



# M-14

## *Global Vehicle Damage Codes Standard*

A Joint Publication







**AIAG PUBLICATIONS**

An AIAG publication reflects a consensus of those substantially concerned with its scope and provisions. An AIAG publication is intended as a guide to aid the manufacturer, the consumer, and the general public. The existence of an AIAG publication does not in any respect preclude anyone from manufacturing, marketing, purchasing, or using products, processes, or procedures not conforming to the publication.

**CAUTIONARY NOTICE**

AIAG publications are subject to periodic review and users are cautioned to obtain the latest editions.

**MAINTENANCE PROCEDURE**

Recognizing that this AIAG publication may not cover all circumstances, AIAG has established a maintenance procedure. Please refer to the Maintenance Request Form at the back of this document to submit a request.

Published by:

Automotive Industry Action Group

26200 Lahser Road, Suite 200

Southfield, Michigan 48033

Phone: (248) 358-3570 • Fax: (248) 358-3253

**APPROVAL STATUS**

The AIAG members approved this document through a member ballot review for publication on April 6, 2009.

**INTERNATIONAL COPYRIGHT INFORMATION**

This manual is subject to International Copyright as shown herein and unauthorized reproduction is not permitted. Contact one of the associations below to discuss reproduction permission. If translated, this statement must be included: "This manual has been translated and published for guidance only and is intended to help the understanding of the official English version."

**AIAG Copyright and Trademark Notice:**

The contents of all published materials are copyrighted by the Automotive Industry Action Group unless otherwise indicated. Copyright is not claimed as to any part of an original work prepared by a U.S. or state government officer or employee as part of the person's official duties. All rights are preserved by AIAG, and content may not be altered or disseminated, published, or transferred in part of such content. The information is not to be sold in part or whole to anyone within your organization or to another company. Copyright infringement is a violation of federal law subject to criminal and civil penalties. AIAG and the Automotive Industry Action Group are registered service marks of the Automotive Industry Action Group.

© 2009 Automotive Industry Action Group

**ECG Copyright Notice:**

© 2009 ECG - All rights reserved.

ISBN# 978-1-60534-152-1



## **FOREWORD**

Most claims involving worldwide transportation of new motor vehicles are handled electronically. A set of five digit codes facilitates this process by allowing all involved stake holders to use a standard format to note transportation damage to motor vehicles whenever possession is transferred from one party to another. The American Association of Railroads (AAR), in the 1970's, developed a set of codes and they were later updated by the now defunct Motor Vehicle Manufacturers Association in the mid 1980's. 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 consists of railroads, haulaway 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 in regards to 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 Global Vehicle Damage Codes Standard.

The AIAG was selected as the standards group so the codes can be used internationally. The AAR will also publish and maintain the codes for their members.

In fall 2007, AIAG was approached by ECG (European Car Transport Group) to make these cards applicable outside of North America. Through conference calls, E-Mails, and one face-to-face meeting, revisions were made to these codes to make them globally acceptable. These changes are reflected in italics for your convenience.



## **ACKNOWLEDGEMENTS**

### **AIAG**

Jonathon Urban ..... Chrysler  
Tom Reband..... VW  
Peter Daly ..... AutoComm  
Kathryn Moynihan ..... Vascor  
Carol Zamjahn..... GM  
Lawrie Williams ..... GM  
Jeannie Gnotek ..... Ford  
Jordan Glasmacher ..... Toyota  
Rick Duvall ..... Honda  
J. Scot Sharland..... AIAG  
Sue Brushafer ..... AIAG  
Morris Brown ..... AIAG

### **ECG**

OEM, LSP and Supplier members of the ECG Quality Standards Working Group  
Members of the VDA (German Automobile Industry Association) Working Group  
Jan Szulczyk ..... ECG  
Mark Morgan ..... ECG  
Steve Jones..... VehNet

