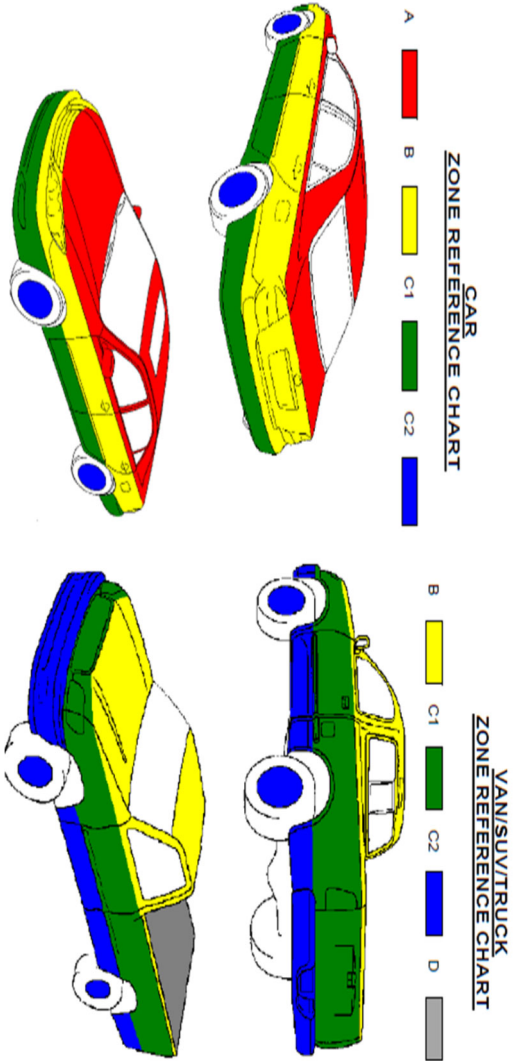


## VISIBILITY ZONES



DEFECT	CRITERIA	ZONE "A"	ZONE "B"	ZONE "C1"	ZONE "C2"	ZONE "D"
Chip	To top coat	1.5	2.0	3.0	5.0	10.0
Scratch	To top coat	4.0	6.0	8.0	10.0	20.0
Chip	To similar color	1.5	2.0	3.0	3.5	7.0
Scratch	To similar primer color	3.0	4.0	5.0	6.0	12.0
Chip	To contrast primer color	1.0	1.5	2.0	3.0	6.0
Scratch	To contrast primer color	2.0	3.0	3.5	5.5	11.0
Chip/Scratch	To metal	0	0	0	0	0

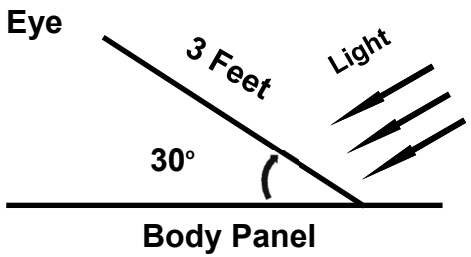
All standards shown are the maximum allowed expressed in millimeters (mm).

### JUMP CHOCK CODES

See VASCOR's Jump Chock Series Codes reference card.

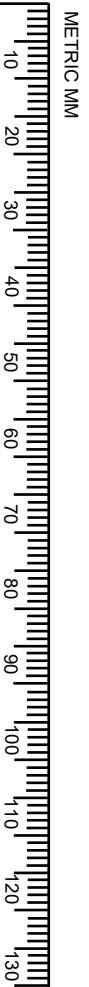
### TOYOTA GUIDELINES

1. Damage is clearly visible at 3 feet when examined from a 30-degree angle.
2. Damage is clearly visible under any viewing and lighting conditions.
3. Damage can be felt by touch with a soft cotton gloved hand.
4. Any exception noted on the glass should be repaired.
5. Specialty Codes— Reference Area Type Rules Document Exceptions tab. VIP—>Teams—> Finished Vehicle Logistics—>Governance



### PHOTO GUIDELINES

- Clear close-up photo of damage.
- Photo of entire vehicle, this shows type of vehicle and the precise panel.
- Photo of surrounding environment, this provides direction for root cause analysis.
- Take multiple pictures from multiple angles and perspectives.
- Use IrfanView for all pictures.
- When emailing photos for informational purposes please use the Photo Insert which can be found in the VIP QMS Document Center.



