMANÍA / PINTURA ETIQUETA DAÑADA
10	INTERIOR MANCHAR / ENSUCIAR	23	VIDRIO RAYADO	41	CONTAMINACIÓN, EXTERIOR
11	PERFORACIÓN	24	INDICADOR DAÑADO	42	DERRAME DE LÍQUIDO, EXTERIOR

FRENCH

CODES DE TYPE DE DOMMAGE					
01	PLIÉ	12	RAYÉ – SAUF LES GLACES	25	AUTOCOLLANT/FILET DE PEINTURE ENDOMMAGÉ
02	BRISÉ/DOMMAGE IMPORTANT	13	Déchiré	29	CONTAMINATION – EXTÉRIEUR
03	ENTAILLÉ	14	BOSSELÉ – PEINTURE/CHROME NON ENDOMMAGÉ	30	LIQUIDE RENVERSÉ – EXTÉRIEUR
04	BOSSELÉ – PEINTURE ENDOMMAGÉE	15	MOULURE/EMBLÈME/ BOURRELET	34	BORD DE PANNEAU – ÉCAILLÉ
05	ÉCAILLÉ – SAUF LES GLACES ET BORD DE PANNEAUX	18	D'ÉTANCHÉITÉ ENDOMMAGÉS	36	PIÈCE/OPTION NON CONFORME
06	CRAQUÉ – SAUF LES GLACES	19	MOULURE/EMBLÈME/ BOURRELET	37	À LA FACTURE
07	GOUGÉ	20	D'ÉTANCHÉITÉ DÉTACHÉ	38	GARNITURES EXTÉRIEURES ENDOMMAGÉES
08	MANQUANT – SAUF LA MOULURE/L'EMBLÈME	21	VITRE – FÊLÉE	39	GARNITURES EXTÉRIEURES DÉTACHÉES OU MANQUANTES
09	Strié	22	VITRE – BRISÉE	40	ÉVÉNEMENT THERMIQUE
10	INTÉRIEUR TACHÉ OU SALI	23	VITRE – ÉCAILLÉE	41	PROBLÈMES D'ESPACEMENT
11	Troué	24	VITRE – ÉGRATIGNÉE	42	ESPACEMENT DES PORTES D'EXTRÉMITÉ

1.4 Damage Severity Codes

1	LESS THAN & INCLUDING 1"	LESS THAN 3 cm
2	OVER 1" UP TO & INCLUDING 3"	3 cm UP TO 8 cm
3	OVER 3" UP TO & INCLUDING 6"	8 cm UP TO 15 cm
4	OVER 6" UP TO & INCLUDING 12"	15 cm UP TO 30 cm
5	OVER 12"	30 cm & OVER
6	MISSING/MAJOR DAMAGE	

SPANISH

1	MENOS DE E INCLUYE 1”	MENOS DE 3 CM
2	POR ENCIMA 1 “HASTA INCLUYENDO 3”	3 CM HASTA 8 CM
3	POR ENCIMA 3 “HASTA INCLUYENDO 6”	8 CM HASTA 15 CM
4	POR ENCIMA 6 “HASTA INCLUYENDO 12”	15 CM A 30 CM
5	POR ENCIMA 12 “	MAS DE 30 CM
6	EXCLUIR	

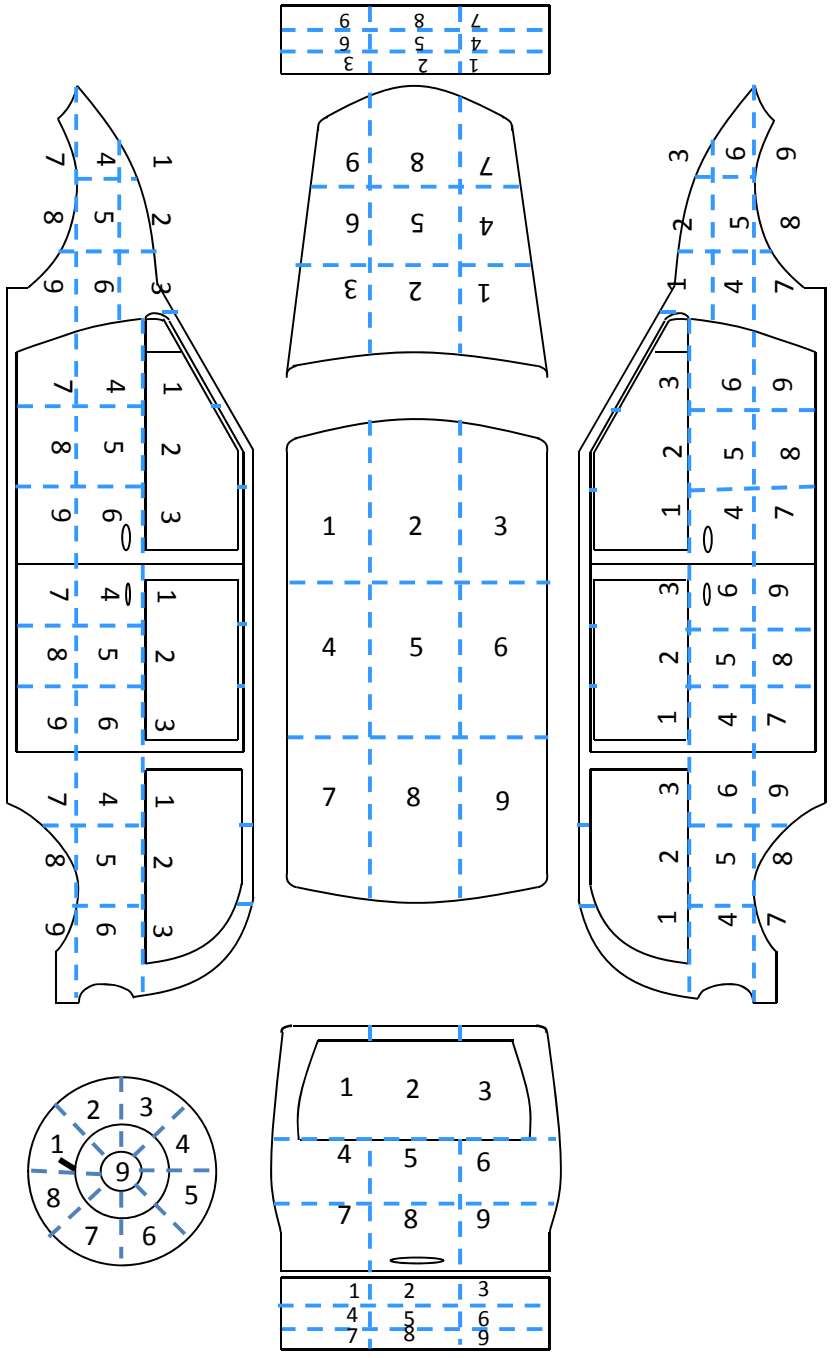
FRENCH

1	1 PO ET MOINS	MOINS DE 3 cm
2	PLUS DE 1 PO, JUSQU'À 3 PO	DE 3 cm À 8 cm
3	PLUS DE 3 PO, JUSQU'À 6 PO	DE 8 cm À 15 cm
4	PLUS DE 6 PO, JUSQU'À 12 PO	DE 15 cm À 30 cm
5	PLUS DE 12 PO, PLUS DE 30 cm	30 cm ET PLUS
6	MANQUANT/DOMMAGE IMPORTANT	

