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## **GMSP0 COLLISION PARTS POSITION STATEMENTS REGARDING COLLISION REPAIR**

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### **WARRANTIES:**

General Motors' vehicle factory warranties transfer when repairs are complemented with new genuine GM parts. The use of used salvage and/or imitation/counterfeit parts is not covered by the GM factory transferable limited warranty on that part and all adjoining parts and systems which are caused to fail by these parts.

### **USED SALVAGE:**

GM is an environmentally-conscious corporate citizen. We understand the merits of recycling and have initiatives underway within the Corporation that promote it. Additionally, we are concerned about our customers and maintaining GM vehicle image, value, functional and safety systems, and transferable factory warranties. Since GM does not warrant used salvage parts, we want to make sure consumers are aware of the consequences of having used salvage parts installed on their vehicles. At this time, we believe there are no systems or process in place to regulate the quality of used salvage parts in the market. Therefore, we are concerned about improper use of used salvage parts, i.e., wrong application as well as use of damaged materials.

### **DIRECT REPAIR PROGRAM (DRP) / PREFERRED PROVIDER OPTION or ORGANIZATION (PPO):**

GM supports policies and programs which ensure GM vehicle owners' rights to have their vehicle repaired to pre-accident condition at the location of their choice. We support focus on issues of consumer protection which lead to customer retention for all those involved in the repair process. Acceptable DRP's and PPO's allow consumers to choose where to have their vehicle repaired, are open to any body shop that can perform proper, timely and cost-efficient repair; allow use of new OEM parts and materials to maintain vehicle factory warranties; disclose in writing to the consumer when non-new OEM parts are to be used; and secure the consumer's consent for use of non-new OEM warranted parts.

### **IMITATION PARTS:**

GM does not support or recommend the use of any imitation part. Many independent OEM studies have documented the lesser quality of imitation repair parts. Use of imitation parts diminishes the value of the vehicle at resale. Also, studies have proven that the OEM replacement parts are designed to meet defined quality, safety and appearance specifications that are not replicated on imitation parts. Imitation parts are not covered by the GM factory transferable limited warranty on that part and all adjoining parts and systems which are caused to fail by these parts.

### **LEGISLATION:**

We support legislation that requires the use of new genuine parts during the OEM factory warranty period, as well as written disclosure and consent of the consumer if imitation, aftermarket or used salvage parts are used. (Note: West Virginia passed such a law in 1995.)

### **SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEMS (SIR):**

Due to the critical nature of the design of Supplemental Inflatable Restraint Systems (SIR), GM

does not support the use of any used salvage or imitation parts for repair. Only new genuine GM warranted parts should be used in repair.

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## **GENERAL MOTORS' POSITION ON THE INSTALLATION OF STOLEN OR USED SALVAGE AIR BAG SYSTEMS AND COMPONENTS**

Due to the critical nature of the design of Supplemental Inflatable Restraint Systems (SIR) aka air bag systems, GM does not support the use of any stolen, used salvage, or imitation parts for repair. Only new genuine GM warranted parts should be used in repair.

Proper operation of the Supplemental Inflatable Restraint Systems (SIR) system requires that any repairs to the vehicle return it to the original production configuration and performance. Never use SIR parts from another vehicle. The reasons for this policy and practice within GM include the following:

### **Occupant Protection**

Air bag system components are carefully developed and specifically tuned to interact in a precise fashion that produces optimum performance. Corresponding SIR system components from other models may appear similar from the outside, may even fit the vehicle, but different internal elements or calibration may result in degraded restraint performance.

### **Regulatory Compliance**

All GM vehicles are designed and built to meet or exceed all applicable motor vehicle safety standards. Use of SIR components other than those specified could result in degraded occupant protection performance and a vehicle configuration that no longer meets applicable safety standards. A repair establishment that renders a regulated safety system inoperative violates the Safety Act and becomes liable accordingly.

### **Reliability**

SIR components are designed, manufactured and installed to assure reliable performance for the life of the vehicle. Reuse of salvage components brings into question the conditions under which the components were obtained and stored prior to use. Components could have been damaged or stored under unfavorable conditions that could compromise performance on reliability.

In summary, new GM parts remain General Motors' recommendation on collision repair involving air bag systems and components. These new parts are consistent with the vehicle factory warranty and extended warranty programs which the customer has paid for either in the price of the vehicle or as a separate service contract. The air bag system can best be returned to designed and tested production standards when new original equipment parts are used.

GM stands behind its warranties and requests written indemnity to be on file when shops install used salvage air bag systems or components. Such disclosures, as well as written warranties on used salvage parts ensures the proper accountability for current and future vehicle owners.

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