

# **Green, Lean & Sustainable**

**The New Era of  
Automotive  
Recycling**



# Green, Lean & Sustainable

## The New Era of Automotive Recycling

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# History of Automotive Recycling

- 💧 Automotive recyclers have been in business ever since the first Model T rolled off the assembly line.
- 💧 Most Auto Recyclers started out as family owned operations with relatively few employees.
- 💧 Today there are small, medium, and large independent recycling operations, also through the years large corporately owned recyclers have entered the marketplace. Many independent recyclers moved to specialization, such as trucks and SUV's or carrying only Asian, European or American vehicles.
- 💧 The Automotive Recycling Association started in 1943 as an international trade association which has represented an industry dedicated to the efficient removal and reuse of automotive parts, and the safe disposal of inoperable motor vehicles.
- 💧 The first "yard management system" was introduced to the industry in 1984 by Hollander.

# Benefits of Recycling

- 💧 Environmental Benefits
- 💧 Quality used OEM mechanical and sheet metal parts available to repairers
- 💧 More economical mechanical and collision repairs
- 💧 Increased utilization of salvaged vehicle parts
- 💧 Salvage value of vehicle maximized
- 💧 Less scrap metal and plastics going to shredder
- 💧 Insurers recover costs associated with Total Loss vehicle by selling the T/L vehicles to recyclers
- 💧 Positive effect on auto accident severity trends
- 💧 Everyone wins

# The Recycling Industry is Evolving

Recyclers striving to compete in today's environment need to distinguish their individual operations from the others in the market place.

Recyclers need to:

- 💧 provide a quality product through accurate grading and descriptions
- 💧 price competitively
- 💧 deliver parts and service in a timely manner
- 💧 provide product guarantees

The collision repair industry can be confident recyclers can meet the rising expectations of their customers, the vehicle owner and insurers, when they partner with " **Best in Class**" recyclers. Customers include collision repairers, mechanical repairers, insurers and the general public.

- 💧 " **Best In Class**" recyclers are streamlining processes to expedite matching supply with demand to deliver quality products in a timely manner. Processes receiving the most attention include:

- 💧 Safety
- 💧 Purchasing
- 💧 Inventory
- 💧 Dismantling
- 💧 Parts Specialist
- 💧 Order Fulfillment
- 💧 Quality Control
- 💧 Delivery

# Best in Class Processes

## Safety

- 💧 Recyclers understand the importance of maintaining a safe environment for their employees.
- 💧 Safety is important to the employee as well as helping the employer to maintain cost of insurance, workers comp etc.
- 💧 Keeping a clean and safe work environment increases productivity which in turn benefits the customer.
- 💧 Recyclers are requiring that employees wear PPE (personal protection equipment) in the production areas to prevent recordable injury incidences.

# Best in Class Processes

## Purchasing

💧 Vehicles are acquired through different means

- 💧 Auctions- insurance company total loss pools
- 💧 Manufactures – program, test or reacquired vehicles
- 💧 Catastrophe – bid and purchase the full group of vehicles damaged as a result of a natural disaster
- 💧 Individuals – did not have insurance or settled with insurance company and sold the vehicle directly to the recycler.
- 💧 Contracts – major fleet companies, city or county vehicles or tow yards

Recyclers are using complex algorithms to define stock levels, capture demand data and sales history to determine salvage vehicle values at the time of purchase.





# Best in Class Processes

## Purchasing

- 💧 More sophisticated buying strategies aids the recycler in reducing inventory duplication, ensures the correct vehicle parts mix and improves the accuracy of their pricing model.
- 💧 Some examples are:
  - hand held devices at the auctions with satellite connectivity to access their demand data in real time and field representatives calling in vehicles to an office based bidder to analyze which vehicles to purchase
  - 💧 These systems include dynamic part evaluation reports to define the top selling parts to assist in adding value to the vehicle to ensure it gets purchased at auction





# Best in Class Processes

## Inventory

Once the vehicle is purchased and arrives at the site, the recyclable parts are entered into the system by an inventory specialist so the parts enter the system quickly and are available for sell by the parts specialist on a real time basis.

Recyclers are using handheld devices and centralized data entry personnel to enter the inventory into the system in real time.

The inventory specialist is provided a report with a list of recommended parts to inventory. The inventory specialist will decide based upon demand data whether the parts will be dismantled and warehoused, inventoried and left on the vehicle or surplus and sold to a core buyer.

VIN decoders are used to confirm the accuracy on the inventory and are associated with each part to confirm the legitimacy of the vehicle for legal purposes.

Parts are tracked by VIN and stock numbers.



# Best in Class Processes



## Inventory

💧 The first publication of interchange for recycled parts was created by Hollander in the 1934 and is the preferred method by recyclers today to properly define parts that fit the same application of vehicles over various year and model ranges. An engine from one vehicle could fit other models and years. The interchange currently indexes millions of auto parts and their interchangeable equivalents from other vehicles. The interchange grows every year as updates are sent out multiple times annually.

💧 ARA University has created an online training guide to help drive consistency among recyclers to accurately grade and describe the parts being inventoried.

💧 Inventory specialists use the ARA damage codes and standards to accurately grade and describe the parts thus maintaining electronic integrity of the data provided by the information providers.

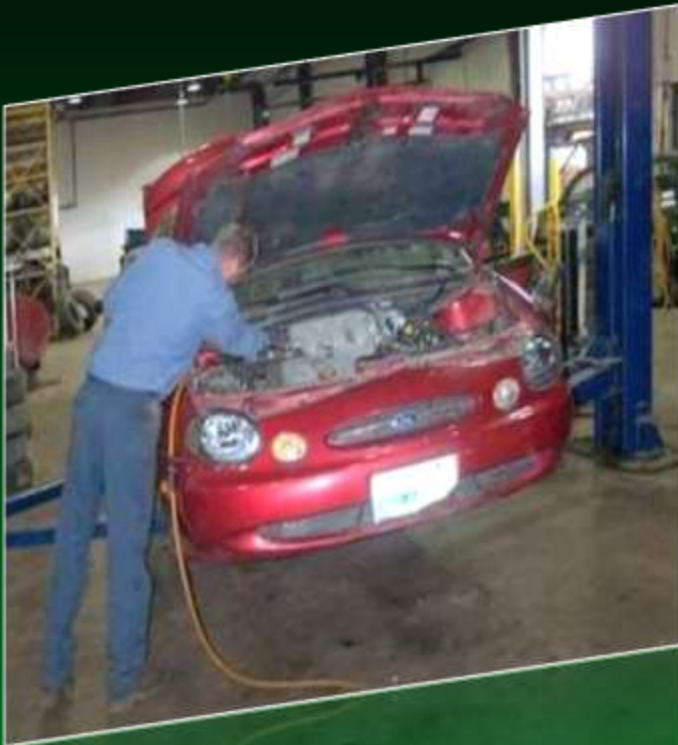
💧 Approximately 100 part types are reviewed on each vehicle to be inventoried.

💧 Tags are generated for each inventoried part with specific information of the vehicle i.e. stock number, VIN, descriptions, year make and model

# Best in Class Processes

## Dismantling

- Once the vehicle is inventoried, it is placed in line based on prior sales history and demand data.
- The inventory specialist gives the dismantler a report stating which parts are to be pulled and warehoused, inspected and left on the vehicle or pulled to be placed in a core bin to be sold to remanufacturers. The displacement of the parts are driven from the demand data in the yard management systems.





# Best in Class Processes

## Dismantling

💧 The dismantler is required to:

- 💧 Maintain a safe working environment at all times.
- 💧 Properly dispose of all contaminants including Freon, fluids, batteries, mercury switches etc.
- 💧 Compression and oil pressure test the engine as well as visually inspect the transmission case and fluid
- 💧 Visually inspect body parts noting any evidence of damage, previous refinishing operations or repairs, and aftermarket parts and grade parts
- 💧 Confirm the descriptions are accurate based upon the ARA standards, stock all warehouse parts, place the cores and contaminants in the proper place and bring all stocked locations to the inventory person for data entry
- 💧 Track all parts by stock number and VIN number for easy reference
- 💧 Confirm the accuracy of the interchange



# Best in Class Processes

**Parts Specialist** - The parts specialists are responsible for:

- Getting the correct information from the customer including the VIN, body style, model etc. to define the correct match for the request using the yard management systems.
- Properly communicating the description to the customer based upon the ARA damage locator.
- Establishing the timing and delivery needs of the customer
- Providing quote numbers for all requests so the customer can confirm the quality of the part when they place the order. There are numerous ways to source parts including phone, internet, e-mail, and fax.
- Communicating any potential delays in the delivery time to allow the customer to properly schedule any changes in the repair process. There are multiple styles of communication including, phone e-mail and fax between the recycler and the customer.