## DAMAGE AREA CODES

00 NO EXCEPTION	52 DECK LID / TAILGATE / HATCHBACK
01 ANTENNA / ANTENNA BASE	53 SUN ROOF / T-TOP
02 BATTERY / BOX	54 UNDERCARRIAGE / OTHER
03 BUMPER / COVER / EXTERIOR- FRONT	55 CARGO AREA / OTHER
04 BUMPER / COVER / EXTERIOR- REAR	56 VINYL / CONVERTIBLE TOP / TONNEAU COVER
05 BUMPER GUARD / STRIP- FRONT	57 WHEEL COVERS / CAPS / RINGS
06 BUMPER GUARD / STRIP- REAR	58 RADIO SPEAKERS
07 DOOR - BACK CARGO - RIGHT ( T )	59 WIPERS - ALL
08 DOOR - BACK CARGO - LEFT ( T )	60 SPECIAL USE
09 DOOR - CARGO - RIGHT	61 BOX INTERIOR / PICK-UP ( T )
10 DOOR - LEFT FRONT	62 ENTIRE VEHICLE
11 DOOR - LEFT REAR	63 RAILS, TRUCK BED / LIGHTBAR
12 DOOR - RIGHT FRONT	64 DEFLECTOR / SPOILER - REAR
13 DOOR - RIGHT REAR	65 LUGGAGE RACK (STRIPS) / DRIP RAIL
14 FENDER - LEFT FRONT	66 DASH / INSTRUMENT PANEL
15 QUARTER PANEL / PICK-UP BOX - LEFT	67 CIGARETTE LIGHTER / ASHTRAY
16 FENDER - RIGHT FRONT	68 CARPET - FRONT
17 QUARTER PANEL / PICK-UP BOX - RIGHT	69 CENTER POST - RIGHT
18 FLOOR MATS - FRONT	70 CENTER POST - LEFT
19 FLOOR MATS - REAR	71 CORNER POST
20 WINDSHIELD	72 LEFT FRONT TIRE
21 GLASS - REAR	73 LEFT FRONT WHEEL / RIM
22 GRILLE	74 LEFT REAR TIRE
23 ACCESSORY BAG / BOX	75 LEFT REAR WHEEL / RIM
24 HEADLIGHT / COVER / TURN SIGNAL	76 RIGHT REAR TIRE
25 LAMPS - FOG / DRIVING / SPOT LIGHT	77 RIGHT REAR WHEEL / RIM
26 HEADLINER	78 RIGHT FRONT TIRE
27 HOOD	79 RIGHT FRONT WHEEL / RIM
28 KEYS	80 COWL
29 KEYLESS REMOTE	81 GAS CAP / COVER
30 MIRROR - OUTSIDE LEFT	82 FENDER - LEFT REAR ( T )
31 MIRROR - OUTSIDE RIGHT	83 FENDER - RIGHT REAR ( T )
32 MAJOR DAMAGE/AUCTION	84 TOOLS / JACK / SPARE TIRE MOUNT PLUS LOCK
33 AUDIO / VIDEO PLAYER	85 COMMUNICATIONS / GPS UNIT
34 TV / DVD SCREEN	86 PARKING SONAR SYSTEM
35 ROCKER PANEL / OUTER SILL - LEFT ( T )	87 OPEN
36 ROCKER PANEL / OUTER SILL - RIGHT ( T )	88 OPEN
37 ROOF	89 TRAILER HITCH / WIRING HARNES / TOW HOOKS
38 RUNNING BOARD / STEP-LEFT	90 FRAME
39 RUNNING BOARD / STEP-RIGHT	91 EXHAUST SYSTEM
40 SPARE TIRE / WHEEL	92 LICENSE PLATE BRACKET
41 OPEN	93 STEERING WHEEL / AIRBAG
42 SPLASH PANEL / SPOILER - FRONT	94 SEAT - LEFT FRONT
43 OPEN	95 SEAT - RIGHT FRONT
44 GAS TANK	96 SEAT - REAR
45 TAIL LIGHT / HARDWARE	97 CARPET - REAR
46 OPEN	98 INTERIOR - OTHER
47 OPEN	99 ENGINE COMPARTMENT - OTHER
48 TRIM PANEL - LEFT FRONT	
49 CD CHANGER - SEPARATE UNIT	
50 TRIM PANEL - RIGHT FRONT	
51 OPEN	

## DAMAGE TYPE CODES

00 NO EXCEPTION	19 MOLDING / EMBLEM / WEATHERSTRIP LOOSE / MISSING
01 BENT	20 GLASS CRACKED
02 BROKEN or MAJOR DAMAGE	21 GLASS BROKEN
03 CUT	22 GLASS CHIPPED
04 DENTED-PAINT / CHROME DAMAGED	23 GLASS SCRATCHED
05 CHIPPED EXCEPT GLASS OR PANEL EDGE	24 MARKER LIGHT / ADDITIONAL TURN LIGHT DAMAGED
06 CRACKED	25 DECAL / PAINT STRIPE DAMAGED
07 GOUGED	29 CONTAMINATION - EXTERIOR
08 MISSING EXCEPT MOLDING/EMBLEM	30 FLUID SPILLAGE - EXTERIOR
09 SCUFFED	34 CHIPPED PANEL EDGE
10 STAINED OR SOILED-INTERIOR ONLY	36 INCORRECT PART / OPTION - NOT AS INVOICED
11 PUNCTURED	37 HARDWARE EXTERIOR - DAMAGED
12 SCRATCHED EXCEPT GLASS	38 HARDWARE EXTERIOR - LOOSE, MISSING
13 TORN	
14 DENTED - PAINT/CHROME NOT DAMAGED	
15 FULL BODY COVER PRESENT/ DAMAGED	
18 MOLDING / EMBLEM / WEATHERSTRIP DAMAGED	

