



# M-22

***Finished Vehicle Logistics  
Transportation Damage Handling  
Standards and Guidelines***  
***Edition 4.1***  
***2019***



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A Joint Publication

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## **M-22**

### ***Finished Vehicle Transportation Damage Handling Standards and Guidelines***

Version 4.1, Issued 6/2019

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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**
  - a. Grid Location Matrix**
    - i. English**
    - ii. Spanish**
    - iii. French**
  - b. Vehicle “Splat” Charts - Updated**
- 2. Similarity Matrix Standard - Updated**
- 3. Non-Transportation Damage Standard**
  - a. 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 over 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 industry experts 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. At that time, the five-digit damage codes were known as the AAR/MVMA codes. The codes are now referred to as the AIAG-ECG Global Standard Damage Codes.

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 with a focus on extending the codes on a worldwide basis in the future.

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.



All documents are up-to-date and will continue to be updated on a regular basis. Following is a brief description of the 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***

The Similarity 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 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, different manufacturers used different documents and definitions of what was and was not considered “transportation” damage.

Damage exceptions not considered transportation related should NOT be claimed as ‘Transportation’ but rather assigned to the appropriate department within the manufacturer’s organization. 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 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 versions and will discuss adding Chinese in the future during the on-going committee meetings.



**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. This 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 in section 7 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**

AIAG-ECG wishes to acknowledge and thank those who worked on version 4 of this document:

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SSA MARINE

HANSEN AND ATKINS AUTO TRANSPORT

UNION PACIFIC RAIL

VOLKSWAGEN GROUP OF AMERICA





## ***AIAG & ECG COOPERATION***

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), to a global process by including Europe. 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 develop 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 six(6) 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, 43, 46, 47, 51, 60, 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 - English

 <b>DAMAGE AREA CODES</b>					
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



### 1.3 Damage Type Codes - English

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

### 1.4 Damage Severity Codes – English

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

**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.**



## 1.5 Damage Codes - Spanish

CÓDIGOS DE ÁREA DE DAÑOS					
01	ANTENA/ANTENA BASE	34	TV/DVD PANTALLA	67	ENCENDEDOR DE CIGARRILLOS/BANDEJA DE CENIZA
02	BATERÍA/CAJA	35	ESTRIBO /SILL EXTERIOR-IZQUIERDA	68	ALFOMBRA – DELANTERO
03	PARACHOQUES/CUBIERTA/EXTERIOR-DELANTERO	36	ROCKER ESTRIBO/SILL EXTERIOR-RIGHT	69	CENTRO POST – DERECHO
04	PARACHOQUES/CUBIERTA/EXTERIOR-TRASERO	37	TECHO	70	CENTRO POST – IZQUIERDA
05	PROTECTOR DE PARACHOQUES/STRIP-DELANTERO	38	APOYO/PASO A LA IZQUIERDA	71	POSTE DE ESQUINA
06	PARACHOQUES PROTECTOR/STRIP-REAR	39	APOYO/PASO-DERECHO	72	NEUMÁTICO DELANTERO IZQUIERDO
07	PUERTA TRACERA CARGO-DERECHA	40	NEUMÁTICO DE REPUESTO/RUEDA	73	RUEDA DELANTERA/LLANTA IZQUIERDA
08	PUERTA TRACERA CARGO-IZQUIERDA	41	ABIERTO	74	NEUMÁTICO TRASERO IZQUIERDO
09	PUERTA-CARGO-DERECHO	42	PANEL SPLASH/SPOILER-DELANTERO	75	RUEDA TRASERA IZQUIERDA/LLANTA
10	PUERTA-FRENTE IZQUIERDO	43	ABIERTO	76	NEUMÁTICO TRASERO DERECHO
11	PUERTA-TRASERA IZQUIERDA	44	TANQUE DE GASOLINA	77	RUEDA/LLANTA TRASERA DERECHA
12	PUERTA-FRENTE DERECHO	45	LUZ DE TRACERA/HARDWARE	78	NEUMÁTICO DELANTERO DERECHO
13	PUERTA-DERECHA TRASERA	46	ABIERTO	79	RUEDA DELANTERA/LLANTA DERECHA
14	DEFENSA-DELANTERO IZQUIERDO	47	ABIERTO	80	CAPUCHA
15	SALPICADERA /PICK UP CAJA-IZQUIERDA	48	TABLERO-DELANTERO IZQUIERDO	81	TAPA DE GASOLINA/CUBIERTA
16	DEFENSA-DELANTERO DERECHO	49	CAMBIADOR DE CD-UNIDAD SEPARADA	82	FENDER-TRASERA IZQUIERDA
17	SALPICADERA /PICK UP CAJA-DERECHA	50	TABLETO -DELANTERO DERECHO	83	FENDER-TRASERA DERECHA
18	ALFOMBRAS DE PISO-DELANTERO	51	ABIERTO	84	HERRAMIENTAS/GATO/RECAMBIO DE LLANTAS & LOCK
19	ALFOMBRAS DE PISO-TRASERAS	52	TAPA DE LA CUBIERTA/PORTÓN TRASERO/HATCHBACK	85	UNIDAD DE COMUNICACIÓN/GPS
20	PARABRISAS	53	QUEMACOCO/T-TOP	86	SISTEMA DE SONIDO ESTACIONAL
21	VIDRIO-TRASERO	54	TREN DE RODAJE-OTROS	87	ABIERTO
22	PARRILLA	55	ÁREA DE CARGA-OTROS	88	ABIERTO
23	ACCESORIO BOLSA/CAJA	56	FUNDA DE VINOLO/CONVERTIBLE SUPERIOR/TONNEAU	89	ENGANCHE DE REMOLQUE/ARNÉS DE CABLEADO/GANCHOS DE REMOLQUE
24	FARO/TAPA/DIRECCIONAL	57	CUBIERTAS/GORRAS/ANILLOS DE RUEDAS	90	MARCO
25	LÁMPARAS-NIEBLA/CONDUCCIÓN/LUZ ALTAS	58	ALTAVOCES DE RADIO	91	SISTEMA DE ESCAPE
26	LUZ INTERIOR	59	LIMPIAPARABRISAS-TODOS	92	SOPORTE DE MATRÍCULA
27	COFRE	60	ABIERTO-CÓDIGO DE USO ESPECIAL	93	VOLANTE/AIRBAG
28	LLAVES	61	CAJA DE RECOGIDA-INTERIOR	94	ASIENTO-DELANTERO IZQUIERDO
29	LLAVE CONTROL REMOTO	62	TODO EL VEHÍCULO	95	ASIENTO-DELANTERO DERECHO
30	ESPEJO-FUERA DE LA IZQUIERDA	63	RAILS, CAMIÓN CAMA/BARRA DE LUZ	96	ASIENTO-TRASERO
31	ESPEJO-EXTERIOR DERECHO	64	SPOILER/DEFLECTOR-TRASERO	97	ALFOMBRA-TRASERO
32	MAYOR DAÑO/SUBASTA	65	PORTAEQUIPAJES (TIRAS)/RIEL DE GOTEÓ	98	INTERIOR-OTROS
33	REPRODUCTOR DE AUDIO/VÍDEO	66	TABLETO/PANEL DE INSTRUMENTOS	99	COMPARTIMIENTO DEL MOTOR-OTROS