# Best in Class Processes

## Parts Specialist – continued:

- Tracking the progress of the order to ensure timely delivery
- Maintaining a professional, and ethical working relationship with the customers. Recyclers are constantly enhancing the skills of their parts specialist through in house training activities, achieving industry accreditations such as URG-8000 accreditation, ARA Gold Seal, and the use of industry consultants to refine their internal processes.
- Maintaining an understanding of the repair process to be able to assist the customer in obtaining the correct part the first time
- Understanding the dynamics and use of automated recycled parts procurement tools.
- Proper use of assemblies in the repair process. The specialist should be able to understand and recommend the use of individual parts or an assembly based on the information provided by the customer. Maximum efficiency gains for the customer



# Best in Class Processes

## Order Fulfillment

- 💧 The parts specialist initiates the order to the order fulfillment department.
- 💧 The order is a shopping list of parts for the parts puller to complete the order.
- 💧 The parts puller locates the part, confirms the description, stock number and any special instructions match the order.
- 💧 The parts puller is trained to recognize components which are to be included with an assembly based upon the ARA used parts guide.
- 💧 The part is then pulled and delivered to the quality control department with the order.

# Best in Class Processes

## Quality Control

- 💧 The quality control department receives the parts and order. The parts are cleaned properly packaged and staged for shipment/delivery to the customer.
- 💧 Quality control personnel confirms the correct part was pulled, part quality matches the description, the accuracy of the order and communicates any discrepancies to the parts specialist.
- 💧 The order is finalized and routed for delivery. All paperwork is completed.
- 💧 This is the last stage and one of the most important part of the process.
- 💧 Effective quality control helps to minimize credits and returns.

# Best in Class Processes

## Delivery

- 💧 The driver is given an invoice associated with each part for that days delivery.
- 💧 The driver is responsible for confirming the parts are as described, packaged properly and well represented for delivery to the customer.
- 💧 The driver will optimize the stops for the day based delivery commitments and load the truck accordingly confirming all parts are strapped correctly as not to incur any damage in transit.
- 💧 The driver completes the final quality control check on the parts upon delivery.

# Recycling Industry

## Focal Points

### Technology

- ♁ Recyclers are focused now more than ever on adopting practices that enable customers to have electronic access to their inventory.
- ♁ Large consolidators and independent recyclers have combined inventories to provide better fill rates.
- ♁ Recyclers are expanding technology to allow the customer live access to their inventory. This seamless integration reduces friction, improves cycle times and fulfillment while expediting the estimating process.
- ♁ Software providers whose sole focus is alternative parts utilization are becoming more innovative in their research and development of seamless part searches and procurement management systems.
- ♁ Software providers will continue to develop applications necessary to integrate with proprietary applications of other companies to provide their customers with an efficient and seamless process for procuring all part types. Intelligent part procurement tools will enhance the opportunities available for all parts suppliers in the market place, increase the efficiency of parts procurement, reduce return rates and create reports to measure key performance indicators related to the repair process.
- ♁ CEICA standards are improving the effectiveness of information providers to integrate with the estimating systems.
- ♁ Allows for sourcing small parts with no interchange that have high OEM costs.

# Recycling Industry

## Focal Points

### Networking

Recyclers are becoming more involved in collision/mechanical repair and insurance industry events on a local and national level to ensure their industry is being accurately represented and to help them improve service and support to these industries.

- 💧 Recyclers are involved in industry associations, committees, trade shows and other arenas to better relate to the collision industry.
- 💧 Recyclers are becoming more proactive in communicating with their customers by participating in industry committees and panels.
- 💧 They help educate customers on the technological advances in the recycling industry.
- 💧 Through recycling industry associations, shared inventory capabilities, joint quality control initiatives and supply chain management; recyclers are working together to create best practices.
- 💧 This will allow them to sell more parts and improve the image of the industry.

### Continuous Improvement

- 💧 As a result of the development of more robust tools that create a demand for more consistent processes recyclers have developed an increased transparency.

# Recycling Industry Focal Points

## Quality Focus

- 💧 Recyclers quality control processes are dynamic. Process changes are implemented on an ongoing basis.
- 💧 Recyclers have created assembly descriptions to ensure consistency between the customer, the parts specialist, the parts puller and the delivery driver regarding which components are included to improve order accuracy and reduce supplements.



# Recycling Industry

## Focal Points

Part Name	Components which will always be included	Components not included, but may be available at an additional charge
Front End Assembly	Front Bumper Assembly, see front bumper), inner structure, Fenders, Hood, Header panel, Grill, Valance panel, Bolt on radiator support if applicable, radiator, condenser, filler panels, lamps, induction components (air cleaner) shrouds, battery tray, ac cooling fan assembly, fluid reservoirs and moldings	Sub-frame or cross member, suspension, Frame rails
Door Left or Right, Front or Rear, Sliding Cargo and Back Door	Glass, door mounted weather-strips, window regulator, window motor if power, Lock hardware, outside handle, Half of hinges if welded to door, complete hinges if bolted, moldings	Mirrors, Pillar welded hinges, pillar mounted weather strip, pillar mounted latch
Deck Lid and Tailgate	Lid Mounted weather strip, lid mounted latches, locks and hardware, outside handle, half of hinges if welded to lid, lamps or reflectors if lid mounted, defogger (if optioned), wiper motor and components if optioned, glass as optioned, glass weather strip, exterior trim panels license bracket, complete hinges if bolted, spare tire carrier if optioned, moldings if optioned, spoiler if optioned	Fillers, rear body panel, Quarter or rear body panel mounted latches, locks or spare tire carrier

# Recycling Industry Focal Points

## Quality Focus

- 💧 ARA Standard Cut Sheets – A printed diagram of a vehicle (coupe, sedan, mini-van etc.) is used to denote the cut line for the part so the customer is confident the part will arrive as needed. This is also important due to the new high strength steels in vehicles.

# Cut Sheet Example

## Recycled Parts Request: 4-DOOR/STATION WAGON UNIBODY FORM

To: \_\_\_\_\_ From: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_  
 Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Date: \_\_\_\_\_  
 Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
 VIN #: \_\_\_\_\_ Build Date: \_\_\_\_\_

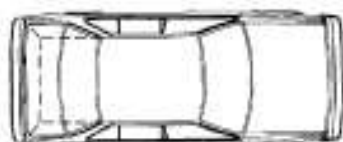


PASSENGER SIDE

- Automatic (O.D.)
- Standard (3-4-5-6)
- 4 cylinder
- 6 cylinder
- 8 cylinder

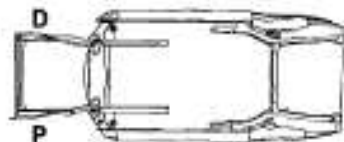


DRIVER SIDE



TOP VIEW

- Station Wagon
- Hatchback
- Gas
- Turbo
- Diesel



BOTTOM VIEW

### Major Options

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power steering
- 4 Wheel Steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Defogger
- Heated Windshield
- Heated Mirrors
- Full Vinyl Top
- Landau Vinyl Top
- Stereo System
- Alarm System
- Power Mirrors

### Major Parts Required

- Front Bumper Assembly
- Header Panel Assembly
- Front Frame Section
- Sub Frame/Engine Cradle
- Core Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hood
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt-on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Instrument Panel
- Console Assembly
- Back Glass
- Heated Back Glass
- Front Seat
- Rear Seat
- 3rd Seat
- Carpet
- Headliner
- Left Front Door

### Major Parts Required

- Right Front Door
- Left Rear Door
- Right Rear Door
- Rocker Panel Assembly
- Center Pillar
- Rear Quarter Clip
- Left Quarter Window
- Right Quarter Window
- Tail Lights
- Deck Lid/Hatch/Tailgate
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank
- Rear Bumper Assembly

### Additional Parts Required

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



For additional forms call: 1-800-ICAR-USA

# Recycling Industry Focal Points

## Quality Focus

- 💧 Returns are analyzed in an effort to monitor quality using reason codes i.e. Inventory Error, Interchange Error, ETA Delay, Excessive Damage etc. Enhancements to business practices are implemented to prevent returns from reoccurring.
- 💧 The vehicle identification number (VIN) is associated with the part to ensure the accuracy of the part selected and sold to the customer.

# Recycling Industry

## Focal Points

### Warranty

- Many recyclers provide a limited lifetime corrosion guarantee on all sheet metal parts. In addition, many recyclers warranty the mechanical components of sheet metal assemblies such as a regulators, lock actuators and the latch mechanism in a door.
- Market demands have driven mechanical warranties to increase from an original standard of 30 days to a new standard of 90+ days.
- Warranties up to and including a limited lifetime warranty are available for mechanical parts and may include coverage for reasonable labor costs.

