



Recycled Parts Guide

Expectations and Guidelines

Version 2.0 - 2005



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Purpose

Thousands of estimates and repair orders are written every day that include recycled parts. ARA offers industry participants the opportunity to limit the number of variables associated with the use of recycled parts in order to increase their acceptance and use.

This Recycled Parts Guide is intended to help define the expectations and suggest performance standards for all parties involved in the trade and use of recycled parts. The goal is that, through the definition of those standards more parts will be included in repair estimates, more parts will be purchased by buyers and fewer parts will be returned. It should be noted, however, that various states and provinces have varying regulations relating to the inclusion of recycled parts in estimates or their use in the repair process. Such regulations take precedence over the criteria defined in this document.

Standards of Performance

Estimator Expectations

1. Parts request lists should take into consideration the complete estimate considering all parts as recycled candidates.
2. All parts requests and responses should be properly identified by year, make, model, body style and VIN.
3. Requested parts must be clearly defined; e.g., door assembly complete with glass, trim, etc., or complete engine, including fuel injection components, alternator, etc. Seller may also request VIN, engine size, color or trim numbers, options, series, etc. to allow accurate part selection.
4. It is the responsibility of the estimator to determine if the recycled parts will result in a more economical repair.
5. The seller should provide a complete order response, including:
 - Specific part descriptions
 - Accurate part condition
 - Year, model and mileage of the source vehicle
6. Whenever practical, it is the responsibility of the buyer, prior to installation, to determine the usability of the recycled parts and to ensure they will not compromise the repair of the vehicle.
7. Quoted prices include freight and delivery charges within vendor's defined market area.
8. Parts to be included in the estimate are to be priced assuming that parts are in undamaged condition and the repair of any damage will be negotiated between the buyer and seller.
9. Sellers will quote OEM recycled parts unless otherwise known and disclosed.
10. All quotes will include the name of the contact person at the seller's facility.
11. Sellers responding to requests for parts information should do so within ten minutes of receiving the request. Request for supplemental information will be answered within 30 minutes of the request.
12. The seller should be willing to hold a part and not sell it for a reasonable period or as agreed by the parties if requested by the estimator.
13. If, upon order, a seller can no longer supply a part requested in the estimate, the seller should make every effort to research the further availability of requested parts to find acceptable replacements.

Buyer Expectations

1. Sellers are expected to remove and handle recycled parts with care to ensure proper installation.

2. Parts to be included in the estimate are to be priced assuming that they are undamaged and the repair of any damage will be negotiated between the buyer and seller.
3. Sellers should be willing to negotiate the price of their parts if the condition of the parts is not as agreed or as originally quoted. In some situations, buyers and estimators may also request negotiations in order to make the use of recycled parts economically feasible.
4. If required by the insurer, recycled parts will be ordered using a claim number.
5. Delivery time for initial recycled parts orders will be no greater than what would be expected if OEM or Aftermarket parts are used, which typically is the next two business days.
6. To confirm expectations, the seller should request date and time of delivery of recycled parts if not defined by the buyer and should deliver the parts when expected. If delivery will be later than requested, every effort will be made by the seller to reduce this time whenever possible.
7. Buyers expect to be notified in advance if the parts ordered will be provided by someone other than Seller.
8. Seller will advise the buyer at time of quote if the parts ordered will be provided by someone other than the contacted seller.
9. Buyers expect accurate delivery date and time for out-of-stock items, with prompt notification of changes to the delivery date and time.
10. Prior to delivery, the seller will visually inspect the part (s) to ensure compliance with this Recycled Parts Guide and that all parts and their condition are as stipulated in the order.
11. Quotes will include freight and delivery charges.
12. Sellers responding to an initial request for part availability, condition and price are expected to do so within 10 minutes of receipt of the inquiry.
13. Sellers responding to requests for supplemental parts information is expected do so within 30 minutes of receiving the request.
14. The seller should be willing to hold a part and not sell it for a reasonable period if requested by the buyer.
15. The seller should respond to problems the same day as the report of the problems whenever reasonably possible, and satisfactory arrangements to resolve the problem should be made within the next business day.
16. If, upon order, a seller can no longer supply a part requested in the estimate, the seller should make every effort to research the further availability of requested parts to find acceptable replacements.
17. If the seller is unable to provide or locate acceptable parts, the seller should notify the buyer immediately upon such determination and do so proactively.
18. Buyers will normally not be subjected to restocking charges or labor charges unless agreed to in advance.
19. Sellers will provide trim or paint codes when requested.
20. All invoices will include the VIN of the source vehicle. The seller will inform the buyer when the VIN is unavailable.
21. When stored at the seller's facility, parts should be protected to prevent deterioration or damage. When delivered, unprotected and interior parts should be covered and dry.
22. When delivered, precautions should be taken to keep sheet metal parts away from oil, grease and other heavy components that might contaminate or damage them.
23. Parts should be delivered to the facility so only the parts deliverer and receiver are required to unload without undue strain or additional assistance and without damage to the parts.
24. Documentation and/or invoice should accompany the parts or sent prior to the receipt of the parts.
25. Parts to be returned should be picked up within the next two business days agreed to between the seller and buyer.