*"Odette fully supports any opportunity for standardization in the automotive supply chain, including vehicle distribution. As a result, we endorse the publication of the latest Global Vehicle Damage Codes Standard by AIAG, in co-operation with ECG (European Car Transport Group) and our members, which reflects the needs of the business in Europe as well as North America."*

*- Odette International -*



---

## **TABLE OF CONTENTS**

<b>FOREWORD .....</b>	<b>4</b>
<b>ACKNOWLEDGEMENTS .....</b>	<b>5</b>
<b>TABLE OF CONTENTS .....</b>	<b>6</b>
<b>INTRODUCTION .....</b>	<b>7</b>
<b>1 . THE FOLLOWING LIST IS THE UPDATED SET OF CODES WITH DESCRIPTION .....</b>	<b>8</b>
1.1 DAMAGE AREA/TYPE CODES .....	8
1.2 DAMAGE TYPE CODES .....	9
1.3 SEVERITY CODES .....	9
<b>MAINTENANCE REQUEST.....</b>	<b>10</b>



## **INTRODUCTION**

During the transportation chain when automobiles change possession they must be inspected immediately with any damage or missing items being noted. The purpose of this manual is to provide a standard up-to-date set of codes for recording vehicle exceptions to all personnel responsible for handling vehicles throughout the transportation chain. It is important the damage codes be accurately detailed. The codes are recorded manually on delivery receipts or in portable data terminals for transfer into the manufacturers' claims systems. Individual manufacturers may 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:

Damage area = 10 (Left Front Door) – Damage type = 12 (Scratch) – Damage Severity 3 (Over 3" up to 6")

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.



# 1 . THE FOLLOWING LIST IS THE UPDATED SET OF CODES WITH DESCRIPTION

## 1.1 Damage Area/Type Codes

CODE»DESCRIPTION (*New Descriptions in Italics*)

1	<i>Antenna/Antenna Base</i>	35	<i>Rocker Panel/Outer Sill - Left</i>	68	Carpet-Front
2	Battery/Box	36	<i>Rocker Panel/Outer Sill - Right</i>	69	Center Post, Right
3	Bumper/Cover/Ext-Front	37	Roof	70	Center Post Left
4	Bumper/Cover/Ext-Rear	38	<i>Running Board/Step - Left</i>	71	Corner Post
5	<i>Bumper Guard/Strip-Front</i>	39	<i>Running Board/Step - Right</i>	72	<i>Left Front Tire</i>
6	<i>Bumper Guard/Strip-Rear</i>	40	Spare Tire/Wheel	73	<i>Left Front Wheel/Rim</i>
7	Door-Back Cargo, Right	41	Open	74	<i>Left Rear Tire</i>
8	Door-Back Cargo, Left	42	<i>Splash Panel/Spoiler - Front</i>	75	<i>Left Rear Wheel/Rim</i>
9	Door-Right Cargo	43	Open	76	<i>Right Rear Tire</i>
10	Door-Left Front	44	Gas Tank	77	<i>Right Rear Wheel/Rim</i>
11	Door-Left Rear	45	<i>Tail Light/Hardware</i>	78	<i>Right Front Tire</i>
12	Door-Right Front	46	<i>Open</i>	79	<i>Right Front Wheel/Rim</i>
13	Door-Right Rear	47	<i>Open</i>	80	Cowl
14	Fender-Left Front	48	Trim Panel-Front Left	81	Gas/Cap Cover
15	Quarter Panel/Pick-Up Box-Left	49	<i>CD Changer Separate Unit</i>	82	Fender-Rear Left
16	Fender-Right Front	50	Trim Panel-Front Right	83	Fender-Rear Right
17	Quarter Panel/Pick-Up Box - Right	51	Open	84	Tools/Jacks/Spare-Tire Mount + Lock
18	Front Floor Mats	52	Deck Lid/Tailgate/Hatchback	85	Communication/GPS Unit
19	Floor Mats Rear	53	Sunroof/T-Top	86	Parking Sonar System
20	Glass Windshield	54	Undercarriage-Other	87	<i>Open</i>
21	Glass Rear	55	Cargo Area-Other	88	<i>Open</i>
22	Grille	56	Vinyl/Convertible Top/Tonneau Cover	89	Trailer Hitch, Wiring Harness, Tow Hooks
23	<i>Accessory Bag/Box</i>	57	Wheel Covers/Caps/Rings	90	Frame
24	Headlight/Cover/Turn Signal	58	Radio Speakers	91	Exhaust System
25	Lamps-Fog/Driving/Spot Light	59	Wipers, all	92	License-Bracket
26	Headliner	60	Special use	93	Steering Wheel/Airbag
27	Hood	61	Box Interior, Pickup	94	Seat-Front Left
28	Keys	62	Open	95	Seat-Front Right
29	Keyless Remote	63	Rails, Truckbed/Lightbar	96	Seat-Rear
30	Mirror-Outside Left	64	Spoiler/Deflector-Rear	97	Carpet-Rear
31	Mirror-Outside Right	65	<i>Luggage Rack (Strips Drip Rail</i>	98	Interior-Other
32	Open	66	Dash/Instrument Panel	99	Engine Compartment-Other
33	Audio/Video Player	67	Cigarette Lighter/Ashtray		
34	TV/DVD Screen				