CÓDIGOS DE TIPO DE DAÑO					
01	ABOLLADURA	12	RAYADO-EXCEPTO VIDRIO	25	CALCOMANÍA/RAYA DE PINTURA DAÑADA
02	DAÑOS GRAVES/ROTOS	13	Rasgada	29	CONTAMINACIÓN-EXTERIOR
03	Cortar	14	ABOLLADO-PINTURA/CROMO NO DAÑADO	30	LÍQUIDO VERTIDO EXTERIOR
04	ABOLLADA-PINTURA ROTA	15	CUBIERTA TOTAL DEL CARRO PRESENTE/DAÑADA	34	PANEL BORDE ASTILLADO
05	ASTILLADO-excepto vidrio & PANEL EDGE	18	MOLDMURAS /CLIMA TIRA/EMBLEMA DAÑADO	36	PARTE/OPCIÓN NO FACTURADA
06	AGRIETADO-EXCEPTO VIDRIO	19	MOLDURA CLIMA. TIRA/EMBLEMA DESAPARECIDO	37	HARDWARE EXTERIOR-DAÑADO
07	ENGANCHADO	20	VIDRIO-AGRIETADO	38	HARDWARE EXTERIOR-SUELTO/DESAPARECIDO
08	DESAPARECIDOS-EXCEPTO MOLDEO/EMBLEMA	21	VIDRIOS ROTOS	39	CHOCKS SALTADO
09	RASPON	22	VIDRIO-ASTILLADO	40	EVENTO TÉRMICO
10	INTERIOR MANCHADO/ENSUCIADO	23	VIDRIO RAYADO	41	PROBLEMAS DE ESPACIADO DE CHOCK
11	Perforado	24	LUZ DE MARCADOR/GIRAR EL DAÑO DE LUZ	42	SEPARACIÓN DE LA PUERTA FINAL

CÓDIGOS SEVEROS DE DAÑO		
1	MENOS de & incluyendo 1 "	MENOS de 3 cm
2	MÁS de 1 "hasta & incluyendo 3"	3 cm hasta 8 cm
3	MÁS de 3 "hasta & incluyendo 6"	8 cm hasta 15 cm
4	MÁS de 6 "hasta & incluyendo 12"	15 cm hasta 30 cm
5	MÁS DE 12 "	30 cm & sobre
6	FALTA/daño mayor	

**NOTA ESPECIAL**

**Los daños múltiples en el mismo panel, independientemente de la gravedad, deben tratarse como una gravedad 3 o superior y seguir las pautas específicas de los OEM.**