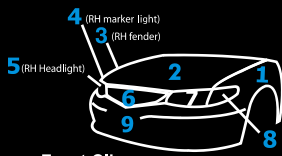
# Recycling Industry Focal Points

## Accurate Condition Descriptions

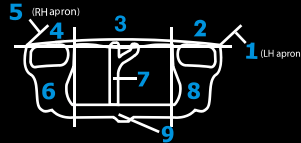
- 💧 Recyclers understand the need to have a standardized damage code system to help the customer make an informed decision regarding the selection of a recycled part.
- 💧 Best in class recyclers are utilizing the ARA damage code standards and making tremendous progress in ensuring that proper codes and descriptions are included in parts inventory fields. (Slide Damage code description) transition slide
- 💧 By making this information available at the time of the electronic search, the recycler and customer can confirm the description matches the part and brings accountability to the process.
- 💧 Properly describing the part allows for increased productivity, reduces supplements and improves cycle times.
- 💧 A standardized methodology for describing the condition and grade of a part accurately will enhance the customers ability to select the best part for the vehicle electronically thus facilitating the repair process.



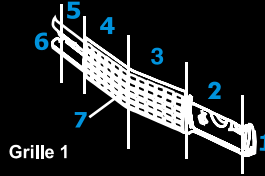
# ARA Damage Locator



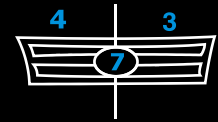
Front Clip



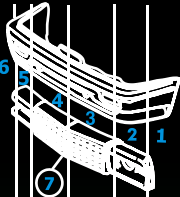
Radiator Support / Cut



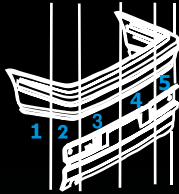
Grille 1



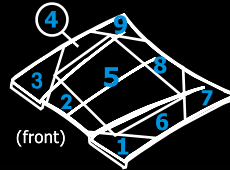
Grille 2



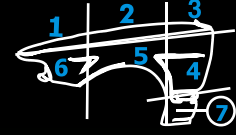
Front Bumper & Header



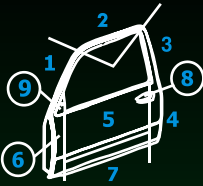
Rear Bumper & End Panel



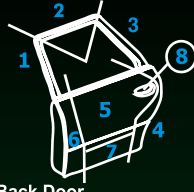
Hood



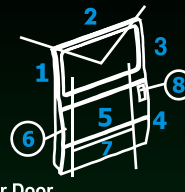
Fender



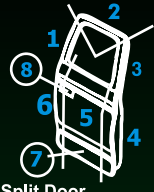
Front Door



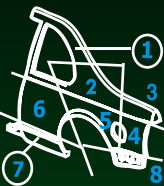
Back Door



Rear Door



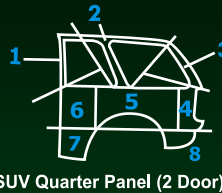
Rear Split Door



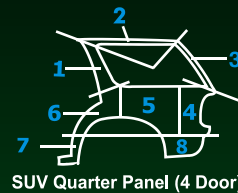
2-Dr Quarter



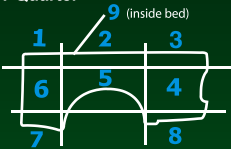
4-Dr Quarter



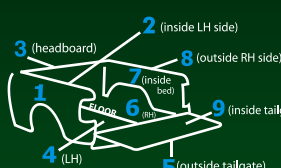
SUV Quarter Panel (2 Door)



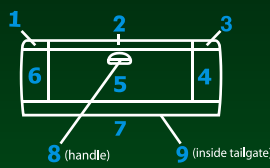
SUV Quarter Panel (4 Door)



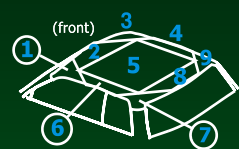
Pickup Truck Bedside



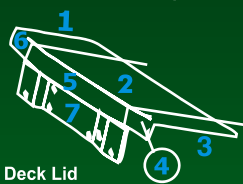
Pickup Truck Bed



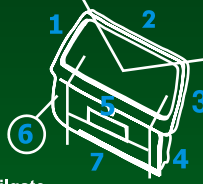
Tailgate



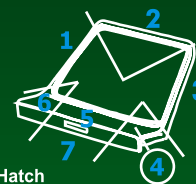
Roof



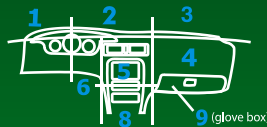
Deck Lid



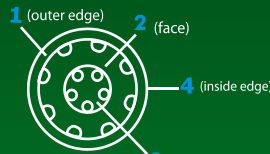
Tailgate



Hatch



Dash Board



Wheel / Wheel Cover

# Recycling Industry Focal Points

## Training

- 💧 Everyone benefits when recyclers employ professional individuals with enhanced knowledge of the recycled parts industry, and the repair process. Appropriate computer skills are necessary as well as the ability of the individual to build strong ethical relationships with customers.
- 💧 To stay current with the ever-evolving industry, year round training in all departments is necessary.

# Recycling Industry Focal Points

## Training

- 💧 Training/certification programs for recyclers may include:
  - 💧 ARA University has training for ARA damage codes and descriptions.
  - 💧 ARA CAR-Certified Auto Recycler and Gold Seal
  - 💧 URG 8000
- 💧 Individualized training includes Hazmat, forklift operation, CPR etc.

# Recycling Industry

## Focal Points

### Cost Effectiveness

- The use of procedure page logic has increased the value of recycled parts by improving operational efficiencies.
  - A recycled door assembly may be more effective than an OE door skin and additional hours of labor involved.
  - A quarter section including inner structure and partial floor pan may be more effective than the labor and cost of buying all separate components OEM and building it.
- Additional parts that are typically included with the recycled parts and assemblies increase the value of a recycled OEM part. For instance:
  - Doors may include – hinges, wiring harness, moldings, trim panel
  - Deck lids may include – hinges, appliqué, insulator, pull down motor, spoiler
  - Fenders may include – moldings, inner skirt, emblems
  - Quarter panels may include – moldings, interior trim, quarter glass regulators,
  - Hoods may include – insulator, ornamentation, latch, hinges and information labels
  - See Appendix for ARA Recycled Parts Guide (page 61)
- Ecommerce for part searches and purchases can create efficiencies for the customer.
- Best in class recyclers employ superior business practices to improve internal business efficiencies and this translates to greater efficiencies in the collision repair process.

# Recycling Industry

## Focal Points

### Challenges & Opportunities

- 💧 Increased involvement by foreign buyers in the US salvage market has increased the number of salvage vehicles being exported thus decreasing the supply of recycled parts in the US.
- 💧 Increased development of applications for sourcing and procuring recycled parts creates concerns for recyclers. Multiple applications may require additional monitoring which will require the recycler to stretch their resources.
- 💧 Complete industry standardization in the use of damage codes and parts descriptions has been difficult to implement. Not yet recognized and understood by the majority of the collision industry or insurers.
- 💧 Ecommerce applications tied to current estimating applications may enhance the ability of the recyclers to obtain accurate demand data. This information flowing into the yard management systems will create a more dynamic process in determining salvage vehicle purchasing needs, parts inventoried, pricing guidelines and fill rates.
- 💧 Recycling Associations are working together to create needed training programs and certification processes. Joint efforts in this regard will lead to enhanced standards, improved processes and superior customer service.

# Appendix

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# United Recyclers Group

## Accreditation Program

The URG Accreditation Program is designed to ensure a high quality, consistent automotive part that meets and exceeds the expectations of the automotive repair industry and its customers.

The URG Accreditation Program requires its members to train each employee in describing, handling, storing, packing and shipping of parts. The members are required to use the ARA Damage Description Codes to describe damage on any body part. They also use miles per model year to grade mechanical and electrical parts.

Each part is inspected at each stage of the production process. If the part is not as described then the part description is updated in the inventory system. This ensures that the description represented in the inventory system and on any part location service is accurate.

Parts sold are inspected, cleaned, packaged and shipped so they arrive in the best possible condition for use by the automotive repair industry.

The members must pass an independent audit that certifies that they conform to the high standards of the program. The audit includes:

- Inspection of storage facility and the yard
- Inspection of the parts
- Observation of employees in each area of production
- Review of job descriptions and procedures
- Review of training records
- Review of the Customer Satisfaction Survey indexes

URG participating members are required to achieve an above industry average score (8.6) on the quarterly Customer Satisfaction Index.