1.5 Special Note

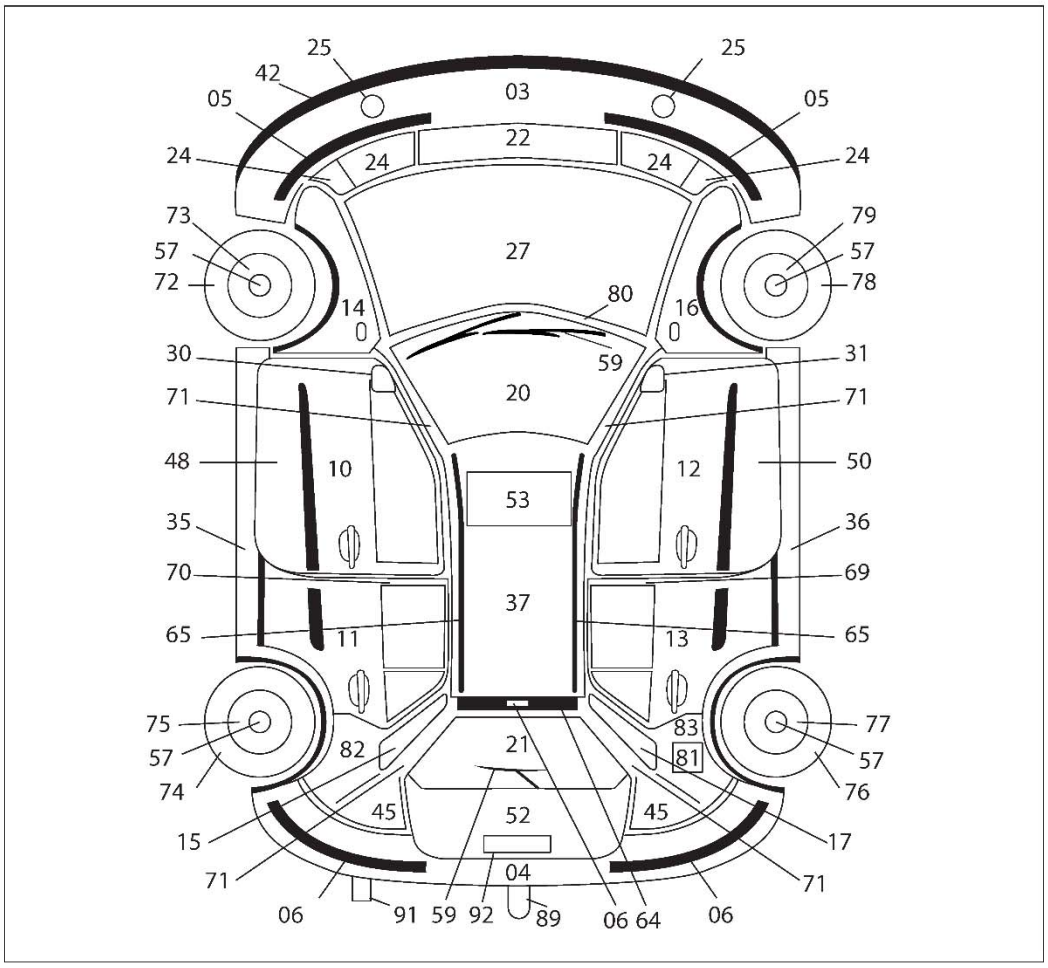
Multiple damages on the same panel, regardless of severity, need to be treated as a severity 3 or greater & follow specific OEM guidelines.

1.6 AIAG-ECG Grid Location Matrix



1.7 Vehicle "Splat" Chart

Splat chart – Passenger car

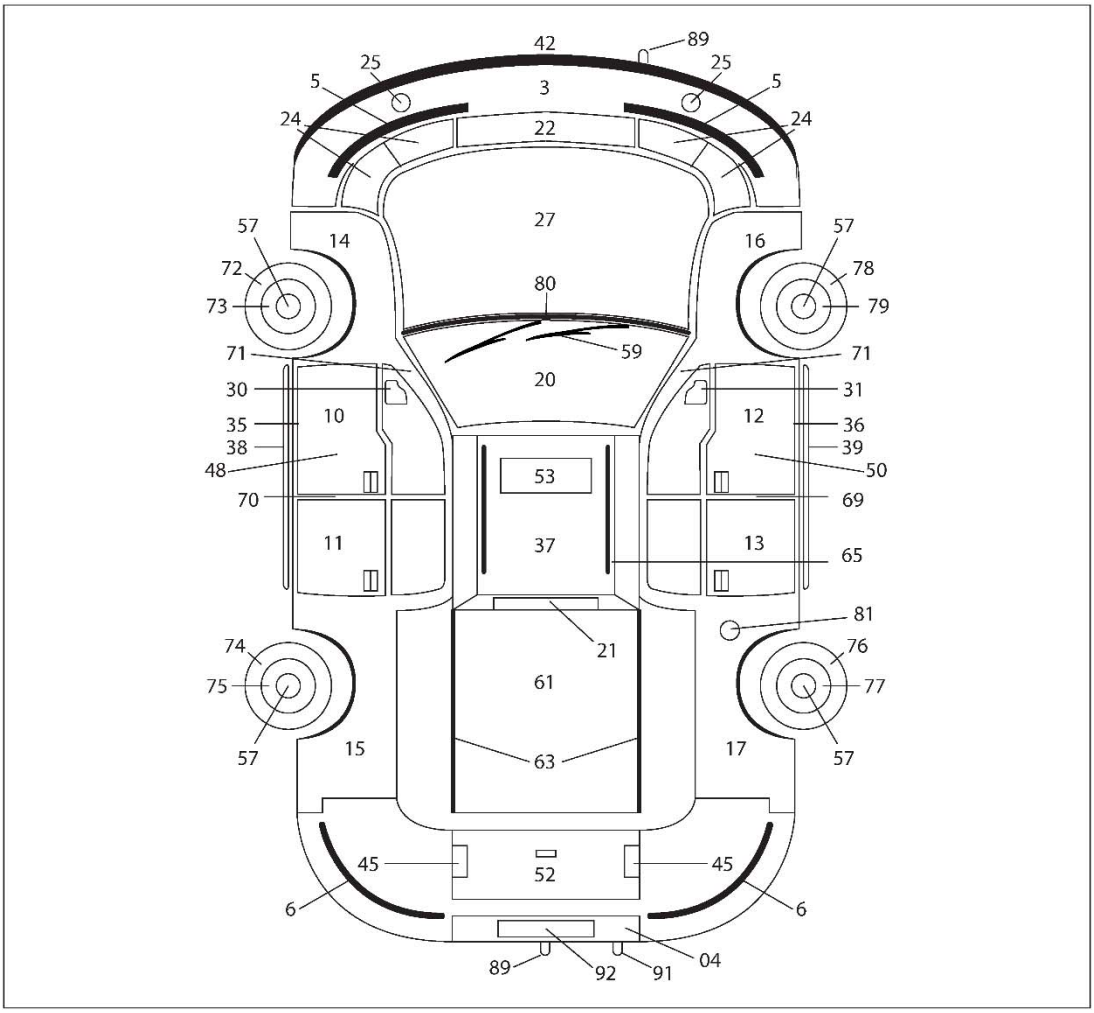


Part	Issue ? (Please tick)	Damage Code
Antenna/Aerial		01
		02
		18
		19
Accessory bag/box		23
Under carriage		54
		28
Headliner		26