## 1.6 Damage Codes - French

		<b>ENDROIT ENDOMMAGÉ/TYPE DE CODE</b> <b>1er et 2iem Chiffre</b>	
01	Antenne/Base De L'Antenne	51	Ouvert
02	Batterie/boîtier	52	Couvercle De Coffre/Hayon
03	Couvre Pare-Chocs/Ext. Avant	53	Toit Ouvrant/À Panneaux Amovibles
04	Couvre Pare-Chocs/Ext. Arrière	54	Dessous De La Carrosserie – Autre
05	Bourrelet De Pare-Chocs Avant	55	Espace De Chargement – Autre
06	Bourrelet De Pare-Chocs/Arrière	56	Toit En Vinyle/Capote/Courvercel De Capote
07	Porte De Chargement Arrière Droite	57	Enjoliveurs/Chapeaux De Roue/Cercles Enjoliveurs
08	Porte De Chargement Arrière Gauche	58	Haut-Parleurs
09	Porte De Chargement Droite	59	Essuie-Glace
10	Porte Avant Gauche	60	Ouvert – code d'utilisation spéciale
11	Porte Arrière Gauche	61	Caisse De Pick-Up – Intérieur
12	Porte Avant Droite	62	Véhicule entier
13	Porte Arrière Droite	63	Arceaux De Sécurité/Rampes De Panneaux Latéraux
14	Aile Avant Gauche	64	Aileron Arrière
15	Panneau de custode/caisse de pick-up – gauche	65	Longerons Porte-Bagages/Gouttière
16	Aile avant droite	66	Tableau De Bord
17	Panneau de custode/caisse de pick-up – droite	67	Allume-Cigarette/Cendrier
18	Tapis protecteurs – avant	68	Tapis De Plancher Avant
19	Tapis protecteurs – arrière	69	Montant Central Droit
20	Pare-brise	70	Montant Central Gauche
21	Glace –arrière	71	Montant D'Angle
22	Calandre	72	Pneu Avant Gauche
23	Compartiment/Boîte à Accessoires	73	Roue/Jante Avant Gauche
24	Phare/Volet/Clignotant	74	Pneu Arrière Gauche
25	Phares de route/antibrouillards/orientables	75	Roue/Jante Arrière Droite
26	Garniture De Pavillon	76	Pneu Avant Droit
27	Capot	77	Roue/Jante Avant Droit
28	Clés	78	Pneu Arrière Droit
29	Système De Télédéverrouillage	79	Roue/Jante Arrière Droit
30	Rétroviseur Extérieur Gauche	80	Auvent/Panneau De Ventilation
31	Rétroviseur Extérieur Droit	81	Bouchon/Volet De Réservoir À Carburant
32	Domage important/encan	82	Aile Arrière Gauche
33	Radio/Lecteur De Cassette/Disque Compact/Vidéo	83	Aile Arrière Droit
34	Écran TT/Dvd	84	Outils/Cric
35	Panneau De Bas De Caisse/Plaque De Seuil – Gauche	85	Poste BP (GPS)/Téléphone
36	Panneau De Bas De Caisse/Plaque De Seuil – Droit	86	Système De Signaux Sonar
37	Toit	87	Ouvert
38	Marchepied Gauche (Camion)	88	Ouvert
39	Marchepied Droit (Camion)	89	Attelage De Remorque, Faisceau De Câblage, Crochets De Remorquage
40	Pneu/Roue De Secours	90	Châssis
41	Ouvert	91	Système D'Échappement
42	Pare-Boue/Aileron – Avant	92	Support de plaque d'immatriculation
43	Ouvert	93	Volant/sac gonflable
44	Réservoir À Essence	94	Siège Avant Gauche
45	Feux Arrière/Pièces De Fixation	95	Siège Avant Droit
46	Ouvert	96	Siège Arrière
47	Ouvert	97	Tapis De Plancher Arrière
48	Panneau De Garniture – Avant Gauche	98	Intérieur - Autre
49	Lecteur De CD Individuel	99	Compartiment-Moteur – Autre
50	Panneau De Garniture – Avant Droit		





 <b>CODES DE TYPE DE DOMMAGE</b> <b>3iem et 4iem Chiffre</b>	
01	Plié
02	Brisé/dommage important
03	Entaillé
04	Bosselé – peinture endommagée
05	Écaillé – sauf les glaces et bord de panneau
06	Fendille (sauf vitre)
07	Gougé
08	Manquant – sauf la moulure/l'emblème
09	Strié
10	Intérieur taché ou sali
11	Troué
12	Egratine' (Sauf Vitre)
13	Déchiré
14	Bosselé – (peinture/chrome non endommagé)
18	Moulure/Emblème/Bourrelet D'Étanchéité Endommagés
19	Moulure/Emblème/Bourrelet D'Étanchéité Détaché
20	Vitre – Fêlée
21	Vitre – Brisée
22	Vitre – Écaillée
23	Vitre – Égratignée
24	Feu De Gabarit/Clignotant Supplémentaire Endommagé
25	Autocollant/Filet De Peinture Endommagé
29	Contamination – Extérieur
30	Liquide Renversé – Extérieur
34	Bord De Panneau – Écaillé
36	Pièce/Option Non Conforme À La Facture
37	Garnitures extérieures endommagées
38	Garnitures extérieures détachées ou manquantes
39	Cales sautées
40	Événement thermique
41	Problèmes d'espacement
42	Espacement des portes d'extrémité