The URG Accreditation Program continues to be the program that sets the standard for the automotive recycling industry.

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email: [urg@u-r-g.com](mailto:urg@u-r-g.com) [www.autopartsearch.com](http://www.autopartsearch.com)  
6746 S. Revere Pkwy. Ste. B-120, Centennial, CO 80112

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# ARA Part Type Categories

The following parts types will be considered Body Parts (Graded on units of damage)

100	Front End Assembly	154	Pickup Truck Cab (Shell)
102	Header Panel Assembly	155	Pickup Box Rear
103	Spoiler/Valance, Front	159	Quarter Repair Panel
104	Grille	160	Quarter Panel Assembly
105	Bumper Assembly, Front	164	Cab Clip
109	Radiator Core Support	169	Spoiler, Rear
110	Fender	170	Decklid / Tailgate
117	Hood	190	Bumper Assembly, Rear
120	Door Assembly, Front	194	Tail Panel
130	Door Assembly, Rear or Back	195	Tail Finish Panel
150	Rear Clip	198	Center Pillar
152	Roof Assembly	311	Oil Pan
197	Fuel Tank	108	Bumper Shock

The following parts types will be considered Mechanical Parts (Graded based on Miles)

118	Hood Hinge	476	Beam Axle, Loaded
125	Door Window Regulator, Front	490	Stub Axle, Rear
135	Door Window Regulator, Rear	505	Upper Control Arm, Rear
163	Tail Gate Window Regulator	510	Knee
185	Rear Window Washer Motor	511	Upper Control Arm, Front
188	Rear Window Washer Motor	512	Lower Control Arm, Front
238	Steering Column	513	Lower Control Arm, Rear
257	Speedometer Head/Cluster	515	Spindle/Knuckle, Front
300	Engine Assembly	516	Leaf Spring, Front
302	Cylinder Block	517	Coil Spring
303	Crankshaft	518	Leaf Spring, Rear
305	Camshaft	520	Front Axle I-Beam
306	Cylinder Head	521	Torsion Bar
309	Harmonic Balancer	524	Stabilizer Bar
320	Carburetor	527	Strut
321	Turbocharger/Supercharger	530	Brakes, Front
322	Fuel Injection Parts	533	Brakes, Rear
323	Fuel Pump Assembly	536	Caliper
324	Water Pump	538	Hub
326	Fan Clutch	540	Power Brake Booster
337	Throttle Body/Valve Assembly	541	Brake Master Cylinder
341	Air Injection Pump	545	Anti Lock Brake Parts
349	Camshaft Housing	551	Steering Gear/Rack & Pinion
370	Fuel Injection Pump	553	Power Steering Pump
372	Vacuum Pump	600	Battery (Hybrid or Electric Vehicle)
400	Transmission/Transaxle Assembly	601	Alternator
401	Overdrive Unit	604	Starter Motor
406	Pressure Plate	606	Distributor
407	Torque Converter	615	Blower Motor
409	Flywheel/Flex Plate	617	Power Window Motor
410	Clutch Disc	618	Wiper Motor, Rear
412	Transfer Case Assembly	619	Headlamp Motor

## ARA Part Type Categories (continued)

415	Flex Plate	620	Wiper Motor, Windshield
417	Clutch Master Cylinder	621	Wiper Transmission
418	Clutch Slave Cylinder	629	Electrical Switch
420	Transfer Case Motor	633	Ignition Switch
430	Drive Shaft, Front	634	Convertible Top Motor
431	Drive Shaft, Rear	635	Convertible Top Lift
434	Axle Assembly, Front	642	Electric Door Motor
435	Axle Assembly, Rear	655	Temperature Control
440	Carrier Assembly	674	Radiator or Condenser Fan Motor/Assem
444	Differential Assembly	675	Radiator
445	Ring Gear and Pinion	677	Heater Assembly
447	Axle Shaft	679	Air Conditioner Condenser
475	Rear Independent Suspension Assy	682	Air Conditioner Compressor
308	Timing Cover	684	Air Conditioner Compressor Clutch
680	Air Conditioner Evaporator	318	Engine Oil Cooler
317	Intercooler	676	Heater Core
408	Bell Housing	319	Air Cleaner
590	Electronic Engine Control Modules	325	Fan Blade
591	Electronic Chassis Control Modules	327	Exhaust Manifold
437	Axle Housing	329	Intake Manifold
477	Suspension Cross member/K-Frame	336	Air Flow Meter
500	Frame	638	A/V Equipment (formerly Radio)
594	Info/GPS/TV Screen		
610	Coil		

The Following Parts should be graded differently than Body or Mechanical Parts

270	Windshield Glass	114	Headlamp Assembly
275	Back Glass	116	Front Lamp
277	Door Glass, Front	128	Side View Mirror
278	Door Glass, Rear	166	Tail Lamp
279	Door Vent Glass, Rear	168	Side Marker Lamps, Rear
280	Door Vent Glass, Front	176	High Mounted Stop Lamp
284	Quarter Glass	630	Headlamp Door/Cover
288	Roof Glass		
251	Dash Panel		

Air Bags (use air bag protocol)

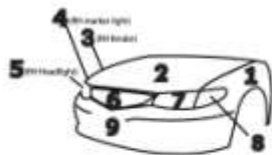
253	Air Bag
-----	---------

Wheel/Wheel Covers (use wheel protocol)

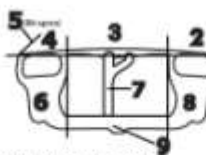
560	Wheel
570	Wheel Cover



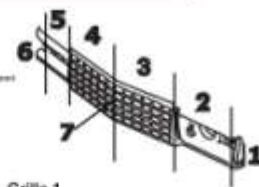
# ARA DAMAGE™ LOCATORS



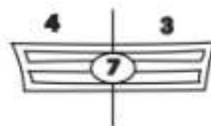
Front Clip



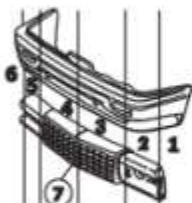
Radiator Support / Cut



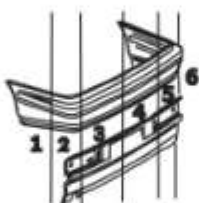
Grille 1



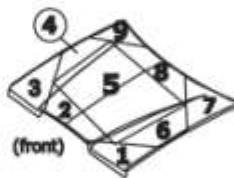
Grille 2



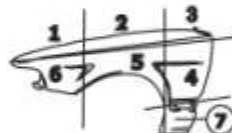
Front Bumper & Header



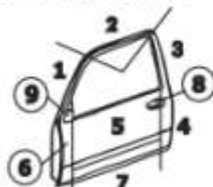
Rear Bumper & End Panel



Hood



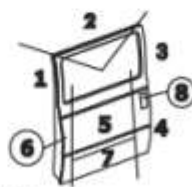
Fender



Front Door



Back Door



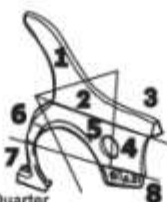
Rear Door



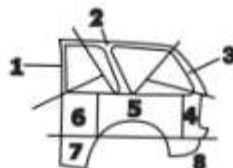
Rear Split Door



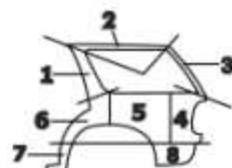
2-Dr Quarter



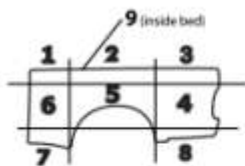
4-Dr Quarter



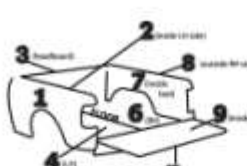
SUV Quarter Panel (2 Door)



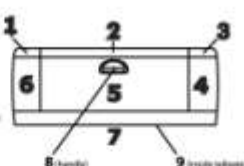
SUV Quarter Panel (4 Door)



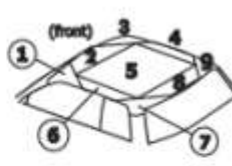
Pickup Truck Bedside



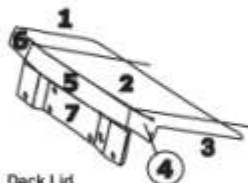
Pickup Truck Bed



Tailgate



Roof



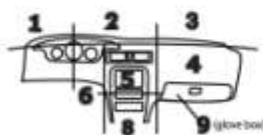
Deck Lid



Hatch

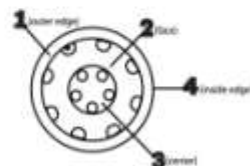


Tailgate



Dash Board

- Damage Types**
- B = Burn
  - C = Crease
  - D = Dent
  - E = Bent
  - F = Finish
  - H = Hail
  - J = Rip/Crack
  - K = Buckle
  - L = Lip
  - P = Parking Lot Dings
  - R = Rust on Surface
  - S = Scratch-Surface Only
  - G = Gouge
  - T = Paint Problem
  - \* = Not Specified



Wheel / Wheel Cover



A "unit" is defined as damage not exceeding the surface area of a standard sized credit card.