Part	Issue ? (Please tick)	Damage Code
		29
		33
DVD screen		34
		40
CD changer		49
		58
		67

Part	Issue ? (Please tick)	Damage Code
Carpet-front		68
		84
		93
 L		94
 R		95
		96
Carpet-rear		97

Splat chart – Pick up

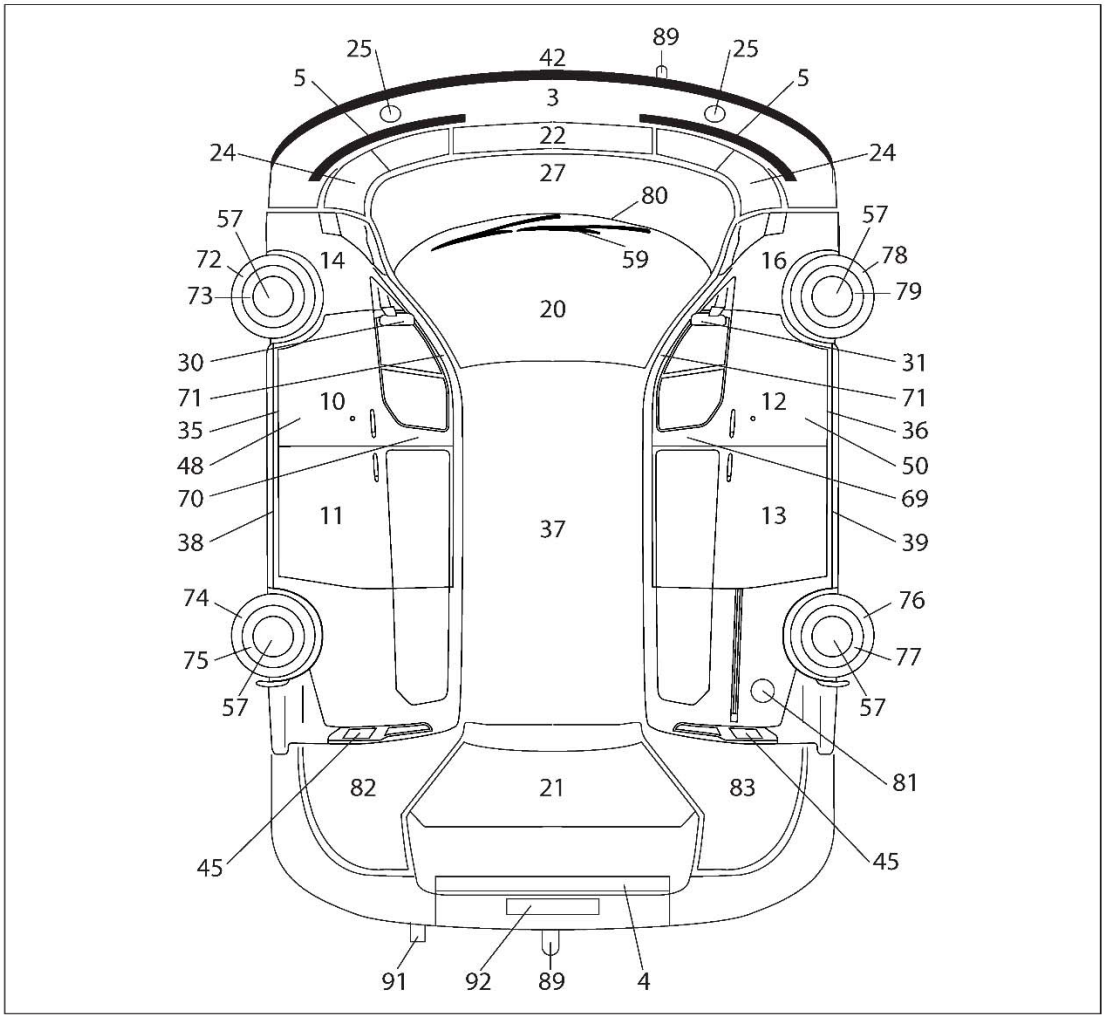


Part	Issue ? (Please tick)	Damage Code
Antenna/Aerial		01
		02
		18
		19
Accessory bag/box		23
Under carriage		54
		28
Headliner		26

Part	Issue ? (Please tick)	Damage Code
		29
		33
DVD screen		34
		40
CD changer		49
		58
		67

Part	Issue ? (Please tick)	Damage Code
Carpet-front		68
		84
		93
 L		94
 R		95
		96
Carpet-rear		97

Splat chart – Panel van



Part	Issue ? (Please tick)	Damage Code
Antenna/Aerial		01
		02
		18
		19
Accessory bag/box		23
Under carriage		54
		28
Headliner		26

Part	Issue ? (Please tick)	Damage Code
		29
		33
DVD screen		34
		40
CD changer		49
		58
		67

Part	Issue ? (Please tick)	Damage Code
Carpet-front		68
		84
		93
 L		94
 R		95
		96
Carpet-rear		97

2 AIAG-ECG FINISHED VEHICLE, CLAIM SETTLEMENT, DAMAGE CODE SIMILARITY MATRIX STANDARD

2.1 Introduction

The AIAG-ECG Similarity Matrix is designed for use by the claims processor to determine which damage codes are interchangeable with other codes in the same category (i.e., Damage Area, Damage Types, and Damage Severity). This document is not intended to influence the way damages are coded. It is for use by persons who are filing and adjudicating claims, not by persons who are recording damages.

> *Note: If a picture of damage exists, then the similarity matrix is null and void.*

Similarity Matrix Damage Area Codes

Table Logic Works from Left to Right

Description	Area	Matrix Suggestion
Antenna/Antenna Base	01	23 37
Battery/Box	02	99
Bumper/Cover/Exterior, Front	03	05 42 86 22 92
Bumper/Cover/Exterior, Rear	04	06 86 92
Bumper Guard/Strip, Front	05	03 42 86 22 92
Bumper Guard/Strip, Rear	06	04 86 92
Door, Back Cargo-Right	07	52
Door, Back Cargo- Left	08	52
Door, Right Cargo	09	13
Door, Left Front	10	
Door, Left Rear	11	
Door, Right Front	12	
Door, Right Rear	13	9
Fender, Left Front	14	
Qtr. Panel or Pick-Up Box, Left	15	82
Fender, Right Front	16	
Qtr. Panel or Pick-Up Box, Right	17	83
Front Floor Mats	18	98 19 68 23
Rear Floor Mats	19	98 18 97 23
Glass Windshield	20	
Glass Rear	21	
Grille	22	03 05
Accessory Bag/Box	23	55 98
Headlight/Cover/Turn Signal	24	25
Lamps, Fog/Driving/Spotlight	25	24
Headliner	26	98
Hood	27	80
Keys	28	29 23 98