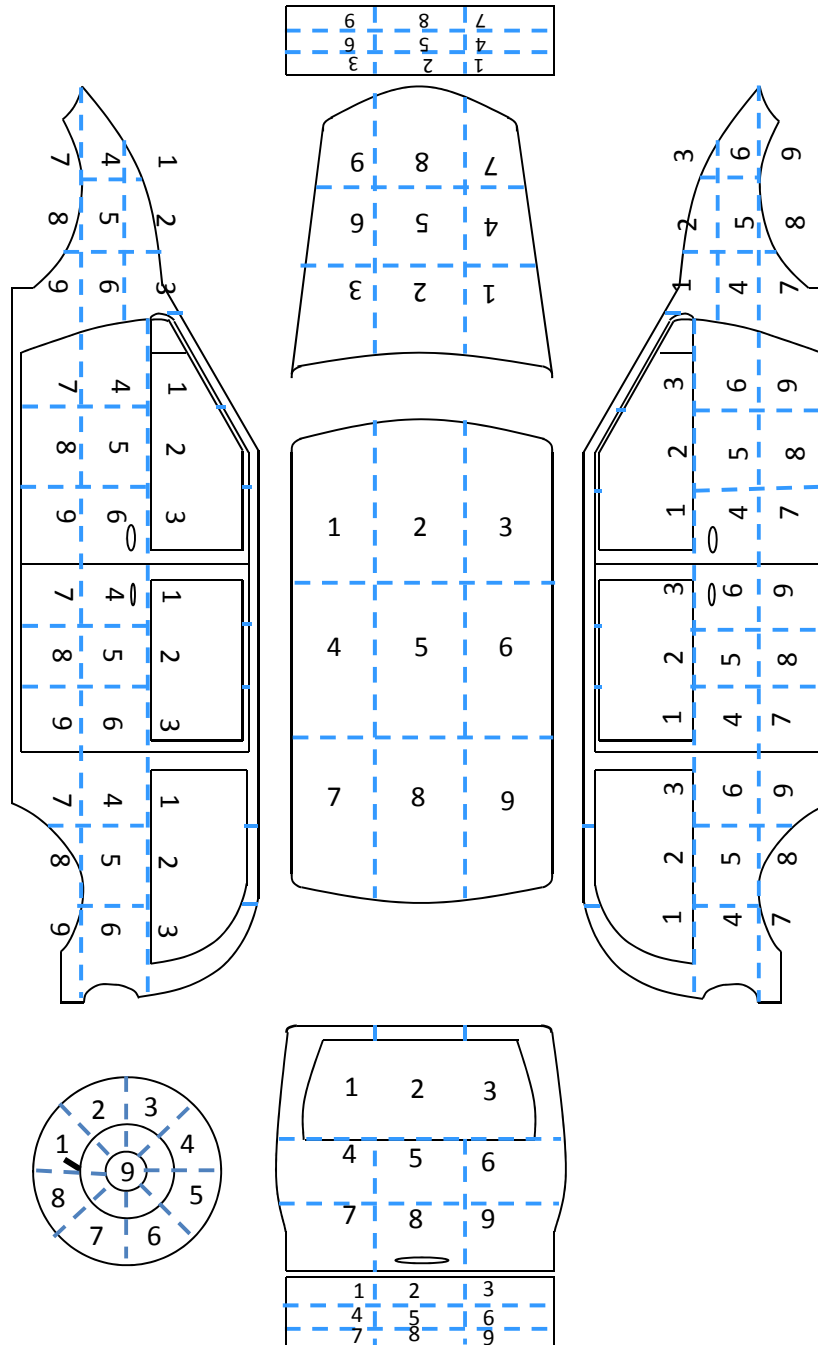
 <b>CODES DE GRAVITÉ DES DOMMAGES</b> <b>5iem Chiffre</b>	
1	Domage de 2,5 cm et moins
2	Domage de 2,5 a 7,5 cm
3	Domage de 7,5 a 15 cm
4	Domage de 15 cm a 30 cm
5	Domage plus de 30 cm
6	Manquant

**NOTE SPÉCIALE**

*Plusieurs dommages sur le même panneau, quelle que soit leur gravité, doivent être traités comme une gravité supérieure ou égale à 3 et suivent les directives spécifiques du constructeur.*