## SEVERITY CODES

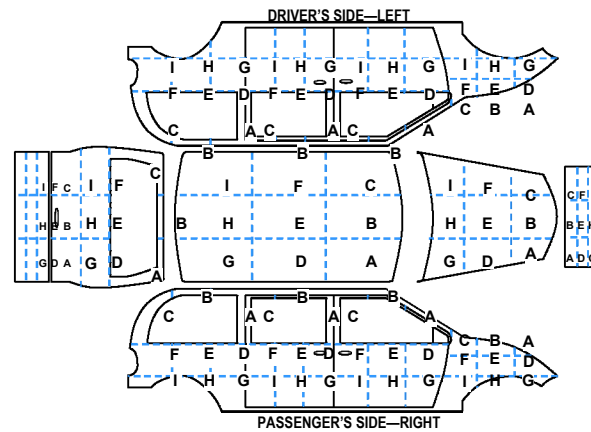
0 NO DAMAGE.	4 DAMAGE OVER 6" UP TO AND INCLUDING 12" IN LENGTH / DIAMETER (OVER 15 CM TO 30 CM)
1 DAMAGE UP TO AND INCLUDING 1" IN LENGTH / DIAMETER (LESS THAN 3 CM)	5 DAMAGE OVER 12" LENGTH / DIAMETER (OVER 30 CM)
2 DAMAGE OVER 1" UP TO AND INCLUDING 3" IN LENGTH / DIAMETER (OVER 3 CM UP TO 8 CM)	6 MISSING OR MAJOR DAMAGE
3 DAMAGE OVER 3" UP TO AND INCLUDING 6" IN LENGTH / DIAMETER (OVER 8 CM TO 15 CM)	

## VASCOR CAUSE CODES

00 NO EXCEPTION	46 DERAILMENT
01 STEVEDORE	47 HIGHWAY TRUCK EQUIPMENT
02 UNKNOWN TRANSIT	48 CONTAINER FAILURE
09 SALTWATER	49 EQUIPMENT FAILURE
10 FALLOUT	52 OPERATOR DAMAGE
11 OVER SPRAY	58 ENVIRONMENTAL DAMAGE
12 HAIL	59 DEBRIS
13 FIRE / SMOKE	60 GRAVEL
14 RUST FALLOUT/STAIN/SCALE	61 CAR WASH / DEWAX
15 DECK FAILURE	62 ADJACENT DOOR DENT
18 SECUREMENT APPLICATION	63 YARD - OBJECTS
19 SECUREMENT REMOVAL	64 DRIVER DAMAGE
20 SECUREMENTS LOOSE	65 PROCESSOR HANDLING
21 SECUREMENT BROKEN	66 BAD PREP ON RAILCAR DECK
22 LATERAL SHIFT	67 RAILCAR DECK CLEARANCE
23 TOP CONTACT - SPACING	68 BATTERY ACID
24 BUMPER CONTACT - SPACING	70 OTHER THAN TRANSPORTATION
25 EXTRA CHOCKS / STRAPS LOOSE	71 FACTORY SHORTAGE
26 SECUREMENT MISSING	87 END DOOR SPACING
30 VANDALISM - OTHER	90 VEHICLE SHIFTED OVER HOLDEN CHOCKS - <i>Bi</i>
31 VANDALISM - THEFT	91 POLY CHOCK - <i>Tri</i>
32 VANDALISM - RIDER	92 STEEL CHOCK - <i>Tri</i>
33 VANDALISM - ROCK	99 MARINE DAMAGE
35 VANDALISM - GUN SHOT	
40 PRESSURE DENT	
41 TOOL	
42 CLOTHING	
43 INTERMODAL IMPACT	
45 MULTILEVEL EQUIPMENT	

## AREA GRID IDENTIFICATION

Area grid identification codes precisely locate a given damage on a panel, and are used in conjunction with the "Damage Area Codes."



## TOYOTA / LEXUS QUALITY STANDARD

# 2019 DAMAGE INSPECTION CRITERIA

### FINDING THE ROOT CAUSE

#### Purpose of the Five Whys:

- Helps identify the root cause of a problem.
- Determines the relationship between different root causes of a problem.
- One of the simplest tools; easy to complete without statistical analysis.

#### How to complete the Five Whys:

- Write down the specific problem.
- Ask why the problem happens. Write answer #1 below the problem.
- If the first answer doesn't identify the root cause, ask why again and write answer #2 down.
- Continue asking why until the team is in agreement that the root cause is identified.
- The process may take fewer or more than 5 Whys.

**AIAG Standards**  
August 2019 Version