Similarity Matrix Damage Area Codes

Table Logic Works from Left to Right

Description	Area	Matrix Suggestion
Keyless Remote	29	28 23 98
Mirror, Outside, Left	30	
Mirror, Outside, Right	31	
Major Damage (**OEM** use only)	32	
Audio/Video Player	33	34 49 85 98
TV/DVD Screen	34	33 85 98
Rocker Panel/Outer Sill, Left	35	54
Rocker Panel/Outer Sill, Right	36	54
Roof	37	53 56 65 71 01 64
Running BD/Step, Left T	38	54 35
Running BD/Step, Right T	39	54 36
Spare Tire/Wheel	40	72 73 74 75 76 77 78 79 84
Open	41	
Splash Panel/Spoiler Front	42	03 05
Open	43	
Gas Tank	44	54
Tail Light/Hardware	45	
Open	46	
Open	47	
Trim Panel, Left Front	48	98
CD Player Separate Unit	49	33 98
Trim Panel, Right Front	50	98
Open	51	
Deck Lid/Tailgate/Hatchback	52	64 07 08
Sun Roof/T-Top	53	37 56
Undercarriage/Other	54	90 91 44 89 35 36 38 39
Cargo Area, Other	55	98
Vinyl/Convertible Top/Tonneau Cover	56	37 53
Wheel Covers/Caps/Rings	57	23
Radio Speakers	58	98
Wipers, All	59	
Special Use	60	
Box Interior, Pick-Up Truck	61	63
Open	62	
Rails, Truckbed/Light Bar	63	
Deflector/Spoiler, Rear	64	52 37
Luggage Rack/Strips/Drip Rail	65	37 71
Dash/Instrument Panel	66	33 34 85 98
Cigarette Lighter/Ashtray	67	98 23
Carpet, Front	68	98
Center Post, Right	69	12 13

Similarity Matrix Damage Area Codes

Table Logic Works from Left to Right

Description	Area	Matrix Suggestion
Center Post, Left	70	10 11
Corner Post	71	37
Left Front Tire	72	40
Left Front Wheel/Rim	73	40
Left Rear Tire	74	40
Left Rear Wheel/Rim	75	40
Right Rear Tire	76	40
Right Rear Wheel/Rim	77	40
Right Front Tire	78	40
Right Front Wheel/Rim	79	40
Cowl	80	
Gas/Cap Cover	81	
Fender, Left Rear T	82	15
Fender, Right Rear T	83	17
Tools/Jacks/Spare-Tire Mount & Lock	84	40 23
Communication/GPS Unit	85	23
Parking Sonar System	86	03 04 05 06
Open	87	
Open	88	
Trailer Hitch, Wiring Harness Tow Hooks	89	54 04 06
Frame	90	54
Exhaust System	91	54
License Bracket	92	55 23 03 04 05 06
Steering Wheel/Airbag	93	98
Seat, Left Front	94	98
Seat, Right Front	95	98
Seat, Rear	96	98
Carpet, Rear	97	98
Interior	98	18 19 23 26 48 50 57 58 66 68
		94 95 96 97
Engine Compartment, Other	99	02

Similarity Matrix Damage Type Codes

Code	Type	Description	Matrix Suggestion							
01	Bent	Deformed surface or part due to impact. Different from broken or dented	02	04	14					
02	Broken	Inoperable. Also means to separate into two or more parts as a result of impact	01	04	06					
03	Cut	A smooth-edged serration (as if cut by a knife). Not a break, crack, or tear	11							
04	Dented - Paint or Chrome damaged	An inward depression of a painted or chrome surface with damage to the paint or chrome present	01	07						
05	Chipped - Does not apply to glass or panel edge	An area missing paint caused by impact. Do not use to describe chips caused by poor panel alignment during assembly.	04	07	12					
06	Cracked - Does not apply to glass	A narrow opening of flaw as a result of impact; the pieces remain together.	02	02	11	13				
07	Gouged	A groove or cavity causing damage to metal or plastic surface	12	04	12	06				
08	Missing	Part or option is not present at time of inspection	38							
09	Scuffed	A scrape mark that does not break the surface material	12							
10	Stained or Soiled	Discoloration of an interior surface by a foreign substance.								
11	Punctured	A hole caused by piercing	03	13						
12	Scratched - Does not apply to glass	A linear mark or cut in painted or chrome surfaces.	07	09	05					
13	Torn	Similar to cut, but edges of damage area are ragged	11	03						
14	Dented Paint not Damaged - Paint / Chrome not damaged	An inward depression of a painted or chrome surface with no damage to paint or chrome.	01	07						
15	Full body car cover present/damaged	Use if vehicle has a full body cover (does not pertain to wrap guard)								
18	Molding/Emblem/Weather-strip Damaged	Damage to the molding or emblem of a specific damage area resulting from impact to that part or to a directly adjacent part.	19	25	37	38				
19	Molding/Emblem/Weather-strip Loose	Loosening of the molding or emblem of a specific damage area resulting from impact to that part or an adjacent part. Do not use to describe molding or emblems improperly installed at the	18	25	37	38				

Similarity Matrix Damage Type Codes										
Code	**Type**	**Description**	**Matrix Suggestion**							
		assembly plant.								
20	Glass Cracked	Cracked as a result of impact, but pieces remain together.	02	21	22	23				
21	Glass Broken	Glass has been broken as a result of impact to the glass or surrounding panel or molding.	02	20	22	23				
22	Glass Chipped	A small fragment of glass removed as a result of impact.	02	20	21	23				
23	Glass Scratched	A narrow linear exception.	02	20	21	22				
24	Marker Light Damaged	Damage to the marker light lens or bezel mounted on a specific area of the vehicle	02	06	05	07	09	11	12	
25	Decal/Paint Stripe Damaged	Damage to a decal, wood grain transfer. or paint stripe on a specific area of the automobile	18							
29	Contamination, Exterior		30							
30	Fluid Spillage, Exterior	Discoloration of an exterior painted or bright metal surface by a fluid substance or airborne material.	29							
34	Chipped Panel Edge	The same as Chipped (05), but along the edge of a panel, such as a door panel.	04	07	12					
36	Incorrect Part or Option not as Invoiced	Part is incorrect or option is incorrect. Not considered transportation damage.								
37	Hardware - Damaged	Damage type not described by other codes. Door handles, key locks, air horns, grab handles, etc.	18							
38	Hardware - Loose, Missing	Damage type not described by other codes. Door handles, key locks, air horns, grab handles, etc.	19							

Please note the table logic works from the left column (or the type code) to the codes on the right. This does not work in reverse. The philosophy is that damage will not cure itself in transit.

When there are multiple exceptions per panel (of the same type) the severity coded at the dealer level may be higher

This is related to the degree of repair needed because of multiple exceptions and acceptable, as it relates to claims.

"14-1" Damage type / severity code is not interchangeable with any other code.

Similarity Matrix: Damage Severity Codes

Description	Severity	Matrix Suggestion			
Damage up to and including 1" in length / diameter - less than 3 cm	1	2			
Damage over 1" up to and including 3" in length / diameter - 3 cm up to 8 cm	2	1	3		
Damage over 3" up to and including 6" in length / diameter - over 8 cm up to 15 cm	3	2	4		
Damage over 6" up to and including 12" in length / diameter - over 15 cm up to 30 cm	4	3	5		
Damage over 12" in length / diameter - over 30 cm	5	4			
Missing	6				

When there are multiple exceptions per panel (of the same type) the severity coded at the dealer level may be higher and not fit matrix guidelines.

This is related to the degree of repair needed because of multiple exceptions and acceptable, as it relates to claims.

