

**GMSPO**  
**COLLISION PARTS**  
**POSITION STATEMENTS**  
**REGARDING COLLISION REPAIR**

**WARRANTIES:**

General Motors vehicle factory warranties transfer when repairs are completed 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 and 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.