

# BEST PRACTICE GUIDELINES FOR THE USE OF QUALITY USED PARTS

The Collision Industry Conference “Write It Right” Committee, a dedicated group of insurers, repairers, and automotive recyclers, produced a set of working guidelines of unprecedented value to our industry. They represent

A Consensus on how to work together for the benefit of the vehicle owner in the spirit of good faith business practice and mutual respect.

Now the members of the Collision Industry Conference ask that all responsible repairers, insurers, and automotive recyclers endorse and adopt these common-sense practices.

***At the initial inspection the repairer and insurance company representative should document the use of used parts, in accordance with all applicable laws.***

## ***The Repairer should...***

- 1 Provide the VIN and option information required to order the correct parts
- 2 Request a realistic delivery date
- 3 Inspect parts and request any adjustments promptly
- 4 Make returns in a timely manner
- 5 Minimize unwarranted returns

## ***The Recycler should...***

- 6 Return all inquiries promptly to expedite the repair process
- 7 Request VIN and options required to provide an accurate quote for exact “match parts”
- 8 Base initial quote on all parts as complete and undamaged
- 9 Provide an accurate description of the part(s)
- 10 Maintain an updated inventory and only quote parts available
- 11 Quote OEM unless otherwise disclosed
- 12 Meet agreed delivery date
- 13 Make agreed adjustments promptly

## ***The Recyclers, Insurers, and Repairers together should...***

- 14 Consider recyclers who adhere to these Best Practice Guidelines
- 15 Eliminate unnecessary requirements, which add cost to the claim and delay the repair
- 16 Not participate in illegal, unethical or fraudulent practices

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