## Parts Grading Guidelines

Version 1.6 - 2007



## Automotive Recyclers Association

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## Purpose

The ARA Parts Grading and Description Guidelines are intended to improve communication between automotive recyclers and their collision repairer, mechanical repairer and insurer customers. Many customers cannot decipher the codes used to describe the conditions and options of a recycled part. As a result, the part sale goes to another vendor or the recycled part is returned because it did not meet the customer's expectations.

This document brings standardized part descriptions and terminology to the parts inventory process. It identifies common parts and terms used to describe part conditions and part options. By standardizing part descriptions, the recycling industry can more easily set customers expectations and increase sales of recycled parts to companies in the repair process.

The E-Commerce committee is consistently analyzing additional ways of standardizing the parts grading process. In doing so, we have identified part types that fall into the following categories: Body Parts, Mechanical Parts, and MISC Part types. The categories are fundamental to ensure that automotive recycled parts are being graded by their appropriate format. Miscellaneous Parts are those parts where neither mileage nor units of damage best describe their quality. Instead Miscellaneous Parts are ONLY downgraded with NIQ. Please refer to [www.a-r-a.org](http://www.a-r-a.org) for more details.

## Terms and Definitions

<b>Term</b>	<b>Definition</b>
Unit	A "unit" is defined as damage not exceeding the surface area of a standard sized credit card.
Hours	A common, but subjective, description of damage where hours represents the time needed to repair a part. As recyclers and collision repairers seldom agree on the hours needed for repair.
A Grade	The highest quality part. An A grade part contains a minimum amount of damage.
B Grade	A second level quality part. A B grade part contains a moderate amount of damage.
C Grade	The third level quality part. Although still useable, a C grade exceeds a moderate amount of damage.
X	Un-graded part
NIQ	Negative Information or Quality

## Damage Types

B = Burn	K = Buckle
C = Crease	L = Lip
D = Dent	P = Parking Lot Dings
E = Bent	R = Rust on Surface
F = Finish	S = Scratch-Surface Only
H = Hail	T = Paint Problem
J = Rip/Crack	* = Not Specified



## **PART GRADING REQUIREMENTS**

### **Body Part Grading**

Sheet Metal Body Parts: Grading is based on any necessary repair time required to make the panel "Like New." Damage is represented by unit amounts. A unit, (which is defined by a whole number) represents damage that can be covered by a credit card sized object.

### **A Grade Body Parts**

"A" grade parts are 1 unit or less of repair necessary.

**Example:** A front door assembly with a parking lot ding in the center of the door (5P1).

An entire front end or rear body sheet metal assembly in "A" condition will have three units or less of repair necessary.

**Example:** A front end assembly with a creased in the hood (6C1) and dented fender (5D2).

### **B Grade Body Parts**

"B" grade parts greater than 1 unit and are 2 units or less of repair necessary.

**Example:** A roof with hail damaged (5H2).

An entire front end or rear body sheet metal assembly that is "B" grade will have 6 units or less (but more than 3 units) of total repair necessary on the entire assembly.

**Example:** A front end assembly with collision damage (6E4) on the bumper and rust (7R2) on the fender.

### **C Grade Body Parts**

"C" grade parts are *more than* 2 units of repair necessary.

**Example:** A bent tailgate (2E4).

An entire front end or rear body sheet metal assembly that is "C" grade will have *more than* 6 units of total repair necessary on the entire assembly.

**Example:** A rear clip with collision damage on the tailgate (4E4) and quarter panel (4J5).

### **X Grade Body Parts**

An X graded part does not contain enough data for the information provider to grade the part.

### **NIQ (Negative Information or Quality)**

An abbreviation code recyclers use to have a part automatically downgraded to a "C" grade part that otherwise would have met the mileage or damage units guidelines to be classified as an "A" or "B" grade part.

### **A Grade Mechanical Parts**

"A" parts have less than 60,000 total miles, or if over 60,000 miles, must be less than 15,000 miles per model year of age.

**Example:** An engine assembly with 50,000 miles.

### **B Grade Mechanical Parts**

"B" parts have equal to or greater than 60,000 and less than 200,000 total miles on them and have 15,000 miles or more per model year of age. "B" parts must have less than 200,000 total miles regardless of age.

**Example:** A 2003 transmission assembly with 90,000 miles.

### **C Grade Mechanical Parts**

"C" parts have equal to or greater than 200,000 total miles on them regardless of age.

**Example:** An engine assembly with 250,000 miles.



## Color Codes

### White & Black

<u>Color</u>	<u>Code</u>
Black	BLK
Cream/Ivory	CRM
Gray	GRY
White	WHI

### Red & Yellow

<u>Color</u>	<u>Code</u>
Orange	ORG
Pink	PNK
Red	RED
Yellow	YEL

### Purple

<u>Color</u>	<u>Code</u>
Amethyst	AME
Burgundy/Maroon	MAR
Lavender	LAV
Mauve	MVE
Purple	PLE

### Brown

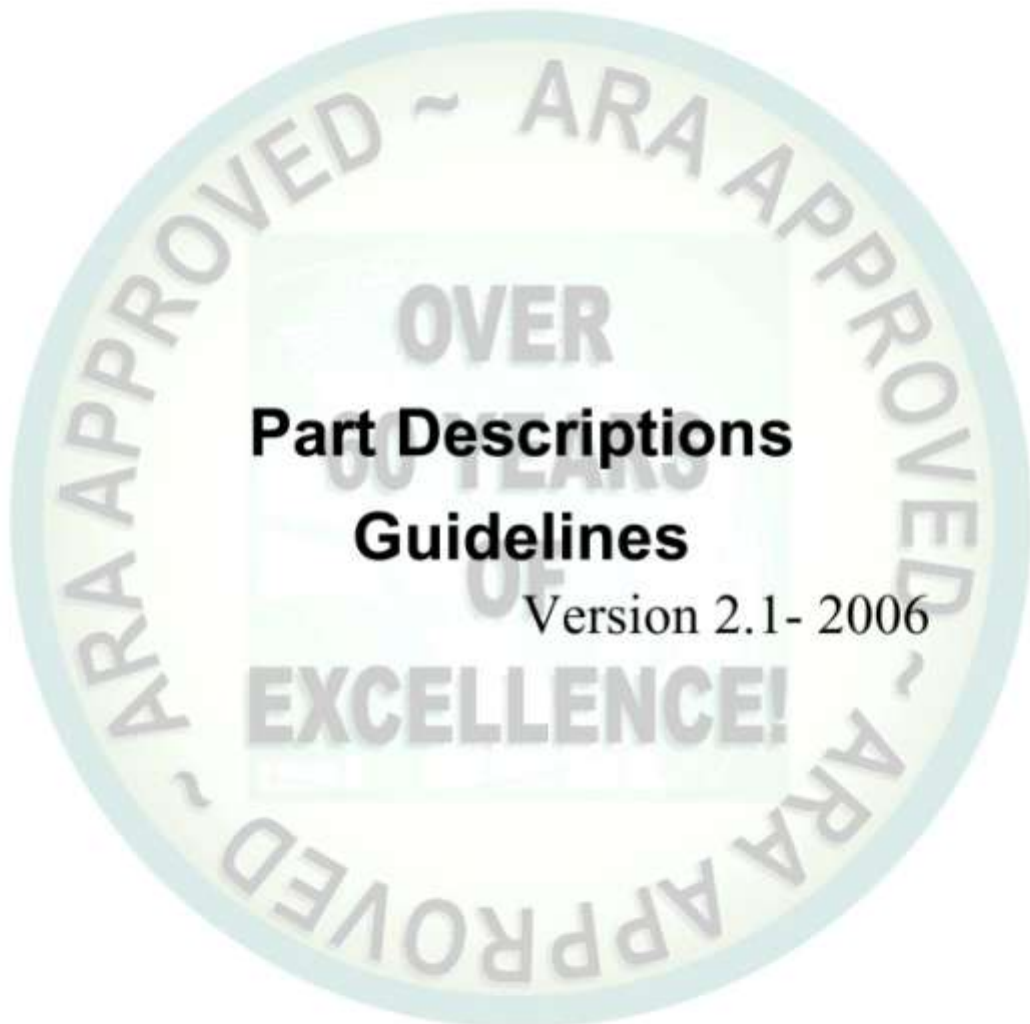
<u>Color</u>	<u>Code</u>
Beige	BGE
Brown	BRO
Camouflage	CAM
Tan	TAN
Taupe	TPE

### Blue & Green

<u>Color</u>	<u>Code</u>
Blue	BLU
Blue, Dark	DBL
Blue, light	LBL
Green	GRN
Green, Dark	DGR
Green, Light	LGR
Teal	TEA
Turquoise	TRQ

### Metallic

<u>Color</u>	<u>Code</u>
Aluminum/Silver	SIL
Bronze	BRZ
Chrome/Stainless Steel	COM
Copper	CPR
Gold	GLD



# **Part Descriptions Guidelines**

Version 2.1- 2006

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### Field Recommendations

The following table presents the fields identified as necessary for describing parts. The ARA recommends that recycling industry software vendors incorporate these fields into their business management systems and part locating networks. Fields should appear in the order listed.