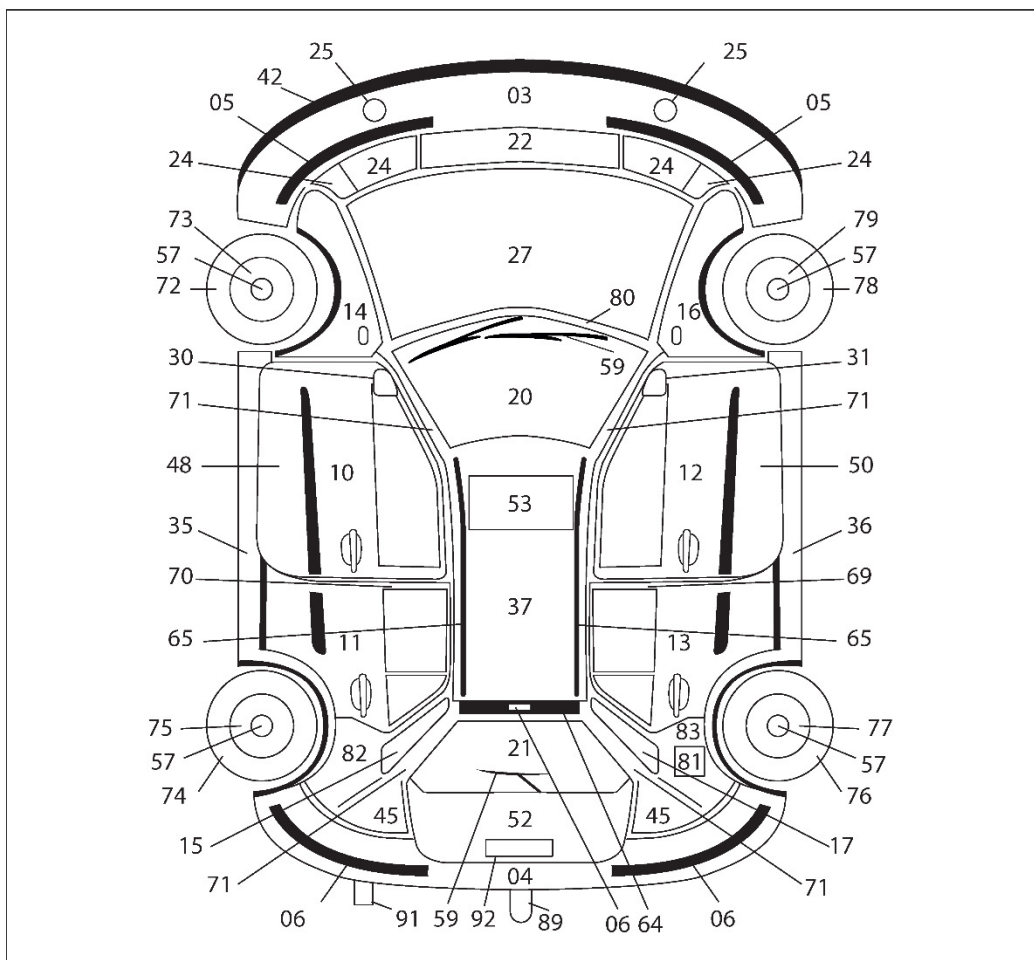
## 1.7 AIAG-ECG Grid Location Matrix





## 1.8 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

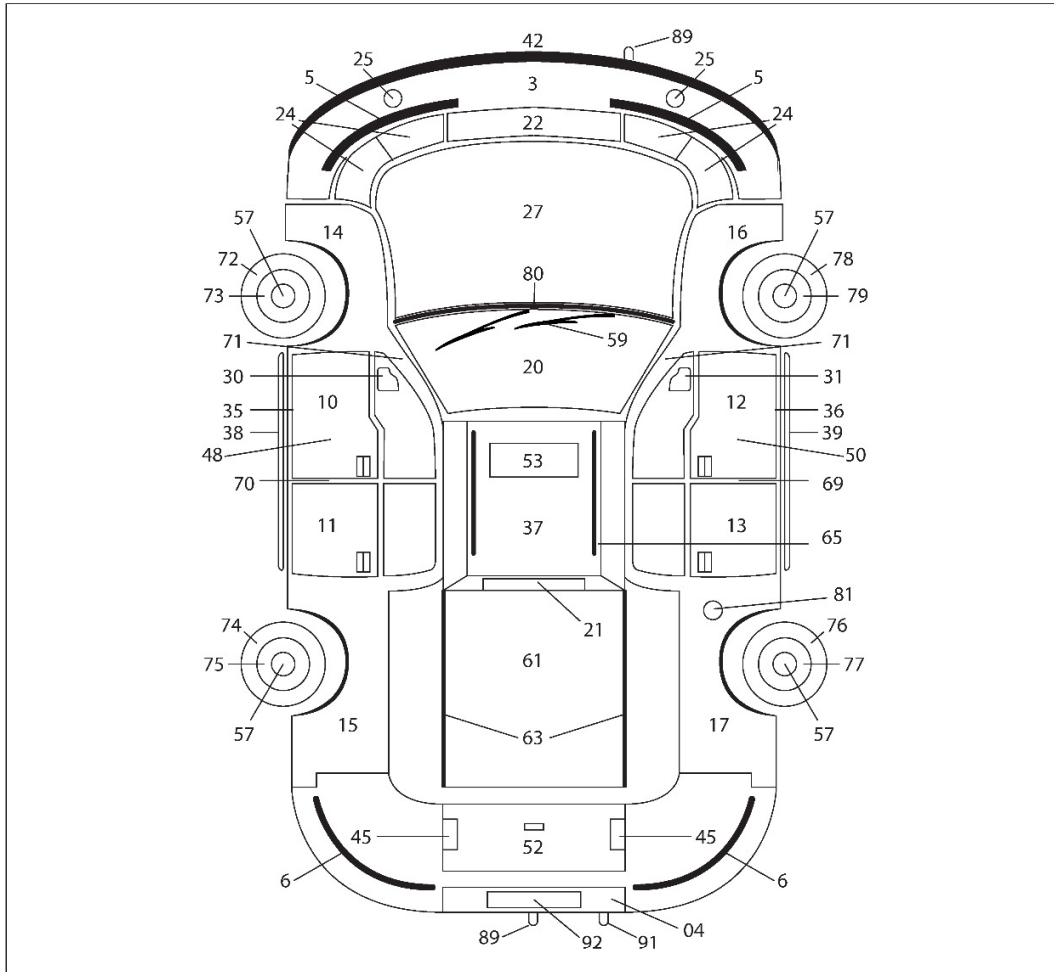
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**Splat chart – Pick up**



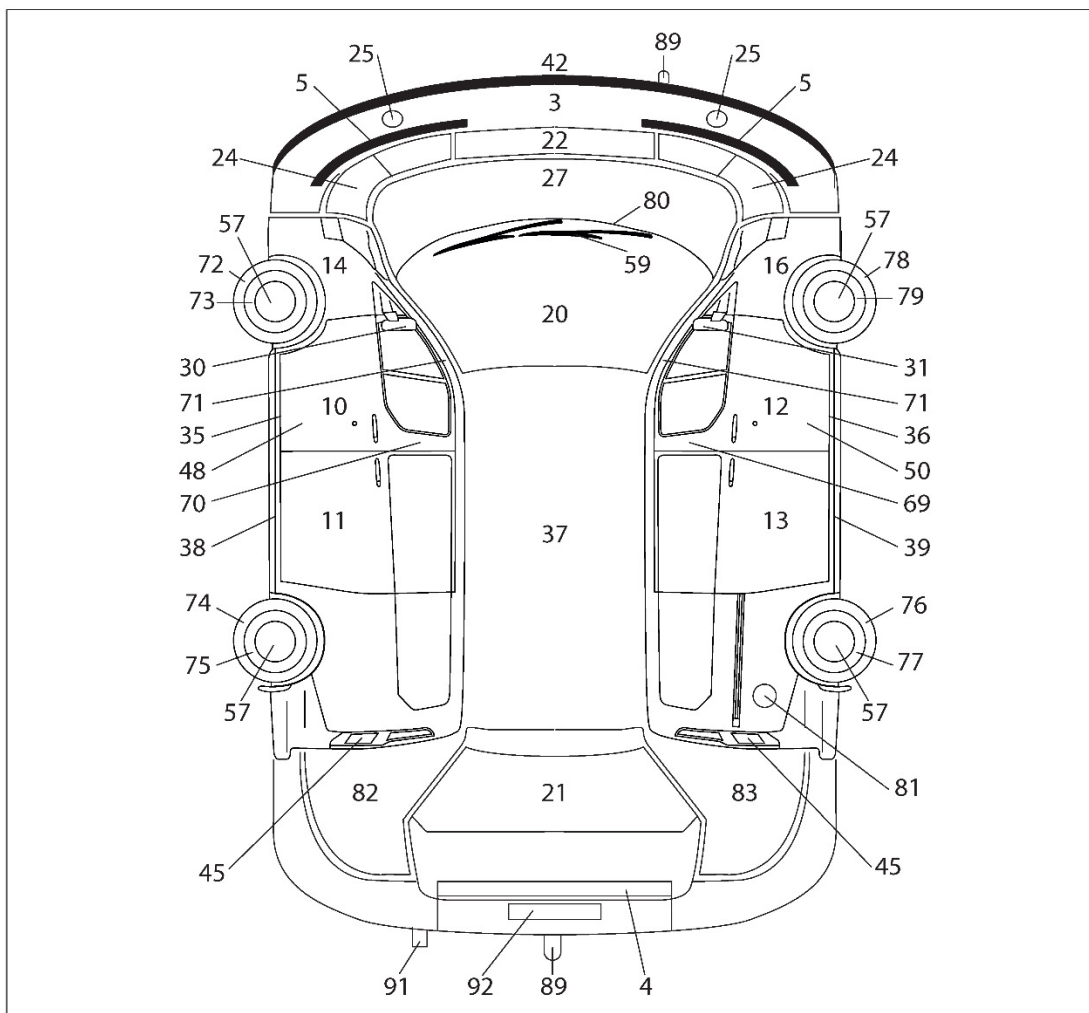
Part	Issue ? (Please tick)	Damage Code
Antenna/Aerial		01
		02
		18
		19
Accessory bag/box		23
Under carriage		54
		28
Headliner		26