26. The seller should arrange for the return of a defective part at the seller's expense and to pay the buyer for reasonable and necessary labor costs as agreed upon between the buyer and the seller.

Seller Expectations

1. Repairers and estimators agree to provide the necessary information to ensure the provision of parts accurate for each application.
2. Recycled parts should be visually inspected by the buyer, prior to signing driver's delivery slip, to ensure order is complete and condition is as quoted and stipulated in the order.
3. The buyer should stipulate expectations relative to time of delivery of recycled parts.
4. If a recycled part is not acceptable, the buyer is expected to notify the delivery driver or contact the seller directly during or within two work days after the delivery of the part.
5. The buyer will not withhold or delay the return of parts.
6. Assemblies returned as delivered unless agreed with original invoices.
7. In extreme circumstances, compensation for "custom cutting" of sheet metal parts might be considered when a part is being returned for reasons beyond the seller's control.
8. Buyers shall not place multiple orders with different sellers for the same parts.

Data Accuracy Expectations

1. Seller agrees to provide a "full" download of its inventory data into the database to initiate display and as requested by the data collector.
2. Seller agrees to supply inventory "daily" changes to the parts database daily.
3. Seller agrees to update its inventory data with the latest Interchange numbers system as soon as possible when the release is received and no later than 30 days after receipt.
4. Sellers should make every effort to validate that the year, model and mileage corresponds to the VIN of the source vehicle.
5. Seller agrees to state repair units for parts requiring work. Parts with a "0.0" entry are assumed to be undamaged.
6. Only parts with prices are provided for use in estimates and repairs.
7. All parts included in the database available to estimators and buyers are assumed to be accurate.
8. Parts not meeting this requirement should be excluded from display. Parts other than recycled OEM parts should also be filtered out.
9. The description of the condition and options for parts will include common and understandable terms only and the seller is expected to use the ARA approved Parts Grading and Description Guidelines.

Warranty Expectations

1. Warranties vary between sellers. However, it is suggested that:
 - a. Recycled body parts should be warranted for fit and corrosion protection for at least one year or for the duration of the existing vehicle manufacturer's warranty, whichever is longer.
 - b. Other quality recycled parts should have varying warranties for at least as long and in the same consideration as the original equipment manufacturer would have warranted its new replacement part.
2. The seller will not be responsible for failure due to improper installation, accident, misuse, abuse, or improper maintenance of any part nor will the seller be responsible for failure beyond the warranty period.