3 AIAG-ECG NON-TRANSPORTATION DAMAGE STANDARD

3.1 Introduction

The *AIAG-ECG Non Transportation Damage Standard* was established to assist the inspector in determining if an exception is transportation related or not. This joint document (AIAG-ECG) contains provisions regarding car inspection and car handling. These are intended to create/recommend common standards in the Finished Vehicle Logistics industry but individual OEM requirements always prevail. This is an advice to the carriers that they will not be held liable for these items regardless of whether these types of damages are noted or not.

3.2 Conditions Not Considered Transportation Damage

1. All exterior paint damage resulting from environmental fallout or fluids, unless clear evidence supports carrier responsibility.
2. Sheet metal dents, restricted to severity 1, with no paint damage or evidence of physical impact, abrasion, or forced entry, except to the left front door or as identified by the specific manufacturer's policy.
3. Sheet metal protrusions or misalignment of panels, moldings, decals, weather stripping, emblems, etc., indicative of plant or installation problems.
4. Missing moldings, emblems, decals, etc., when there is clear evidence of no installation (i.e., holes not drilled for installation, or holes with no screws installed).
5. Peeling, runs, sags, blisters, or foreign material in paint or chrome.
6. Stress cracks in glass originating from under molding without signs of impact.
7. Minor damage, as identified by the manufacturer, to painted surfaces protected by shipping film, where the shipping film shows no obvious signs of impact or abrasion.
8. Missing contents of sealed plant-provided loose-part packages.
9. Incorrect parts or options claims – mis-built vehicles.

CONDITIONS NOTED BY DEALERS TO BE ASSIGNED BY CLAIMS CENTER

10. Damages noted at factory gate inspection.
11. Plant-authorized known quality problems or pattern damage (Vehicle Quality Group or divisional directives to charge plant).
12. Vehicle interior damages other than driver area, as identified by the manufacturer, unless there is clear evidence of theft / vandalism.
13. Battery charge and test / replace as a result of failure not due to carrier negligence.

GM-SPECIFIC NOTATIONS

14. Plant failure to install basic protective devices to prevent damage during the normal shipping process, for example, seat or carpet protection.
15. Port Claims by damage area/type/severity including 09-1, 12-1, 14-1, 14-2, 18-1, 25-1, 32-6, 37-1.

FCA/FORD-SPECIFIC NOTATIONS

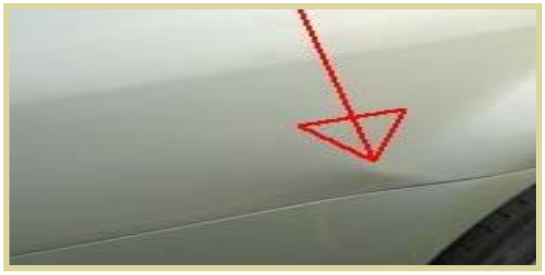
16. Panel edge chips – other than driver's door.

Note: This document is not intended to influence the way damages are coded. It is for use by persons who are filing and adjudicating claims, not by persons who are recording damages.

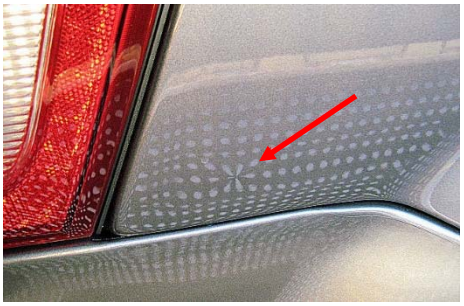
3.3 AIAG-ECG Non Transportation Damage Guideline Photo Sheet

1. All exterior paint damage resulting from environmental fallout or fluids, unless clear evidence supports carrier

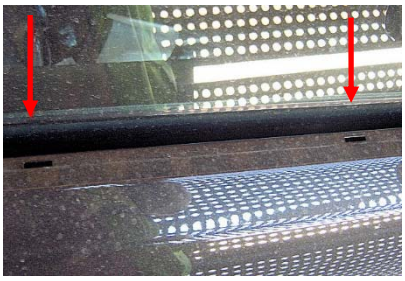
2. Sheet metal dents, restricted to severity 1, with no paint damage or evidence of physical impact, abrasion or forced entry.



3. Sheet metal protrusions or misalignment of panels, moldings, decals, weather stripping, emblems, etc., indicative of plant or installation problems.



4. Missing moldings, emblems or decals when there is clear evidence of no installation (i.e., holes not drilled for installation).



3.4 Major Damage Vehicle Report

This is the form OEMs request when reporting major damage.

Major Damage Vehicle Report

Company Submitting Report: _____

VIN: _____

Date of Report: _____
Model Year: _____ **Model:** _____
Make: _____ **Body Type:** _____
Mileage: _____ **Color:** _____

If a supplemental, put **"X"** in box: Supplemental ☐
Supplemetal Date: _____

Name of Inspection Location: _____ **Location Type:** _____ (Plant, Terminal, etc)
Address: _____
Contact Name: _____
Phone: _____
Email: _____

Date of Incident: _____ **Inspection Date:** _____
Delivering Carrier: _____ **Railcar / Truck No. or B/L:** _____
Intended Destination/Dealer/Facility _____ **Origin Plant/Facility:** _____

Classification Recommendation:
If a unit is a classification II, III, or IV, enter the specific reason below:

☐ Class A - New Car Condition
☐ Class B - Used/Company Service
☐ Class C - Total Loss

REPAIR AMOUNT: _____ **SURVEY FEE:** _____

SPECIFIC CAUSE OF DAMAGE:

WHO HAD CUSTODY AT THE TIME THE DAMAGE OCCURRED:

WHERE THE DAMAGE OCCURRED:

CIRCUMSTANCES / REMARKS:

Inspector/Dealer Analyst **Date** *AIAG Damage Claims Committee 05-19-17*

4 AIAG-ECG INSPECTION & VERIFICATION GUIDELINE

4.1 Introduction

Note: This document is intended, as an industry guideline. Individual OEM documents/policies will override any instruction described below.

A transportation inspection must be conducted on each unit and reported using the appropriate methods indicated within this guideline.

It is the service provider's, or the mutually agreed upon third party agent's, responsibility to perform a *thorough*, *impartial* inspection of the vehicle regardless of environmental conditions. Following this procedure does not absolve a provider of liability. Inspection personnel should collect and transmit all factual exception information. This includes pictures in an electronic format. When a vehicle is noted as damaged by the receiving party, accountability and claims payment lies with the previous party until proven otherwise with electronically documentable inspection information.

4.2 Inspection Guidelines

All interchange inspections should adhere to the following basic guidelines:

- The inspection of the vehicle must begin with a **VIN plate verification**.
- From a standing position and about 3 feet (1 meter) away, ensure a complete walk-around inspection of the exterior, visible areas of the vehicle's undercarriage (including the exhaust pipes and the underside of the front and rear fascia's, as well as tires and wheels); not touching the vehicle, nor cleaning the surface by rubbing it or wiping it.
- The use of mirrors for inspection is acceptable; ensure mirrors have no exposed metal.
- Do not walk between vehicles if there is inadequate space; this is to ensure no contact is made with the adjacent vehicle(s).
- Do not use clipboards with metal clips and/or any sharp objects.
- Do not apply markings of any kind to the vehicle (i.e. grease pencil). Temporary stickers to outline damages for pictures are allowed but must be removed after the pictures are taken.
- Do not leave inspection detail, notes, etc. in, or on, the vehicle prior to final delivery to the dealer.
- Inspection time is limited to 3 minutes per vehicle (inspections should not delay vehicle shipment).
- **Transit film –** Should not be removed unless it is torn / ripped or it presents a safety hazard either to the vehicle or the public. (If removed, please dispose of the wrap guard appropriately.)
- **Wheel film** – If the film covering the rim is loose and presents a safety risk or risk of causing damage please remove and either dispose of properly or place in the trunk for disposal.

