

Getting it Straight

ICBC Standards
of Performance
for Recycled Parts



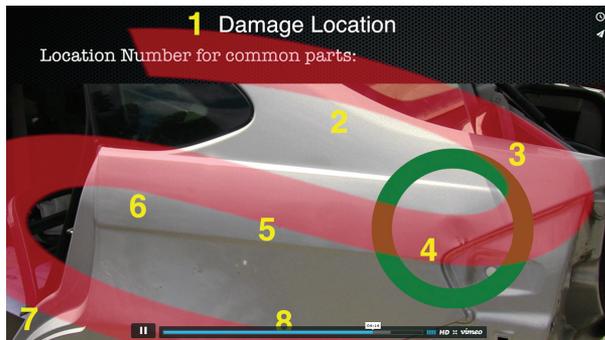
AUTOMOTIVE RETAILERS ASSOCIATION
Driving Industry Excellence

The Standards of Performance

This reference guide is for the use of collision repair shops and auto recyclers during the repair process. These standards were developed in consultation with industry, and they take into account ICBC's requirements, which are available on its website. The guide does not address all standards and issues, but it does address common misunderstandings between recyclers and collision facilities.

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Standards for Collision Repair Shops

A) Ordering Parts

All parts requests must be properly identified by the following:

- F Vehicle Identification Number (VIN)
- F Year, make, and model
- F Body style and other important information such as engine size, colour, trim, and other options.

It is important to double check this list before sending your request, as it allows the recycler to more accurately respond with the correct part and price.

The repair facility must verify with ICBC that the vehicle repairs can proceed before the parts are ordered.



Complete orders

It is important to remember that a complete order response is always given a higher priority than incomplete responses.

What is a complete order response?

According to the ICBC definition of a complete order response, a recycler who responds first to a complete order request and has a competitively good price will receive preference for supplying the parts for the claim.



DID YOU KNOW?

All repair-facility-generated APL requests are left open for twenty minutes; all ICBC-generated requests are left open from time of entry. A recycler may still respond to a request even after the twenty minutes has elapsed.



DID YOU KNOW?

Any price quote generated through the auto response feature of the APL system may be subject to change.

B) Parts Quality

The recycled part supplier must accurately represent the quality of a recycled part. The *Automotive Recyclers Association of America Parts Descriptions Codes* is the international standard for parts descriptions and should be referenced in the quote. If you are unsure what these codes indicate, check with your supplier.

The recycled part supplier will provide an appropriate and agreed upon allowance to the repair facility for repairs on pre-existing damage to recycled parts based on current practices and costs. The allowance must be fair and reasonable and agreed upon by both the repair facility and the parts supplier before the part is installed.

Any disputes concerning damage on parts that exceed the original quoted estimate must also be resolved by both parties prior to any repairs or installation of the part.



DID YOU KNOW?

A repair facility that purchases a part from a recycler not on the APL assumes all warranty for the part.

C) Delivering Parts

Delivery times for recycled parts are detailed in the standards of performance as follows:

If delivery is...	
Within the recycler's delivery area	Then the delivery time for the initial recycled parts orders is no greater than 48 hours for local deliveries that is included in the quoted price
Outside the recycler's delivery area	Then the delivery time for the initial recycled parts orders is no greater than 72 hours if shipped outside the recycler's delivery area <i>(Shipping is quoted separately on the invoice)</i>

**Delivery schedules should be discussed and agreed to by both the recycler and the repair facility prior to shipment.*

What is a recycler's delivery area?

All recycled parts suppliers, including those that are within delivery zone one and zone two, will provide free delivery within 60 kilometres of their facility. This means that any shipment beyond a sixty kilometre radius of the recycler's facility is subject to freight charges.

Zone One	From the southern part of Vancouver Island (Sooke) to Campbell River, not including the West Coast of Vancouver Island
Zone Two	From Horseshoe Bay to Chilliwack (Greater Vancouver)

D) Delivery Zones

All freight charges are applied to recycled parts orders, listed on the response to an APL request, pre-paid by the recycler, and billed to the repair facility. Freight charges must be quoted separately on the invoice, and no mark-up by either the recycler or repair facility is allowed.



DID YOU KNOW?

According to ICBC standards of performance, a recycler may add a \$25 crating fee for a part over \$150 that requires substantial wrapping.



DID YOU KNOW?

ICBC may approve compensation for labour when a recycled part is returned for reasons beyond the recycler's control.



DID YOU KNOW?

Compensation for labour will only be considered for moving mechanical components, moving electrical components, steering and suspension components (other than wheel bearings and wheel bearing seals), radiators, air conditioning, and computerized components.