Expected Standards for Parts

Body Parts

1. Unless otherwise agreed between the estimator or buyer and the seller, the source vehicle should comply with the interchange years established by repairer and insurance company.
2. Seller should notify the buyer whenever possible if the parts are known not to be original factory finish, known to have been repainted or repaired. If known, any aftermarket part will be identified as such and agreement reached with the estimator as to its use at the time of the initial parts request or prior to delivery (if not known at the time of the request). If parts are identified as aftermarket after delivery and, upon consultation with the estimator determine the parts to be unacceptable, the buyer is expected to request recycled parts as replacement.
3. The quality of body parts will be accurately and objectively represented by the seller. The seller is expected to define the condition of the part using the ARA Parts Grading and Description Guidelines, the Condition Code, the ARA Damage Code. Whenever possible, the units of damage of the part should also be printed on the part order.
4. All body parts should be appropriately cleaned prior to delivery.
5. Sellers should provide the appropriate allowance to the buyer for the repair of damage to recycled body parts. Problems concerning the amount of damage on parts exceeding the seller's estimate should be resolved between the buyer and seller.
6. Attached Moldings are not guaranteed to be correct, unless verbal confirmation has been made between estimator or buyer and the seller supplying the part.
7. The buyer should expect to receive all the components of an assembly as specified by the ARA Parts Grading and Description Guidelines. The seller should indicate on Full Front if it includes the firewall, half of front floor pan, etc., so the buyer can estimate disassembly and cut to fit time and removal of unused portion of the source assembly. All parts of an assembly, per the ARA's Parts Grading and Description Guidelines, should be attached or as requested.
8. Parts are expected to be properly removed from the source vehicle. For example, sheet metal parts should be cut properly and wire harnesses should be unplugged instead of cut whenever possible. Buyer should be notified otherwise before delivery. Unless otherwise stipulated and agreed upon, cut parts will be in accordance with ARA standards.
9. The parts are expected to be undamaged unless otherwise described. Attached mechanical parts are expected to have been checked and working.

Mechanical Parts Expectation

Air Conditioning, Heating and Cooling Components

1. All air conditioning components should be capped and sealed at time of evacuation and dismantling.
2. Air conditioning components should be visually inspected to ensure proper working condition prior to delivery. In addition, compressors should be manually operated whenever possible.
3. Radiators, heater cores and transmission coolers are expected to be visually inspected and pressure tested to ensure proper working condition prior to delivery.

Electrical

1. All electrical components are expected to be inspected and tested by the seller prior to delivery whenever possible to ensure proper working condition.
2. Electrical components may be sold on an exchange basis (the replaced parts to be returned to the seller) as agreed to between buyer and seller.

Engines, Transmissions, Transfer Cases and Differentials

1. Compression test results and oil pressure should be documented and provided when available and accurately represented.
2. Mileage will be documented and provided when available and accurately represented.
3. If delivered dry (without oil or fluids) such condition will be clearly stated.
4. Mechanical components may be sold on an exchange basis. Condition of core may not be a factor. However, the core should be as complete as the one supplied and should be returned in a "dry" condition.
5. Major mechanical components condition should be accurately described at the time of the initial parts request and documented.
6. The transmission and transfer case pans (inspection cover) should be removed for visual inspection to ensure working condition.
7. Major mechanical components such as engines, transmissions, axle assemblies, and transfer cases will have the cases and fluids inspected.

Glass

1. Prior to installation, heated glass should be tested by the seller and buyer to ensure proper continuity.
2. Condition of glass should be accurately represented by the seller at the time of the initial parts request.
3. The seller will provide the M Code, from the glass, that can be used as a reference to compare color, coating and tinting of glass for replacement glass when requested by the buyer.

Steering and Suspension

1. The buyer may request that steering and suspension components be cleaned and left unpainted.
2. Steering and suspension components are expected to be visually inspected by the seller to ensure the proper operation and road-worthiness of the parts prior to sale.

Wheels and Wheel Covers

1. The seller should provide wheels and wheel covers with minimal or no scuffing, scratches or other similar damage. If otherwise, the condition of the wheel or wheel cover should be clearly described at the time of quote and in written form in the delivery documents.
2. All wheels quoted are assumed to be replacements for those supplied by the vehicle manufacturers. This excludes aftermarket wheels.
3. Center caps and trim rings are assumed not to be a part of the wheel and should be quoted.