- **Seals –** Trunks or doors with intact seals should not be opened during an inspection. If seals are broken, the receiver has the right to open the trunk/door to check the interior for damages or missing items.
  ****Check with the respective OEM for their policy on transit film, wheel film and seals.**

Rear of Vehicle

- Inspect the deck lid/hatchback area, rear lamps, rear end panel, upper filler, rear glass window and roof.
- Step back and make a visual Inspection of the entire rear of the vehicle while making sure to inspect the underside of the bumper, the exhaust system, bumper guards/strips, lower filler panel and the exposed portion of the exhaust pipe.

Side of Vehicle

- Inspect the driver/passenger side of the vehicle from back to front
- Step back and inspect the complete side of the vehicle making sure to include the lower part of the doors, fender, quarter panel and rocker panel for any damages, including the tires and rims.
- When you reach the door areas, make sure to check the panel edges, glass and all moldings for damages.
- Open the door only on the driver's side and do not open rear or passenger doors unless **"DO NOT OPEN"** seal is broken.
- From the side of the front windshield, inspect the windshield and the hood.

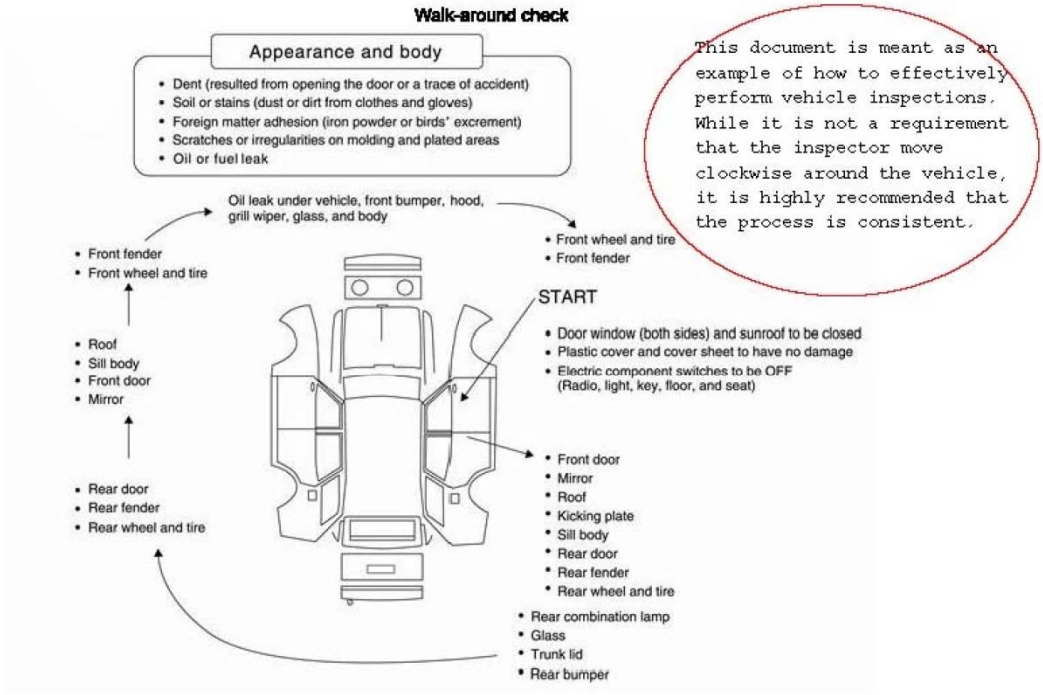
Front of Vehicle

- Inspect the complete front of the vehicle including the lower filler panel, underside of the bumper, and the splash panel. Make sure not to touch the vehicle.
- Step back and make a visual inspection of the entire front of the vehicle while making sure to include front windshield and roof.

Interior

- Verify presence of all keys according to the individual **OEM Key Placement Policy**.
- Note any exceptions to the driver's cockpit area including, but not limited to, the center console, trim panels, headliner, seats, carpets and upholstery.
- If visible, verify that any loose item bag(s) / box(es) are sealed. If loose content information is available, verify contents against the appropriate shipping document / label with the vehicle.

Walk Around Check[1]



- If the Paint Guard Film shows signs of rips or damages, it must be removed and checked by both parties.
- Inspection for damage is to be carried out in daylight or suitable artificial light. If night-time delivery occurs, the inspection must be carried out the next morning before 12 o'clock.

Vehicle Condition Reporting Guidelines

The condition of the vehicle reported into the OEM's system or provider using the AIAG-ECG Damage Codes (M-22), which is an industry-wide standard.

- The Non-Carrier Transportation Damage Liability Guideline (formerly Schedule 1) is to be used as a basis for identifying all factory related or non-transport damage.
- In the USA, Laminated Pocket Code cards & this manual are available from the AIAG website, www.aiag.org under product code "M-22".
- In Europe, this manual is available from the ECG website, *www.**ecgassociation**.eu.*
- Pending AIAG publication to the 928 EDI standards, a sixth digit will be required by specified OEM's, identifying grid location for each panel.
- Refer to the specific OEM policy, on whether or not to submit an inspection for a clean vehicle.
    - A clean vehicle is defined as a unit that does not have any noted damages/exceptions.

[1] Illustration provided by Nissan USA.

Interchange Inspection Procedures

An interchange location is defined as a location, where the vehicle will move onward to another location prior to delivery to final destination.

- Inspection must be completed and transmitted within one business day of receipt or within an agreed timeframe defined in writing between parties involved in interchange.
- The actual inspection date transmitted must be the date the vehicle was inspected.
- All exceptions must be made available to all involved parties.
- All inspections must be transmitted in accordance with the OEM's requirements.
- OEM must be notified of locations not complying with defined inspection procedures.
- If the facility operator has a more stringent verification policy, the impacted providers must be notified in writing. This stricter policy must not impede vehicle flow.

Vehicle PICKUP from a Distribution/Mixing center

- Drivers must ensure all exceptions are noted on the load sheet or electronic device; this information must be forwarded to the facility operator, security officer or designated yard representative.
- Liability is transferred from one provider to another in bay except where the contract / incoterm defines a specific last, or first, point of rest.
- As **EPOD (electronic proof of delivery)** is rolled out, refer to specific OEM guidelines where applicable.

Damages ≥ Severity 3

- The vehicle must remain in the location where the damage was identified, or moved into a designated sick bay location and be held for one business day from the time of notification to allow for normal traffic flow and the inspection will be considered valid. After this period or if the delivering party does not verify the noted exception the vehicle can re-enter the supply chain for shipment.
- The facility operator, security officer or designated yard representative is responsible for identifying all carriers entering the facility to ensure they can be notified of any damages.
- Failure to notify the correct carrier will result in responsibility falling on the facility provider. **** Refer to specific OEM major damage and/or in-transit repair policy.**

On-Rail Inspection

- When the loader is not contracted by the railroad, an on rail inspection at origin (Survey Type 07) must be performed by receiving party or their agent. This inspection pinpoints damages that have occurred while loading & is used to identify and correct any tie down or clearance issues that could result in damages, so that they can be corrected prior to moving the railcar. This survey is considered the handoff to the railroad & any damages noted will be considered loader's liability.