E) Returning Recycled Parts

All recycled parts should be inspected for damage immediately after shipment has been received. If a recycled part is not acceptable, the repair facility must contact the recycler to return the part. The returned part must satisfy the following requirements:

- F It must be in the same condition as it was received.
- F It must be packaged appropriately to prevent damage.
- F It must be returned within 30 days of receiving the part and if this is not practical contact the recycler as to when the part can be returned.

The repair facility must visually inspect all parts before work begins to ensure they are acceptable. If a problem exists with the part, the repair facility must phone the recycler directly to discuss.

If the recycler and repair facility come to a mutual agreement concerning any necessary repairs, then labour compensation for damaged parts supplied must be agreed to by the recycler before parts are repaired or installed.





F) Warranty

For all recycled body parts for vehicles 10 years or newer, the recycler warrants the part against rust perforation (as compared to the rest of the vehicle) for as long as the original owner owns the vehicle.

All other recycled parts are warranted for a period of six months or 10,000 kilometres, whichever comes first.

For all parts under warranty, the recycled part supplier will **replace the part or refund the purchase price** of the part (including freight) within one business day of being notified when a failure occurs to a part within the warranty period.

A recycler is not liable for any part where the part has been subject to the following:

- F Improper installation
- F Damage through accident, abuse, or misuse
- F Improper maintenance

G) Invoicing

- F All freight charges must be identified separately on the invoice.
- F All recycler invoices must be computer generated and must include the ICBC claim number and the Vehicle Identification Number.



DID YOU KNOW?

The warranty on any mechanical part will be void if fluids are not refilled by the repair facility. A warranty for any mechanical part that has not been installed by a trade qualified technician is void.



DID YOU KNOW?

If a recycled part does not list a source vehicle identification number on the invoice, then the repair facility assumes all warranty for the part.



DID YOU KNOW?

Aftermarket parts must be new and must not be provided as recycled parts. Their use must be agreed to by both the recycler and the ICBC estimator at the initial time of the request

Standards for Recyclers

A) Quoting on Parts Requests

All quotes must satisfy the following:

- F Be OEM parts
- F Be from the same year or newer (unless discussed and agreed upon by the estimator and the customer)
- F Be at retail prices
- F List freight charges
- F Understand that any part(s) ordered with an ICBC claim number are held for a period of seven consecutive business days
- F Accurately describe damage referencing the ARA damage codes and grading





B) Inspection of Parts

All parts inspections must satisfy the following requirements:

- F All parts must be visually inspected before delivery and comply with the parts standards. (See recycled parts purchases in the standards of performance available on the ICBC website.)
- F All parts must be cleaned.
- F All A/C components must be capped and sealed at the time of evacuation and dismantling.
- F All electrical components must be tested wherever possible.
- F All mechanical parts must be drained of fluids prior to shipment.



DID YOU KNOW?

Any painting of mechanical parts must be discussed and agreed upon by the recycler and the repair facility.



DID YOU KNOW?

ICBC will compensate for labour when a recycled part is returned for reasons beyond a recycler's control and/or when custom cutting of sheet metal parts reduces or eliminates the chances of reselling that part.

C) Compensation for Labour

When a recycled part requires repairing or refurbishing, then compensation for labour must be fair and reasonable (based on current practices and costs), and must be paid for and agreed to by both the recycler and the repair facility in advance of installation.

Disputes concerning damage that exceeds the original estimate provided the recycler must be resolved prior to the part being installed.





D) Invoicing

All recycler invoices must be computer-generated and must include the ICBC claim number and the Vehicle Identification Number.

Parts which are to be shipped outside of a recycled part supplier's delivery area will have the freight charges quoted separately, and at the actual net cost, with no mark-up by either the recycled part supplier or the repair facility.

The recycled part supplier must list all freight and crating charges in their response to an APS request.

The freight charges will be prepaid by the recycled part supplier and billed to the body shop.



DID YOU KNOW?

A \$25 crating fee will be allowed on any order requiring substantial wrapping, i.e. a fender and larger, but not on smaller parts or any orders less than 150 retail value. One crating fee will be allowed per claim per recycled part supplier; that fee will be billed on the freight invoice and charged out at a net amount.



Certified Recycler

Certified Auto Recyclers are committed to providing quality, recycled parts to the collision repair industry, and they demonstrate their commitment by adhering to recognized industry standards. The ARA Certified Recycler program standards have been developed in consultation with the ICBC recycled parts liaison committee and the ARA's B-CAR division executive committee. The program incorporates internationally recognized parts-grading standards, along with ICBC supplier requirements and performance standards.

Unlike other certification programs, which merely consist of a pledge to adhere to standards, ARA Certified Auto Recyclers are only qualified after their employees complete the required training. They maintain their designation by undergoing regular performance evaluations.

Collision repair shops can easily determine which recycled parts are coming from an ARA Certified Auto Recycler. Just look for the ARA Certified Recycler logo: