

Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-14-04

Date: Jun 16, 2014

Subject: Transportation Group Policy Update

Location of AIAG/MVMA Code in SAGA Claim

Dealers: US, Puerto Rico Dealers

This document modifies the Audi Warranty Policies and Procedures Manual.

The **Audi Transportation Group** is making a small change to the Audi Warranty Policies & Procedures Manual, **Section 5.1.2.2 Damage hidden by an undisturbed full body cover**, and **Section 5.2.1 Claim processing – Transportation damage**.

The requirement for placement of the 5 digit AIAG/MVMA Code is being changed from entering it in the comments section of the SAGA claim to placing it in the MVMA text box in the SAGA claim. The change will permit electronic optimization of reporting requirements for insurance carriers.

SAGA Damage information tab	
HST number	
Service no.	1055
Damage code	0010
Damage location	
Repair code	
MVMA	
Carrier code	



The **AIAG** (Automotive Industry Action Group) Codes and **MVMA** (Motor Vehicle Manufacturers Association) Codes are synonymous; however the most current reference is *AIAG*.

The attached list of *AIAG Damage Area, Damage & Severity Type Codes*, published in the Audi Warranty Online Resource Center contains the explanation and makeup of the 5 digit MVMA code to be placed in SAGA.

- A. 2-digit damage area
- B. 2-digit damage type
- C. 1-digit severity type

Note: The requirement to place the FBC Level (100FBC, 200FBC, 300FBC) in claim comments remains in effect.

For further information contact:
 Audi Transportation Damage Claims Department
 Telephone number: 877-365-0343
 Email address: Audi-damage@vehicclaims.com

Vehicle Logistics Circular



Audi

AIAG Damage Area, Damage Type, & Severity Codes

Subject: Update to Port Policies & Procedures (Ver 1.4 /10.01.09)
4.3 Transport damage codes and procedures
All U.S. Ports, storage facilities, service providers and dealers

Number: VLC-0010
Date: November 17, 2009

NOTE: Please accept this document as an override to subject section stated above. This is an official notification from AIAG Logistics Damage Codes Work Group. This updated the Global Standardization of Automotive Damage Codes (AIAG M-14 revision). These AIAG codes must be used beginning January 1, 2010. Vehicle Logistics Group.

4.3.1 Damage Area Codes

Damage codes highlighted in red go into effect January 1, 2010.

DAMAGE AREA CODES	
1 ANTENNA/ANTENNA BASE	51 OPEN
2 BATTERY	52 DECK LID/TAILOUT/HATCHBACK
3 BUMPER/COVER/EXT.FRONT	53 SUN ROOF/T-TOP
4 BUMPER /COVER/EXT. REAR	54 UNDERCARRIAGE/OTHER
5 BUMPER GUARD/STRIP FRONT	55 CARGO AREA, OTHER
6 BUMPER GUARD/STRIP, REAR	56 VINYL/CONVERTIBLE TOP/TONNEAU COVER
7 DOOR, BACK CARGO, RIGHT (T)	57 WHEEL COVERS/CAP/RINGS
8 DOOR, BACK CARGO, LEFT (T)	58 RADIO SPEAKERS
9 DOOR, RIGHT CARGO	59 WIPERS, ALL
10 DOOR, LEFT FRONT	60 SPECIAL USE
11 DOOR, LEFT REAR	61 BOX INTERIOR, PICKUP (T)
12 DOOR, RIGHT FRONT	62 OPEN
13 DOOR, RIGHT REAR	63 RAILS, TRUCKBED/LIGHTBAR
14 FENDER, LEFT FRONT	64 DEFLECTOR/SPOILER, REAR
15 QTR PANEL OR PU BOX LEFT	65 LUGGAGE RACK (STRIPS)/DRIP RAIL
16 FENDER, RIGHT FRONT	66 DASH/INSTRUMENT PANEL
17 QTR. PANEL OR PU BOX RIGHT	67 CIGARETTE LIGHTER/ASHTRAY
18 FRONT FLOOR MATS	68 CARPET, FRONT
19 FLOOR MATS, REAR	69 CENTER POST, RIGHT
20 GLASS WINDSHIELD	70 CENTER POST, LEFT
21 GLASS REAR	71 CORNER POST, RIGHT FRONT
22 GRILLE	72 LEFT FRONT TIRE
23 ACCESSORY BAG/BOX	73 LEFT FRONT WHEEL/RIM
24 HEADLIGHT/COVER/TURN SIGNAL	74 LEFT REAR TIRE
25 LAMPS. FOG/DRIVING/SPOT LIGHT	75 LEFT REAR WHEEL/RIM
26 HEADLINER	76 RIGHT REAR TIRE
27 HOOD	77 RIGHT REAR WHEEL/RIM
28 KEYS	78 RIGHT FRONT TIRE
29 KEYLESS REMOTE	79 RIGHT FRONT WHEEL/RIM
30 MIRROR, OUTSIDE LEFT	80 COWL
31 MIRROR, OUTSIDE RIGHT	81 GAS/CAP COVER
32 OPEN	82 FENDER, LEFT REAR (T)
33 AUDIO/VIDEO PLAYER	83 FENDER, RIGHT REAR (T)
34 TV/DVD SCREEN	84 TOOLS/JACKS/SPARE-TIRE MOUNT + LOCK
35 ROCKER PANEL/OUTER SILL-LEFT	85 COMMUNICATION/GPS UNIT
36 ROCKER PANEL/OUTER SILL-RIGHT	86 PARKING SONAR SYSTEM
37 ROOF	87 OPEN
38 RUNNING BD/STEP LEFT (T)	88 OPEN
39 RUNNING BD/STEP RIGHT (T)	89 TRAILER HITCH, WIRING HARNESS, TOW HOOKS
40 SPARE TIRE/WHEEL	90 FRAME
41 OPEN	91 EXHAUST SYSTEM
42 SPLASH PANEL/SPOILER FRONT	92 LICENSE BRACKET

Vehicle Logistics Circular



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DAMAGE AREA CODES (cont'd)	
43 OPEN	93 STEERING WHEEL
44 GAS TANK	94 SEAT, LEFT FRONT
45 TAIL LIGHT/HARDWARE	95 SEAT, RIGHT FRONT
46 OPEN	96 SEAT, REAR
47 OPEN	97 CARPET, REAR
48 TRIM PANEL, LEFT FRONT	98 INTERIOR
49 CD CHANGER SEPARATE UNIT	99 ENGINE COMPARTMENT, OTHER
50 TRIM PANEL, RIGHT FRONT	

4.3.2 Damage and Severity Type codes

DAMAGE TYPE CODES		SEVERITY TYPE CODES	
1	BENT	1	Damage up to and including 1" in length/diameter - Less than 3cm
2	BROKEN	2	Damage over 1" up to and including 3" in length/diameter- 3cm up to 8cm
3	CUT	3	Damage over 3" up to and including 6" in length/diameter- over 8cm to 15cm
4	DENTED	4	Damage over 6" up to and including 12" in length/diameter - over 15cm to 30cm
5	CHIPPED	5	Damage over 12" length/diameter - over 30cm
6	CRACKED	6	Replacement - Severe damage/missing
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		
24	MARKER LIGHT DAMAGE		
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		