- At destination, the rail road is responsible for an on rail inspection (Survey Type 08) and/or first point of rest (FPR) inspection (Survey Type 04), performed by an independent third party. Any damages noted on rail at destination are rail liability. Improper securement is not a reason to deny liability. Damages found on rail must be documented and include photographs of the vehicle still in the chocks, photo of damage, photo of VIN plate, photo of railcar number and photos from the rail car end doors in front & behind the vehicle to prove the unloading process has not started.

Dealer (Final) Delivery Inspection

During normal business hours

- The accepting party has the right to inspect the vehicle and note all exceptions on the provider's delivery receipt or electronic device.
- Provider must supply their own multi-copy delivery receipt or electronic device for recording the condition of the vehicle.
- All writing must be legible on all copies of the delivery receipt/Damage Form.
- It is the responsibility of the delivering provider to ensure the final destination is properly coding damage using the AIAG-ECG exception code on the delivery document /device.
- The final destination and the delivering provider must sign and date the delivery receipt.
    - If the parties cannot agree on a noted exception, the provider and receiving party must add their comments, sign, and date the "Delivery document". In this case the provider must contact their OEM claims representative and forward all documentation, including color pictures. Any disputes should be resolved prior to the driver leaving the facility with the delivery document.
    - If the parties do agree on the noted remarks, both the provider and receiver should both initial the remarks on the delivery receipt.
- After sign off by both the final destination and delivering provider, the delivery receipt document is not to be altered in any way by either party.
- Final destinations cannot refuse a vehicle delivery. If a final destination attempts to refuse a delivery, contact your OEM representative.
- The accepting party has the right to wash the vehicle in the driver's presence
  ****Refer to specific OEM vehicle wash policy.**

Outside of normal business hours (STI – Subject to Inspection)

- The delivering provider must draw up and have a working STI agreement with the final destination facility.
- The provider must sign and date the delivery receipt to identify each VIN as delivered. They must also note that it is an STI delivery and indicate the time of delivery, but must not note any exceptions.
- The accepting party has the right to inspect the vehicle and note all exceptions on the provider's delivery receipt/damage form.
- The accepting party has specific time frame to notify the delivering provider of any exceptions via traceable means, ***as specified in the OEM shipping manual or STI agreement***.

- Provider is responsible for anything noted on the delivery document meeting the transportation damage guidelines unless evidence can be provided to prove prior damage.

Concealed\Hidden Damage

Damage that cannot be identified by visual inspection, such as a damaged component that would require the use of a hoist to inspect and detect.

- Any damage deemed to be hidden must be reported to provider within two business days of delivery.
- Following items are NOT considered hidden damage:
    - Scratched or cracked windshield
    - Damaged bumper
    - Damages undetected because the vehicle is dirty or snow covered
    - Under protective wrap that has not been disturbed.

Ocean Transport Inspection Requirements

- Designated agent to stage all vehicles at the last point of rest prior to loading.
- Receiving party's surveyor to commence preload transportation inspection of all vehicles, preferably within 24 hours, but no more than 48 hours prior to vessel loading according to the respective OEM's requirements.
- All inspections are to be transmitted to the respective OEM, and the delivering party must be notified of any damages. Please refer to Inspection section for details.
- Receiving party must present a document, either hard copy or electronic, including the VIN and associated damage, to the delivering party. This document must be used to perform a verification inspection (by the delivering party) and signed by both parties.
- The receiving and delivering party will resolve any disputes prior to the inspection data being transmitted to the OEM.
- Impending weather conditions and load volume should also be factored in, when considering what time to start the survey.

5 KEY PLACEMENT GUIDELINE

5.1 Introduction

The *AIAG-ECG Key Placement Guideline* was developed to provide a common process for placing keys not in use. In descending order, there are three places identified for the keys to be placed. NOTE: All keys are secured together when exiting the plant's facility.

Keys are to be placed here (in order of priority):

1. Cup Holder (if there is one)
2. Center Console (if no Cup Holder exists)
3. Glove Box (if no Cup Holder or Center Console exists)






6 INSPECTION TYPE LOCATION CODE GUIDELINE

6.1 Introduction

The *AIAG-ECG Inspection Type Location Codes* are a list of codes used as a reference guide to facilitate the interpretation of inspection records. By definition, an inspection type code is a 1- or 2-digit code used to describe the type of inspection taking place at a particular location. More than one type of inspection can be performed at a location. Not all vehicle manufacturers' systems require inspection type codes, but some carriers and third parties use these codes to add further detail to vehicle inspection records. This list shows how the respondents to our inquiries use these codes and is for informational purposes only.

6.2 Inspection Type Location Codes

Inspection Type Code				
Code	**Inspection Type Name**		**Inspection Type**	**Inspection Type**
			Definition 1	**Definition 2**
01	Origin Rail		Location on ground at last point of rest before motor vehicle is to be loaded on multi-level.	
02	Interchange		Inbound or outbound interchange location between independent transportation providers regardless of mode.	
03	Railroad Interchange		Point at which multi-level is transferred from one railroad to another railroad.	
	Marine Preload Survey		Last point of rest prior to loading on vessel for ocean transportation.	
04	Destination Ramp		Location at first point of rest after unloading from multi-level.	
04E			Data entry - haulaway load sheets	
04R			In bay or at destination on ground	
04V			Verification inspection with haulaway drivers	
05	Dealer		Manufacturer representative: Point of final sale.	
06	Factory Gate		Location at OEM Plant where motor vehicle is considered to be transferred to carrier.	
07	Origin Cursory-Rail		Performed on multi-level after loading and applying securement devices to motor vehicle.	
07R			Origin on-rail.	
08	Destination Cursory-Rail		Performed on multi-level at destination prior to removing securement devices and unloading of motor vehicle	
09	Marine Discharge Survey		First point of rest after discharge from ocean vessel.	Major Damage
	Major Damage Repair		Major damage repair	Used to denote non-transportation-related exceptions
09Y			Inside yard inspection after repair.	
11	Major Damage		Code used by some haulaway carriers to denote presence of major damage to vehicle	

Inspection Type Code				
Code	Inspection Type Name		Inspection Type Definition 1	Inspection Type Definition 2
21	Major Damage Inspection		Code used by some carriers to indicate major damage and additional reporting available	
51	Origin Non-Distribute		Code used by some OEMs to indicate vehicle hold at origin	
52	Interchange Non-Distribute		Code used by some OEMs to indicate vehicle hold at interchange	
90	Delivery With Notification		Code used to note additional information available upon dealer delivery	
96	Intermediate Delivery		Code used for vehicle storage yard arrival	
96Y	Inbound Yard Inspection		Code used for vehicle storage yard entry inspection	
97	Outbound Intermediate		Code used for vehicle storage yard exit	
97Y	Outbound Yard Inspection		Code used for vehicle storage yard exit	
98	GM Dealer Receipt		Location where carrier transfers possession of vehicle to OEMs selling agent. This code is interchangeable with Location Type Code "05" above.	
99	Letter of Notification		Code used to indicate that claim letter has been sent	
AR	Arrived In Storage		Code used for storage yard arrival activity	
OU	Removed for Storage		Code used for storage yard exit activity	