Field Name	Field Description	Example	Audience
Condition	Identifies the physical characteristics	Quality, w/ or w/o, LOCAL	Public
Options	Identifies the parts included (how the part was built)	PL, PW, TINT, COLOR	Public
Inventory Notes	Comments to the sales or inventory person	CHK, TEST	Internal
Grade Field	Identifies part quality (As A, B or C)	A	Public
Damage Field	Identifies damage type, location and units of damage	3D6	Public
Part Origin	Identifies an OEM, aftermarket, recycled, or rebuilt part	Recycled	Public

### Field Layout

The following table represents the top-selling parts in the recycling industry. The Options column contains the part options necessary for a buyer to determine the part's application. The Conditions column contains information necessary for a buyer to evaluate the part's operation and lifespan.

The ARA recommends that recyclers enter part information following the layout and schema that appears below. Automotive recycling industry vendors should implement the following field layouts in their software applications.

Part Type	Options	Conditions
Part Type 560 (Wheel)	Matte/Gloss, Trim Ring, Diameter & Depth, Color, Center Cap, Chrome Inserts	Damage Location, Damage Type, Damage Extent, Inclusions
Part Type 120 (Front Door)	Power/Manual Windows, Power/Manual Locks, Heat/No Heat (per ARA Parts Guide)	Damage Units, Location, Damage Type, Mirror/No Mirror
Part Type 400 (Transmission)	A.T./M.T., Overdrive, Cooler/No Cooler, Part ID, No. of Speeds, A.T.-lock Converter	Torque Converter/No Torque Converter, Electronic Module/No Electronic Module, Shifter/No Shifter, Fluid Condition, Inspection Results
Part Type 300 (Engine)	Size, Gas/Diesel, Long Block, 4x2/4x4, Part ID, A.T./M.T.	Engine Module/No Engine Module, Accessories/No Accessories, Mileage, Compression Test

Part Type	Options	Conditions
Part Type 590 (Engine Control Module)	A.T./M.T., Engine Size, Fuel/Engine Management, No. of Pins, Engine ID or Opt. Code, Part ID	Mileage, Engine Test
Part Type 130 (Rear Door)	Model/Option Package, Power/Manual Windows, Power/Manual Locks, Molding code, Color, Tint?	Damage Units, Location, Damage Type
Part Type 114 (Headlamp Assy.)	Lamp Type (Composite, Sealed Beam, High Intensity)	Module/No Module
Part Type 128 (Side View Mirror)	Manual/Electric, Heated/Non Heated, Chrome/Painted, Power/Manual, Turn Signal/No Turn Signal, Illuminated/Not Illuminated, Memory	



Part Type 238 (Steering Column)	Tilt/Non-tilt, Telescoping/Non-telescoping, Wheel Switches Included, Radio Control/No Radio Control, Cruise Control/No Cruise Control, Color	Wheel/No Wheel, Airbag/No Airbag, Switches, Keys/No Keys
Part Type 110 (Fender)	Model/Option Package, Fender Well, Wheel Opening Molding, Molding code, Color, Lamps/No Lamps, Antenna/No Antenna	Damage Units, Location, Damage Type
Part Type 190 (Rear Bumper)	Model/Option Package, Chrome/Painted, Cover/No Cover, Lamp Options, Parking Distance Warning Sensor/No Parking Warning Distance Sensor	Damage Units, Location, Damage Type, Hitch/No Hitch
Part Type 170 (Deck lid/Tailgate)	Model/Option Package, Spoiler/No Spoiler, Heated/Non-heated glass, Wiper/No Wiper, Remote/No Remote Release, License Parts/No License Parts, Tail Lights/No Tail Lights, Finish Panel/No Finish Panel	Damage Units, Damage Location, Damage Type, Included Options
Part Type 277 (Front Door Glass)	Tint, Manufacturer and M Code	Aftermarket Window Tinting, Scratches
Part Type 515 (Front Spindle/ Knuckle)	ABS, Hub/No Hub, 4x2/4x4	
Part Type 160 (Quarter Panel)	Model/Option Package, Molding code, Wheel Opening Molding, Spoiler, Color, Lamps/No Lamps, Antenna/No Antenna	Damage Units, Location, Damage Type, Options, Cut
Part Type 284 (Quarter Glass)	Tint, Frame, Moveable/Stationary, Antenna/No Antenna, Hinge Hardware	Aftermarket Tint
Part Type 197 (Fuel Tank)	Gas/Diesel, Fuel Pump/No Fuel Pump, Composition, Fuel Neck, Sending Unit/No Sending Unit	Parts Included, Electrical Test Results, Pressure Test Results
Part Type 202 (Front Seat)	Type (Bucket/Bench/60-40), Leather/Cloth, Power/Manual, Airbag/No Airbag, Heated/Non-heated, Color, SRS Headrest/No SRS Headrest	Options Included, Electrical Test Results
Part Type 551 (Steering Gear)	Worm Gear/Rack & Pinion, Suspension Package, Power, Variable Ratio, Tag No.	Inclusions, Seal Condition, Play Amount
Part Type 105 (Front Bumper)	Model/Option Package, Chrome/Painted, Cover/No Cover, Lamp Options, Parking Distance Warning Sensor/No Parking Warning Distance Sensor	Damage Units, Location, Damage Type, Hitch/No Hitch
Part Type 675 (Radiator)	Manual/Auto (w/ transmission and/or engine cooler), Core Size, Electric Fan/No Electric Fan, Material (Brass, Copper, Aluminum, Plastic), Part ID, Bracketing	Flow Test, Pressure Test, Core Condition, Parts Included

## Parts Description Definitions

### Part Option Definitions

The following table lists terms recyclers frequently use to describe part characteristics and options. This table provides standardized terminology for part options.

The ARA recommends that automotive recycling vendors use the following abbreviations in their product lines.

Entry	Abbreviation	BMS Field
_____ Only	W-O	
Air Conditioner	AC	
Aluminum	ALM	
Antenna	ANT	
Anti-lock Braking System	ABS	
Assembly	ASSY	Option or Note
Bezel	BZL	
Brackets	BRKT	
Bumper, Front	FBR	
Cab, Dual	DCAB	
Cab, Extended	XCAB	
Center	CNTR	
Chrome	CHRM	
Clear	CLR	
Cloth	CL	
Cluster	CLST	
Column	COL	
Complete	CMPL	Option or Note
Compressor	COMP	
Compression	COM	
Cover	CVR	
CPE	CPE	
Cruise	CRUS	
Cylinder	CYL	
Decal	DCL	
Delay	DLY	
Diesel	DSL	
Digital	DGTL	
Disc	DSC	
Drum	DRM	
Dual Overhead Cam	DOHC	
Dual Rear Wheel	DRW	
Electric	PWR	
Emblem	EMB	
Exchange	EXCH	
Factory	OEM	
Fender	FNDR	
Floor	FLR	
Front	FRT	
Handle	HNDL	
Header	HPN	
Headlamp	HLP	
Heat	HT	
Inner	IN	



Entry	Abbreviation	BMS Field
Intermittent	INT	
Key	KEY	
Spring	SPG	
Spring, Leaf	LSPG	
Spring, Coil	CSPG	
Leather	LTHR	
Left	LH	
Left Front	LF	
Left Rear	LR	
Left Side	LH	
Loaded	LOADED	Option or Note
Locks, Power	PL	
Loose	OFF	Note
Lower	LWR	
Manual	MAN	
Mirror, Power	PM	
Motor	MTR	
Molding	MLDG	
Mounting	MNTG	
Outer	OUT	
Overdrive	OD	
Painted	PNT	
Power	PWR	
Privacy	PRIV	Option
Quarter	QTR	
Radiator	RAD	
Audio/Visual Deck	AV	
Rear	REAR	
Rear Wheel Drive	RWD	Option
Regulator	REG	
Reinforcement	REIF	
Right	RH	
Right Front	RF	
Right Rear	RR	
Right Side	RH	
Rotor	DSC	Condition
Seat, Bench	BNCH	
Seats, Bucket	BUC	
Sedan	SDN	
Single	SGL	
Single Overhead Cam	SOHC	
Single Rear Wheel	SRW	
Spare	SPR	Option
Standard	STD	Option
Station Wagon	SW	
Steel	STL	Option
Steering, Power	PS	
Tachometer	TACH	
Tilt	TLT	Option
Tint	TNT	Option
Transmission, Automatic	AT	
Transmission, Manual	MT	
Turbo	TRB	Option

Entry	Abbreviation	BMS Field
Upper	UP	Option
Urethane	URE	
Vent	VNT	
Vinyl	VNL	
Windows, Manual	MW	
Windows, Power	PW	
-XXX	W-O	

### Parts Condition

The following table contains entries common to recycling industry parts locating networks. Often times, multiple terms exist to describe the same situation. This table identifies the purpose of these terms and provides standardized terminology.