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

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

### 2.1 Introduction

The AIAG-ECG Similarity Matrix is designed for use of 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.

Area Description	Area Code	Matrix Suggestion											
		23	37										
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 PU Box, Left	15	82											
Fender, Right Front	16												
Qtr. Panel /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	01	92	28	29	18	19	57	67	85	84
Headlight/Cover/Turn Signal	24	25											
Lamps, Fog/Driving/Spot Lt.	25	24											
Headliner	26	98											
Hood	27	80											

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Area Description	Area Code	Matrix Suggestion											
Keys	28	29	23	98									
Keyless Remote	29	28	23	98									
Mirror, Outside, Left	30												
Mirror, Outside, Right	31												
Major Damage ( <i>OEM use only</i> )	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 Board/Step, Left	38	54	35										
Running Board/Step, Right	39	54	36										
Spare Tire	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												
Left Front Interior Trim Panel	48	98											
CD Player Separate Unit	49	33	98										
Right Front Interior Trim Panel	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/Cap/Rings	57	23											
Radio Speakers	58	98											
Wipers, All	59												
Special Use	60												
Box Interior, Pick-Up Truck	61	63											
Entire vehicle	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								





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Area Description	Area Code	Matrix Suggestion												
Cigarette Lighter/Ashtray	67	98	23											
Carpet, Front	68	98												
Center Post, Right	69	12	13											
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 Truck	82	15												
Fender, Right Rear Truck	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	55	66	68	94	95	96	
		97												
Engine Compartment, Other	99	02												

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

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*The Matrix Type chart has been separated into 18 groups in an effort to offer clarification.*

Group #	Type Code	Description	Matrix Suggestion						
1	01	Bent	02	04	14				
	02	Broken	01	04	06				
3	03	Cut	11						
	11	Punctured	03	13					
	13	Torn	11	03					
4	04	Dented - Paint or Chrome damaged	01	07					
	14	Dented Paint not Damaged - Paint / Chrome not damaged	01	07					
5	05	Chipped - Does not apply to glass or panel edge	04	07	12				
	07	Gouged	12	04	12	06			
	09	Scuffed	12						
	12	Scratched - Does not apply to glass	07	09	05				
6	06	Cracked - Does not apply to glass	02	13					
7	08	Missing	38						
8	10	Stained or Soiled							
	29	Contamination, Exterior	30						
	30	Fluid Spillage, Exterior	29						
9	18	Molding/Emblem/Weather-strip Damaged	19	25	37	38			
	19	Molding/Emblem/Weather-strip Loose	18	25	37	38			
10	20	Glass Cracked	02	21	22	23			
	21	Glass Broken	02	20	22	23			
	22	Glass Chipped	02	20	21	23			
	23	Glass Scratched	02	20	21	22			
	24	Marker Light Damaged	02	06	05	07	09	11	12
11	25	Decal/Paint Stripe Damaged	18						
12	34	Chipped Panel Edge	04	07	12				
13	36	Incorrect Part or Option not as Invoiced							
14	37	Hardware - Damaged	18						
	38	Hardware - Loose, Missing	19						
15	39	Jump Chocks							
16	40	Thermal Event							
17	41	Chock Spacing Issues							
18	42	End Door Spacing							

- ✓ 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.



Similarity Damage Codes - Severity					
<b>Note: Table Logic Works from Left (Severity) column to the right. (Not in reverse)</b>					
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 - 8 cm up to 15 cm	3	2	4		
Damage over 6" up to and including 12" in length / diameter - 15 cm up to 30 cm	4	3	5		
Damage over 12" in length / diameter - 30 cm and over	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.
- ✓ "14-1" Damage type / severity code is not interchangeable with any other code.

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## **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 or is not transportation related. 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.

**Carriers:** please be advised you will not be held liable for these items regardless of whether these type 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**

1. Plant failure to install basic protective devices to prevent damage during the normal shipping process, for example, seat or carpet protection.
2. 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**

1. 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.

