



## **Automotive Service Association (ASA)**

*A white paper addressing ASA's position, activities and expectations regarding crash parts. (March 2012)*

### **ASA's Collision Division and Crash Parts**

In 1997, the Automotive Service Association (ASA) produced an official position statement for replacement crash parts reflective of the wills of the ASA collision membership and the replacement crash parts market of the '90s. The 1997 statement emphasized disclosure and written consent for the use of alternative replacement crash parts. ASA's official position statements are also used as foundation for ASA's political and governmental policy.

*For reference: 1.17 ASA supports state disclosure laws that require insurers and auto collision facilities to obtain the express written consent of vehicle owners before installing alternative replacement crash parts. ASA supports disclosure statements that alert consumers that the use of alternative crash parts other than those manufactured by the original equipment manufacturer may have an effect on their warranties or market value. (3/15/97), (9/15/00)*

With multiple state bills introduced during the first decade of 2000, ASA expanded the membership's replacement crash parts policy, noting that any public policy changes relating to automotive parts should include extensive quality requirements. The ASA membership recognizes that an emphasis on quality above price considerations is in the best interest of the motoring public and the repairer.

*For reference: 1.35 ASA believes any public policy changes relative to automotive parts should include extensive quality requirements. ASA opposes parts policies that focus solely on cost efficiency without regard to quality and safety. (6/17/09)*

In 2011, ASA repair shop members on the ASA Collision Division Operations Committee and the ASA Government Affairs Committee underwent a series of member-to-member and industry representative discussions, analyses of industry-specific statistical usage data, and reviews of various aftermarket replacement crash parts manufacturer practices with a goal of creating an updated replacement crash parts position statement that reflects today's marketplace, and is in the best interest of the repairer and the motoring public.

As independent business owners, the ASA membership recognizes, at the present time, that original equipment manufacturer parts are the standard for parts specifications. These independent business owners also see the positive effects a competitive marketplace has on producing higher quality parts. ASA's members, through their hands-on experiences, also incorporate

the awareness that providing the best possible repair for an individual consumer must take into account the individual's circumstances with quality and safety at the forefront of the repair plan. ASA's membership also recognizes the importance of fact-based, verifiable evidence that speaks to the quality and responsiveness of replacement crash parts.

With these considerations in mind, an updated ASA Crash Parts official position was submitted to the ASA Board of Directors in November 2011 for approval.

This contemporary policy calls for collision repair facilities and insurance vendors to disclose to the consumer all part types being recommended, along with the part description and warranty information.

In recognizing the value of a competitive parts market, the updated policy acknowledges that the original equipment manufacturer part is the standard, while supporting replacement crash parts that are certified and verified in which quality is based on empirical and measurable evidence equal to the OEM parts.

Working in concert with the ASA membership and leadership, the ASA Board of Directors approved the following ASA Crash Parts official position statement in November 2011.

*ASA supports requiring insurers and auto collision facilities to provide disclosure of part type, description and warranty information to the consumer for all part types including, but not limited to, original equipment manufacturer, aftermarket, recycled, remanufactured, reconditioned and rebuilt crash parts.*

*ASA supports quality parts, certified and verified in which the quality is determined based on empirical and measurable evidence equal to the standard of OEM parts. ASA recommends quality verification and testing related to metallurgy, fit, functionality and responsiveness.*

*ASA believes a competitive parts marketplace, of tested and verified quality parts, is in the best interest of the motoring public. ASA continues to oppose parts policies that focus solely on cost efficiency without regard to certification, verifiable quality and safety.*

ASA will continue to monitor parts quality issues in the industry, and will be a driving element for the best possible quality replacement crash parts on behalf of repairers and the motoring public through active engagement with the ASA membership, manufacturers and distributors. In addition, ASA will continue to assess proposed state and federal legislation as needed to ensure repairers have a voice regarding these matters. For additional information on legislative activity, visit ASA's legislative website, [www.TakingTheHill.com](http://www.TakingTheHill.com).

*For more information about ASA, visit [ASAshop.org](http://ASAshop.org).*