



Don't be fooled by terms such as "Quality Replacement Parts"

This is an insurance industry term used for "imitation parts" that are not made by the auto manufacturer.

(Ask about federal government crash test results for these parts)

If you were involved in an accident and an insurance company:

- recommended a "preferred shop" for your repairs
- you suspect that your vehicle was repaired using imitation/knock off collision repair parts from a source other than your original equipment manufacturer
- and without your knowledge, understanding, and in some states, your written approval...

Contact us for details to take action if your rights were violated at:

Phone: 440.390.9733

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Five things to do when you get into an auto accident . . .

Make the right choice of WHERE and HOW your vehicle is repaired to ensure that you and your vehicle get back on the road in safe condition.

After an auto accident, most people have no idea **WHAT** to do, **HOW** their vehicle is being repaired and in some cases, **WHERE** their vehicle is being repaired...

Your Vehicle = Your Choice

Five Things to Do When You Get Into an Auto Accident...

- 1. CALL THE POLICE** (Obtain the following:)
 - Officer's Name/Police Report #/Citation Info.
 - Don't discuss fault or details (*except with the Officer*)
- 2. EXCHANGE INFORMATION**
 - Owners Name: _____
 - Phone Number: _____
 - Address: _____
 - Insurance Company: _____
 - Policy Number: _____
- 3. DOCUMENT ACCIDENT DETAILS**
 - Photograph damages, licence plate(s)
 - Witness Info.
- 4. TRANSPORTATION OF DAMAGED VEHICLE**
 - Where is your vehicle being towed?

- 5. CONTACT YOUR INSURANCE COMPANY**
 - Before contacting either your own insurance company or the other driver's, decide where you want your vehicle to be repaired, **before** being directed to a "preferred shop" on the insurance company's list.

What the insurance company won't tell you unless you ask...

You have the choice of **WHERE** your vehicle is being repaired

Preferred shops that receive referrals from Insurers are typically more concerned with cost for the insurance company than quality for the vehicle owner. They also agree to minimize costs and pass the savings on to the Insurer.

Question to ask if an insurance company directs you to a shop on their "preferred list"

If I have my vehicle repaired at your preferred shop, will you pass on any savings to me and accept full liability over the shop, since you're electing to repair?

Nearly EVERY insurance policy allows for the use of used/salvaged and imitation collision repair parts

Look for the phrase: "like, kind and quality parts" in the "Limits of Liability" - section of your policy.

What this means is that you are agreeing that the insurance company can limit the payment of repairs to *used/salvage* or *imitation parts!* **DID YOU KNOW THAT?**

Question to ask the insurance company regarding the use of replacement parts

Will all new original equipment parts be used in my repair and will either you or your adjuster notify me if imitation collision repair parts are specified in your estimate?

To receive new OEM parts in the future, the next time you renew your policy, ask for an all new OEM parts endorsement. If it's not offered, ask why.

Using (OEM), Original Equipment Manufacturer collision repair parts during the auto body repair process provides confidence that the parts and the vehicle will continue to perform as designed and engineered by your manufacturer.

What the body shop won't tell you unless you ask...

You have the choice of **HOW** your vehicle is being repaired

The two main differences in competing estimates is the type of parts being used and whether your damaged panels are being repaired or replaced.

Body Shop question about the repair

Can you show me which panels are being repaired and which are being replaced and is it what the manufacturer recommends?

Can you tell me the type of parts that might be used in the repair and explain the differences between:

- New Original Equipment Manufacturer Parts
- Used/Salvaged Original Equipment Manufacturer Parts
- Imitation Parts - not made by your auto manufacturer
- Reconditioned Parts - repaired, defective or damaged parts

Nearly every leased vehicle requires the use of (OEM) - Original Equipment Manufacturer parts for your repairs

You may violate your lease agreement if repairs are not made solely with OEM (Original Equipment Manufacturer) parts.

It's your responsibility to instruct the shop!

Body Shop question about your lease

Since I lease my vehicle, will you notify the insurance company that my collision repair parts are required to be (OEM) Original Equipment Manufacturer parts?

Shouldn't You Decide How Your Vehicle Will Be Repaired?