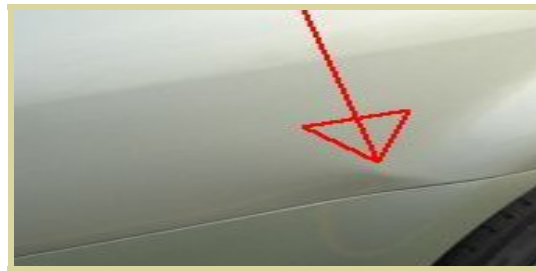
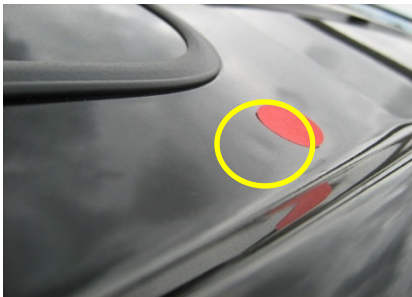


### 3.3 AIAG-ECG Non-Transportation Damage Guideline Photo Sheet

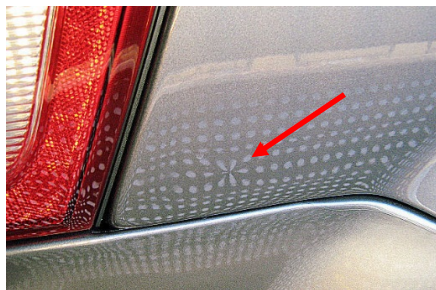
1. All exterior paint damage resulting from environmental fallout or fluids, unless clear evidence supports carrier responsibility.



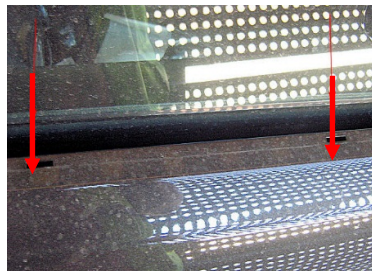
2. Sheet metal dents, restricted to severity 1, with no paint damage or evidence of physical impact, abrasion or forced entry.



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: _____	If a supplemental, put "X" in box: Supplemental <input type="checkbox"/>
Model Year: _____	Model: _____
Make: _____	Body Type: _____
Mileage: _____	Color: _____
Supplemental 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: _____
<hr/>	
Classification Recommendation: _____	<input type="checkbox"/> Class A - New Car Condition
If a unit is a classification II, III, or IV, enter the specific reason below: _____	<input type="checkbox"/> Class B - Used/Company Service
	<input type="checkbox"/> Class C - Total Loss
REPAIR AMOUNT: _____	SURVEY FEE: _____
<hr/>	
SPECIFIC CAUSE OF DAMAGE: _____	
WHO HAD CUSTODY AT THE TIME THE DAMAGE OCCURRED: _____	
WHERE THE DAMAGE OCCURRED: _____	
CIRCUMSTANCES / REMARKS: _____	
Inspector/Dealer Analyst: _____	Date: _____
<small>AIAG Damage Claims Committee 05-19-17</small>	

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## 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**

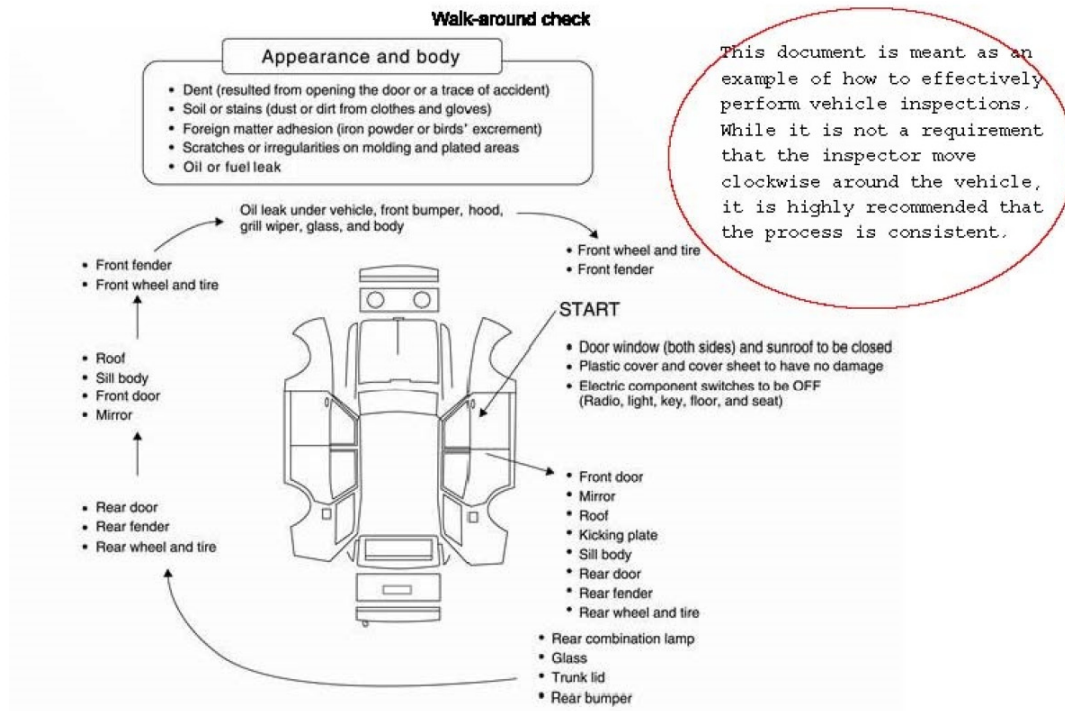
- Inspect the complete front of the vehicle including the lower filler panel, underside of the bumper, and the splash panel. Make sure not to touch the vehicle.
- Step back and make a visual inspection of the entire front of the vehicle while making sure to include front windshield and roof.

### **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<sup>1</sup>



- 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.

<sup>1</sup> Illustration provided by Nissan USA.