## 1.2 Damage Type Codes

1	Bent
2	Broken
3	Cut
4	Dented
5	Chipped
6	Cracked
7	Gouged
8	Missing
9	Scuffed
10	Stained or Soiled
11	Punctured
12	Scratched
13	Torn
14	Dented Paint Not Damaged

18	Moulding/Emblem - Weatherstrip Damaged
19	Moulding/Emblem - Weatherstrip Loose
20	Glass Cracked
21	Glass Broken
22	Glass Chipped
23	Glass Scratched
	<i>Marker Light / Additional Turn Light Damage</i>
24	
25	Decal/Paint Stripe Damaged
29	Contamination, Exterior
30	Fluid spillage, Exterior
34	Chipped Panel Edge
36	Incorrect Part Or Option Not As Invoiced
37	Hardware - Damaged
38	Hardware - Loose, Missing

## 1.3 Severity Codes

1	Damage up to and including 1 inch in length/diameter - less than 2.5 cm
2	Damage over 1 inch up to and including 3 inches in length/diameter – 2.5 cm up to 7.5 cm
3	Damage over 3 inches up to and including 6 inches in length/diameter - over 7.5 cm up to 15 cm
4	Damage over 6 inches up to and including 12 inches in length/diameter - over 15 cm to 30 cm
5	Damage over 12 inches in length/diameter - over 30 cm
6	<i>Missing</i>



## ***MAINTENANCE REQUEST***

**If you find an error or other changes that should be made to this publication, please complete this form and return it to the proper address below.**

Name of Submitter:		Date:
Company:		
Company Address:		
Phone:	Fax:	E-mail:
CHANGE REQUEST (Use additional sheets if necessary)		
Page Number of Change:		
Document Currently Reads:		
Recommended Changes/Should Read:		
Recommended Additions:		
Reason for Change:		
Signature of Submitter:		

**Submit This Change Request to Your Organization at the Address Listed Below:**

### **Automotive Industry Action Group**

26200 Lahser Road, Suite 200  
Southfield, MI 48033  
USA

Phone: (248) 358-3570  
Fax: (248) 358-3253  
Web: [www.aiag.org](http://www.aiag.org)

### **ECG – The Association of European Vehicle Logistics**

Diamant Building  
Bd. Auguste Reyers 80  
1030 Brussels  
Belgium

Phone: +00-32-2706-8280  
Fax: +00-32-2706-8281  
Web: [www.eurocartrans.org](http://www.eurocartrans.org)  
Email: [jan.szulczyk@eurocartrans.org](mailto:jan.szulczyk@eurocartrans.org)