The Entry column contains terms that commonly appear in recycling industry parts locating systems. The Abbreviation column provides a standardized terminology or abbreviation. The BMS Field column identifies the business management system fields in which the abbreviations should appear.

Entry	Abbreviation	BMS Field
A Grade	A, B, C (condition code)	Grade
Aftermarket	PART ORIGIN NEEDS TO BE INCLUDED IN PART RECORD.	Part Origin
B Grade	A, B, C (condition code)	Grade
Bare	bare	Condition
Base	base	Condition
C Grade	A, B, C (condition code)	Grade
Check	CHK	Inventory Notes
Check Id	CHK ID	Note
Check Numbers	CHK ID	Note
Check Ratio	CHK ratio	Note
Check Size	CHK size	Note
Check Type	CHK type	Note
Compare	COMPARE	Note
Core	CORE	Condition
Cover Only	CVR ONLY	Condition
Crack	Use Damage Code	Damage
Cracked	Use Damage Code	Damage
Dings	Use Damage Code	Damage
Faded	Use Damage Code	Damage
Glass Only	GLASS ONLY	Note
Globe Only	GLOBE ONLY	Note
Id	CHK	Note
Lens Only	LENS ONLY	Note
Like New	Use Damage Code	Damage
Local	C Grade	Note
Look	CHK	Note
Match	COMPARE	Note
Match Up	COMPARE	NOTE
Motor Only	MTR ONLY	Note
Needs Paint	Use Damage Code	Damage and/or Note
New Aftermarket	AFT	Part Origin
New In Box	NEW OEM or NEW AFT	Part Origin
New Take Off	NTO	NOTE and Grade
Ok	Use Grade	Grade
Parts	Incomplete	Note

Entry	Abbreviation	BMS Field
Plain	BASE	Condition
Pull	UNBOLT	Note
Pull and Check	UNBOLT	Note
Rebar Only	REI ONLY	Condition/Note
Rebuilt	RBLT	Part Origin
Runs Good	Use Grade	Grade
Rusty	Use Damage Code	Damage
Scratched	Use Damage Code	Damage
Scratches	Use Damage Code	Damage
Scuffed	Use Damage Code	Damage
Scuffs	Use Damage Code	Damage
Sell Local	Grade C Part	Grade / Note
Shell	SHELL	Condition/Note
Shell Only	SHELL	Condition/Note
Small Crack	Use Damage Code	Damage
Small Dent	Use Damage Code	Damage
Surface Rust	Use Damage Code	Damage
Test	TEST	Note
Tested	Use Grade	Grade/ Note
Turned	Use Grade	Grade/ Note
Used	RECY	Part Origin
Verify	CHK	Note
Walk In	Grade C Part	Grade

#### Terms to Avoid

Recyclers, collision repairers and insurers often find part descriptions in recycling industry parts locating systems too subjective and too open to interpretation. The following table lists terms that recyclers should avoid and suggests alternatives.

The Entry column contains subjective terms that commonly appear in recycling industry parts locating systems. The Recommendation column identifies objective, standardized alternatives. The BMS field identifies the business management system fields in which they should appear.

Entry	RECOMMENDATION	BMS FIELD
1 Hr	Both letter grade and damage units are required	Damage
Checked Ok	Use A, B, or C	Grade
Clean	Don't Use	Note
Decent	A, B, C (condition code)	Grade
Fair	A, B, C (condition code)	Grade
Good	A, B, C (condition code)	Grade
Good Condition	A, B, C (condition code)	Grade
Looks Good	A, B, C (condition code)	Damage
Looks Ok	A, B, C (condition code)	Damage
Mint	A, B, C (condition code)	Grade
Nice	A, B, C (condition code)	Grade

Entry	RECOMMENDATION	BMS FIELD
	code)	
Ok	Use Grade	Grade
Ready	Grade	Grade and/or Note
Rough	A, B, C (condition code)	Grade
Runs Good	Use Grade	Grade
Tested	Use grade	Grade/Note
Turned	Use Grade	Grade/Note
Useable	A, B, C (condition code)	Grade





## Recycled Parts Request: 4-DOOR/STATION WAGON UNIBODY FORM

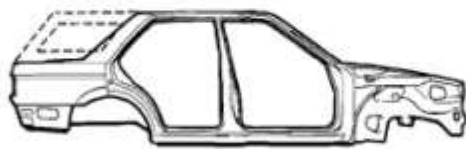
To: \_\_\_\_\_ From: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Date: \_\_\_\_\_

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

VIN #: \_\_\_\_\_ Build Date: \_\_\_\_\_

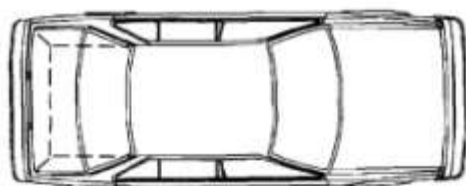


PASSENGER SIDE

- Automatic (O.D.)
- Standard (3-4-5-6)
- 4 cylinder
- 6 cylinder
- 8 cylinder

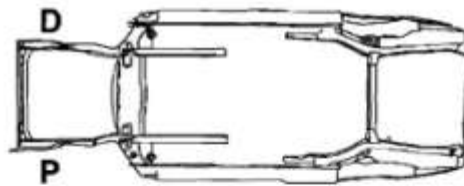


DRIVER SIDE



TOP VIEW

- Station Wagon
- Hatchback
- Gas
- Turbo
- Diesel



BOTTOM VIEW

### Major Options

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power steering
- 4 Wheel Steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Defogger
- Heated Windshield
- Heated Mirrors
- Full Vinyl Top
- Landau Vinyl Top
- Stereo System
- Alarm System
- Power Mirrors

### Major Parts Required

- Front Bumper Assembly
- Header Panel Assembly
- Front Frame Section
- Sub Frame/Engine Cradle
- Core Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hood
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt-on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Instrument Panel
- Console Assembly
- Back Glass
- Heated Back Glass
- Front Seats
- Rear Seat
- 3rd Seat
- Carpet
- Headliner
- Left Front Door

### Major Parts Required

- Right Front Door
- Left Rear Door
- Right Rear Door
- Rocker Panel Assembly
- Center Pillar
- Rear Quarter Clip
- Left Quarter Window
- Right Quarter Window
- Tail Lights
- Deck Lid/Hatch/Tailgate
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank
- Rear Bumper Assembly

### Additional Parts Required

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



For additional forms call: 1-800-ICAR-USA.