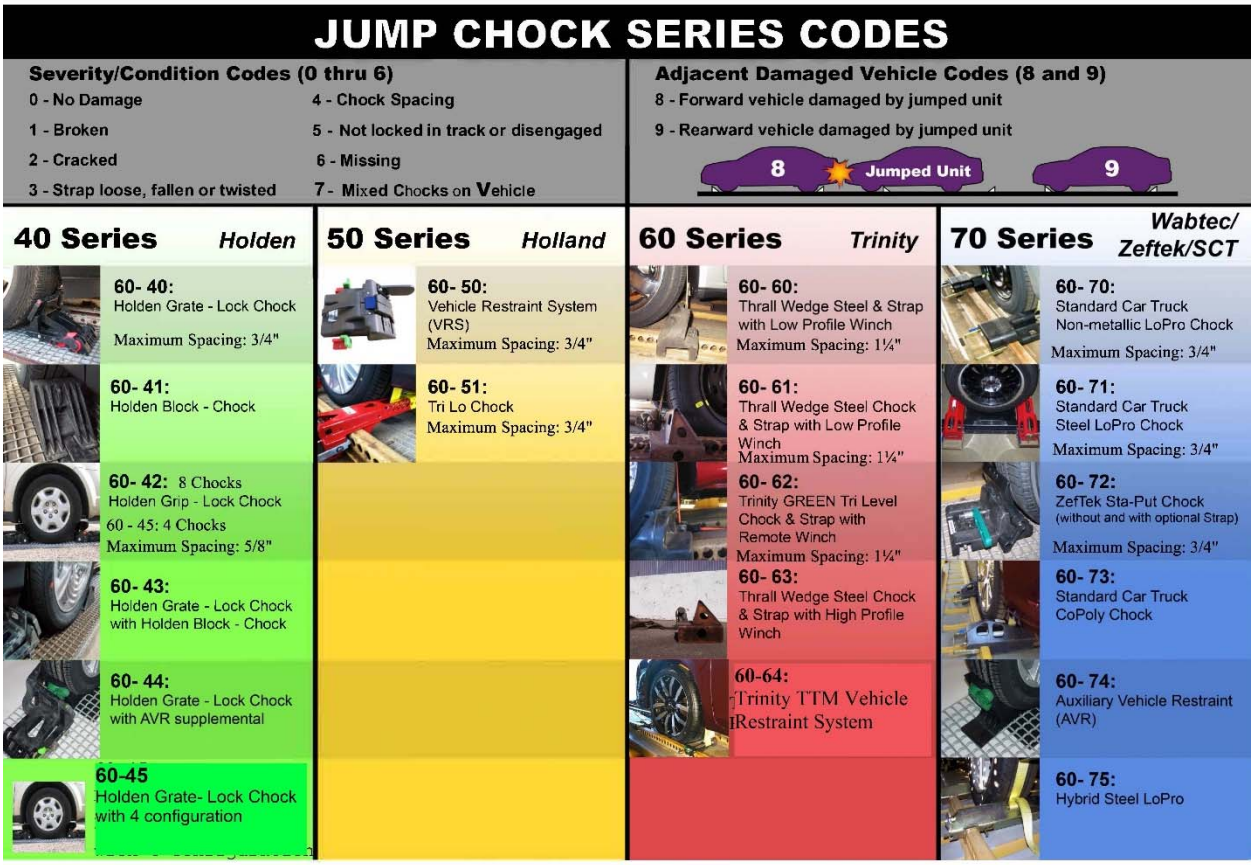
6.3 Jump Chock Series Codes

Updated 08-21-18

Supplier name (description) assigned alphabetically and indicated in 40-series, 50-series, 60-series, etc. Chock detail provided within series' single-digits.

Type – See below, identifies chock manufacturer and the type of chock.

Severity (Condition) – See below, this code is used to describe the condition of chock during inspection.



Jump Chock Series Codes	
Holden (40-series)	
60-40-(0-6)	Holden Grate-Lock Chock
60-41-(0-6)	Holden Block-Chock
60-42-(0-6)	Holden Grip-Lock Chock
60-43-(0-6)	Holden Grate-Lock Chock with Holden Block-Chock
60-44-(0-6)	Holden Grate-Lock Chock with AVR supplemental
60-45-(0-6)	Holden Grate Lock Chock with 4 configurations
Holland (50-series)	
60-50-(0-6)	VRS (Vehicle Restraint System)
60-51-(0-6)	Tri Lo Chock

Jump Chock Series Codes	
Trinity (60-series)	
60-60-(0-6)	Thrall Wedge Polymer Chock and Strap with Low Profile Winch
60-61-(0-6)	Thrall Wedge Steel Chock and Strap with Low Profile Winch
60-62-(0-6)	Trinity GREEN Tri Level Chock and Strap with Remote Winch
60-63-(0-6)	Thrall Wedge Steel Chock and Strap with HIGH Profile Winch
60-64-(06)	Trinity TTM Vehicle Restraint System
Wabtec/Standard Car/Zeftek (70-series)	
60-70-(0-6)	Standard Car Truck Non-metallic LoPro Chock
60-71-(0-6)	Standard Car Truck Steel LoPro Chock
60-72-(0-6)	ZefTek Sta-Put Chock (without and with optional Strap)
60-73-(0-6)	Standard Car Truck CoPoly Chock
60-74-(0-6)	Auxiliary Vehicle Restraint (AVR)
60-75-(0-6)	Hybrid Steel LoPro

Severity (Condition) Codes (0 thru 6)	
0	No damage
1	Broken
2	Cracked
3	Strap loose, fallen or twisted
4	Chock Spacing
5	Not locked in track or disengaged
6	Missing

NOTE:

Code usage is specific to each OEM. Please get approval from the OEM before using a code type.

The AIAG-ECG joint publications are 'living' documents, prepared for, and with the help of, the finished vehicle logistics and automotive industries. The field of these documents constantly evolves as the needs and goals of this sector changes. As such we depend upon input from the sector to keep our publications current, relevant and accurate so if you have any comments or proposals as to how to improve this or any other publication, please copy and return the 'Maintenance Request' at the end of this manual to one of the organizations for consideration.

For any additional information on the co-operation between AIAG and ECG please contact the associations below.

7 PHOTO STANDARDS FOR DAMAGED FINISHED VEHICLES

7.1

As noted in Section 1, throughout the transportation supply chain, when automobiles change possession they should be inspected immediately with any damage or missing parts/options noted.

On January 9, 2017, the Damage Claims Committee, which is made-up of OEM, Railroad, Trucking and Inspection Company representatives, agreed upon the following standards for submitting and retaining photographs of damaged vehicles:

- This standard relates to instances when damage is found during the inspection of a vehicle, and photographs are required, (according to OEM guidelines), to be sent with the damage report to the OEM, or designated representative.
- Currently, vehicle inspection organizations and carriers use varying file types and sizes when taking photographs of vehicle damage and therefore,
  - Photographs should be transferred to a PDF (Portable Document File) format when submitting them to the OEM or designated representative.
  - Each photograph must include the date and time the photograph was taken.
  - All photographs and relevant files should be retained and available for a minimum of 3 years or according to the OEM's requirements.

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