**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 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](http://www.aiag.org) under product code "M-22".
- In Europe, this manual is available from the ECG website, [www.ecgassociation.eu](http://www.ecgassociation.eu).
- 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.

**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.
- Refer to specific OEM guidelines where applicable via the EPOD (electronic proof of delivery) guidelines. The EPOD guidelines can be found at the AIAG website - <https://www.aiag.org/store/publications/details?ProductCode=E-21>



### **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 railroad is responsible for an on-rail inspection (Survey Type 08) and/or first point of rest (FPR) inspection (Survey Type 04), typically 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 of & 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 listing), 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 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 (Subject to Inspection) 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. Section 4.2
- 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	Destination Ramp	Data entry – haul-away load sheets	
04R	Destination Ramp	In bay or at destination on ground	
04V	Destination Ramp	Verification inspection with haul-away 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 Rail	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 haul-away carriers to denote presence of major damage to vehicle	

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### Finished Vehicle Transportation Damage Handling Standards and Guidelines

Version 4.1. Issued 6/2019



Inspection Type Code			
Code	Inspection Type Name	Inspection Type	Inspection Type
		Definition 1	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, & 70 series. 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			
<b>Severity/Condition Codes (0 thru 6)</b> 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 7 - Mixed Chocks on Vehicle		<b>Adjacent Damaged Vehicle Codes (8 and 9)</b> 8 - Forward vehicle damaged by jumped unit 9 - Rearward vehicle damaged by jumped unit 	
<b>40 Series</b> <i>Holden</i>	<b>50 Series</b> <i>Holland</i>	<b>60 Series</b> <i>Trinity</i>	<b>70 Series</b> <i>Wabtec/ Zeftek/SCT</i>
<b>60- 40:</b> Holden Grate - Lock Chock Maximum Spacing: 3/4"	<b>60- 50:</b> Vehicle Restraint System (VRS) Maximum Spacing: 3/4"	<b>60- 60:</b> Thrall Wedge Steel & Strap with Low Profile Winch Maximum Spacing: 1¼"	<b>60- 70:</b> Standard Car Truck Non-metallic LoPro Chock Maximum Spacing: 3/4"
<b>60- 41:</b> Holden Block - Chock	<b>60- 51:</b> Tri Lo Chock Maximum Spacing: 3/4"	<b>60- 61:</b> Thrall Wedge Steel Chock & Strap with Low Profile Winch Maximum Spacing: 1¼"	<b>60- 71:</b> Standard Car Truck Steel LoPro Chock Maximum Spacing: 3/4"
<b>60- 42:</b> 8 Chocks Holden Grip - Lock Chock 60 - 45; 4 Chocks Maximum Spacing: 5/8"		<b>60- 62:</b> Trinity GREEN Tri Level Chock & Strap with Remote Winch Maximum Spacing: 1¼"	<b>60- 72:</b> ZefTek Sta-Put Chock (without and with optional Strap) Maximum Spacing: 3/4"
<b>60- 43:</b> Holden Grate - Lock Chock with Holden Block - Chock		<b>60- 63:</b> Thrall Wedge Steel Chock & Strap with High Profile Winch	<b>60- 73:</b> Standard Car Truck CoPoly Chock
<b>60- 44:</b> Holden Grate - Lock Chock with AVR supplemental		<b>60-64:</b> Trinity TTM Vehicle Restraint System	<b>60- 74:</b> Auxiliary Vehicle Restraint (AVR)
<b>60-45</b> Holden Grate- Lock Chock with 4 configuration			<b>60- 75:</b> Hybrid Steel LoPro

Jump Chock Series Codes	
<b>Holden (40-series)</b>	
60-40-(0-7)	Holden Grate-Lock Chock
60-41-(0-7)	Holden Block-Chock
60-42-(0-7)	Holden Grip-Lock Chock
60-43-(0-7)	Holden Grate-Lock Chock with Holden Block-Chock
60-44-(0-7)	Holden Grate-Lock Chock with AVR supplemental
60-45-(0-7)	Holden Grate Lock Chock with 4 configurations
<b>Holland (50-series)</b>	
60-50-(0-7)	VRS (Vehicle Restraint System)
60-51-(0-7)	Tri Lo Chock



Jump Chock Series Codes	
<b>Trinity (60-series)</b>	
60-60-(0-7)	Thrall Wedge Polymer Chock and Strap with Low Profile Winch
60-61-(0-7)	Thrall Wedge Steel Chock and Strap with Low Profile Winch
60-62-(0-7)	Trinity GREEN Tri Level Chock and Strap with Remote Winch
60-63-(0-7)	Thrall Wedge Steel Chock and Strap with HIGH Profile Winch
60-64-(07)	Trinity TTM Vehicle Restraint System
<b>Wabtec/Standard Car/Zeftek (70-series)</b>	
60-70-(0-7)	Standard Car Truck Non-metallic LoPro Chock
60-71-(0-7)	Standard Car Truck Steel LoPro Chock
60-72-(0-7)	ZefTek Sta-Put Chock (without and with optional Strap)
60-73-(0-7)	Standard Car Truck CoPoly Chock
60-74-(0-7)	Auxiliary Vehicle Restraint (AVR)
60-75-(0-7)	Hybrid Steel LoPro

Severity (Condition) Codes (0 thru 7)	
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
7	Mixed Chocks on Vehicle

### **NOTE:**

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



## **7 PHOTO STANDARDS FOR DAMAGED FINISHED VEHICLES**

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 subject matter experts, 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.



*The AIAG-ECG joint publications are 'living' documents, prepared for, and with the help of, the finished vehicle logistics and automotive industry subject matter experts.*

*Vehicle Logistics Industry is constantly evolving and therefore we depend upon input from the sector to keep our publications current, relevant and accurate.*

*Therefore, 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.*



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