## Recycled Parts Request: 2-DOOR UNIBODY FORM

To: \_\_\_\_\_ From: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_  
 Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Date: \_\_\_\_\_  
 Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
 VIN #: \_\_\_\_\_ Build Date: \_\_\_\_\_

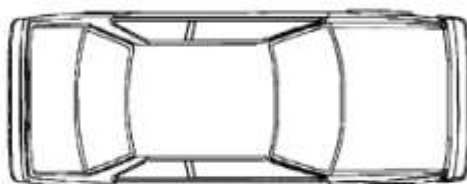


PASSENGER SIDE

- Automatic (O.D.)
- Standard (3-4-5-6)
- 4 cylinder
- 6 cylinder
- 8 cylinder

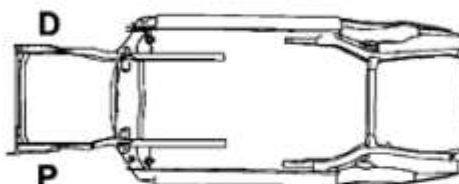


DRIVER SIDE



TOP VIEW

- Convertible
- Hatchback
- Gas
- Turbo
- Diesel



BOTTOM VIEW

### Major Options

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power steering
- 4 Wheel Steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Defogger
- Heated Windshield
- Heated Mirrors
- Full Vinyl Top
- Landau Vinyl Top
- Stereo System
- Alarm System
- Power Mirrors

### Major Parts Required

- Front Bumper Assembly
- Header Panel Assembly
- Front Frame Section
- Sub Frame/Engine Cradle
- Core Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hood
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt-on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Instrument Panel
- Console Assembly
- Back Glass
- Heated Back Glass
- Front Seats
- Rear Seat
- Carpet
- Headliner
- Left Door

### Major Parts Required

- Right Door
- Rocker Panel Assembly
- Rear Quarter Clip
- Left Quarter Window
- Right Quarter Window
- Tail Lights
- Deck Lid/Hatch
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank
- Rear Bumper Assembly

### Additional Parts Required

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



## Recycled Parts Request: UTILITY VEHICLE FORM

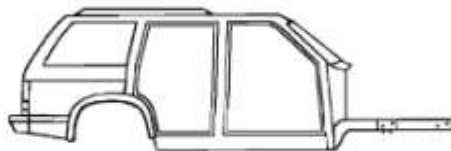
To: \_\_\_\_\_ From: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Date: \_\_\_\_\_

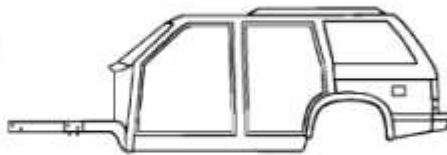
Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

VIN #: \_\_\_\_\_ Build Date: \_\_\_\_\_

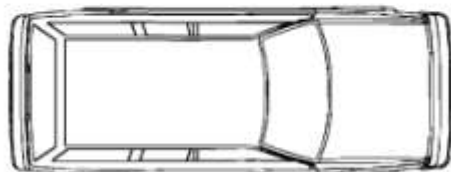


PASSENGER SIDE

- Automatic (O.D.)
- Standard (3-4-5-6)
- 4 cylinder
- 6 cylinder
- 8 cylinder

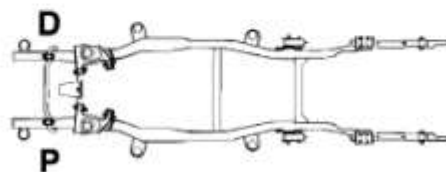


DRIVER SIDE



TOP VIEW

- 2-Door
- 4-Door
- Gas
- Turbo
- Diesel



BOTTOM VIEW

### Major Options

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Defogger
- Heated Windshield
- Heated Mirrors
- Stereo System
- Alarm System
- Power Mirrors

### Major Parts Required

- Frt Bumper Assembly-chrome
- Frt Bumper Assembly-painted
- Front Frame Section
- Full Frame
- Sub Frame/Engine Cradle
- Core Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hood
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt-on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Front Axle Assembly
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Instrument Panel
- Console Assembly
- Back Glass
- Heated Back Glass
- Front Seats
- Rear Seat
- 3rd, 4th, 5th Seats
- Carpet

### Major Parts Required

- Headliner
- Left Front Door
- Right Front Door
- Left Rear Door
- Right Rear Door
- Rocker Panel Assembly
- Center Pillar
- Quarter Clip
- Left Quarter Window (Stationary/Moveable)
- Right Quarter Window (Stationary/Moveable)
- Tail Lights
- Tailgate/Liftgate w/ window
- Tailgate/Liftgate w/o window
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank
- Rear Bumper Assembly-chrome
- Rear Bumper Assembly-painted

### Additional Parts Required

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



For additional forms call: 1-800-ICAR-USA.

## Recycled Parts Request: VAN FORM

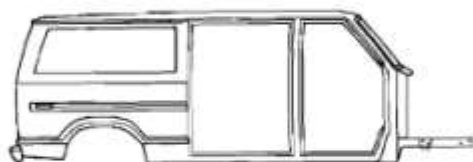
To: \_\_\_\_\_ From: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Date: \_\_\_\_\_

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

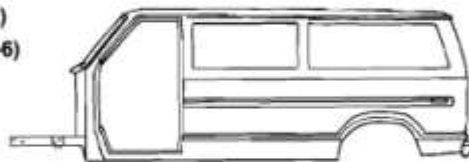
VIN #: \_\_\_\_\_ Build Date: \_\_\_\_\_



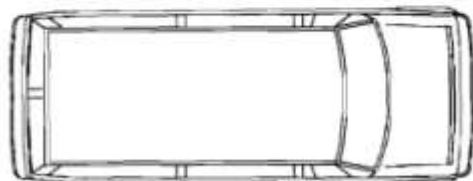
PASSENGER SIDE

- Automatic (O.D.)
- Standard (3-4-5-6)

- 4 cylinder
- 6 cylinder
- 8 cylinder



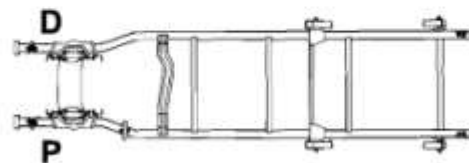
DRIVER SIDE



TOP VIEW

- Extended Van

- Gas
- Turbo
- Diesel



BOTTOM VIEW

### Major Options

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Defogger
- Heated Windshield
- Heated Mirrors
- Stereo System
- Alarm System
- Power Mirrors

### Major Parts Required

- Frt Bumper Assembly-chrome
- Frt Bumper Assembly-painted
- Front Frame Section
- Full Frame
- Sub Frame/Engine Cradle
- Core Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hood
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt-on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Front Axle Assembly
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Instrument Panel
- Console Assembly
- Back Glass
- Heated Back Glass
- Front Seats
- Rear Seat
- 3rd, 4th, 5th Seats
- Carpet
- Headliner

### Major Parts Required

- Left Front Door
- Right Front Door
- Left Rear Door
- Right Rear Door
- Rocker Panel Assembly
- Center Pillar
- Sliding Door (w/-w/o window-Stationary/Moveable)
- Side Cargo Dr-Front (w/-w/o window-Sta/Moveable)
- Side Cargo Dr-Rear (w/-w/o window-Sta/Moveable)
- Rear Quarter Clip
- Left Quarter Window (Stationary/Moveable)
- Right Quarter Window (Stationary/Moveable)
- Tail Lights
- Tailgate/Liftgate w/ window
- Tailgate/Liftgate w/o window
- Rear Cargo Dr-Left w/ window (Stationary/Moveable)
- Rear Cargo Dr-Right w/ window (Stationary/Moveable)
- Rear Cargo Dr-Left w/o window
- Rear Cargo Dr-Right w/o window
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank(s) (Main/Aux/Front/Rear)
- Rear Bumper Assembly-chrome (Reg/Step Type)
- Rear Bumper Assembly-painted (Reg/Step Type)

### Additional Parts Required

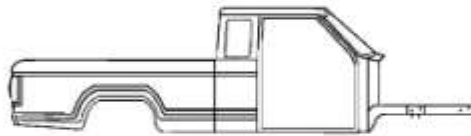
- \_\_\_\_\_
- \_\_\_\_\_



For additional forms call: 1-800-ICAR-USA.

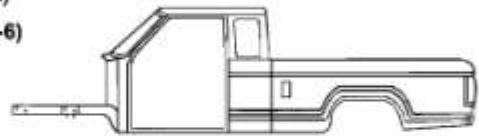
## Recycled Parts Request: PICKUP TRUCK FORM

To: \_\_\_\_\_ From: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_  
 Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Date: \_\_\_\_\_  
 Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
 VIN #: \_\_\_\_\_ Build Date: \_\_\_\_\_

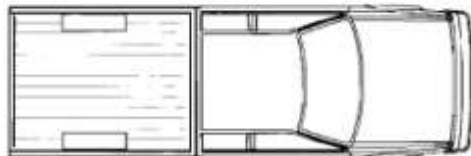


PASSENGER SIDE

- Automatic (O.D.)
- Standard (3-4-5-6)
- 4 cylinder
- 6 cylinder
- 8 cylinder

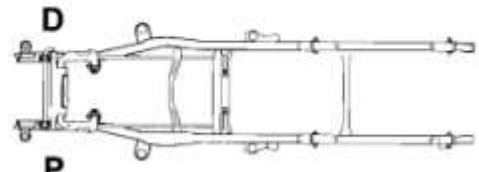


DRIVER SIDE



TOP VIEW

- Extended Cab
- 4-Door Cab
- Gas
- Turbo
- