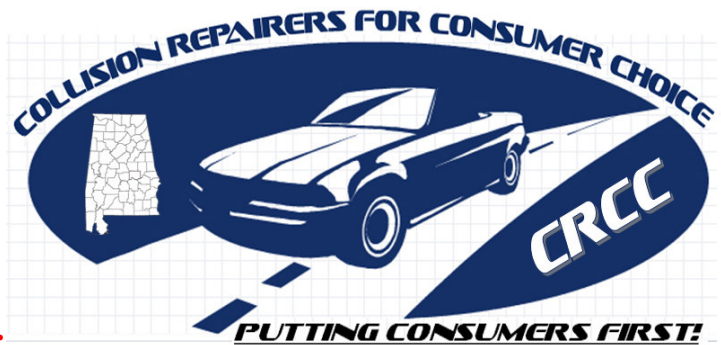


The Collision Repairers for Consumer Choice Task Force presents to you the following important consumer information.



Stay involved in all aspects of your repair.

Asking the following questions will help protect you, your family, and your passengers.

Insist that the shop work for you. Insist on new original equipment replacement parts.

Before leaving your keys at a repair shop, ask the shop manager:

Have you made any oral or written agreements with any outside entity that may alter your professional recommendations concerning the needed repairs to my vehicle?

Have you made any oral or written agreements to discount parts and/or labor with any outside entity for the repairs to my car? Am I entitled to that discount? Why do you offer these discounts?

Have you made any oral or written agreements that may cause you to withhold any important information from me concerning the repairs to my vehicle?

Will you provide me with a copy of the agreement with the insurance company handling my claim (if shop has agreement)? If not, why?

Should my vehicle be repaired using only Original Equipment Manufacturer (OEM) parts? Why or why not?

Are aftermarket, non-OEM, and used parts the same as the parts on my car? If not why?

Will you provide a written opinion concerning the use of OEM parts to repair my vehicle?

Will you deal exclusively with me without influence from an outside party?

Do you work for me or the insurance company or both? How can you satisfy my interests and those of an entity outside of my repair contract with your shop?

Does your shop install used or salvaged suspension parts to repair vehicles?

Does your shop install used air bags, seat belts or other safety equipment to repair vehicles?

Does your shop install any used or salvaged frame and structural parts?

Does your shop install any used or salvaged weld-on structural sections or body panels?

Will any parts or processes used in the repair of my vehicle alter or void my factory warranties?

For more information, please contact the Collision Repairers for Consumer Choice Task Force at crccal@bellsouth.net.

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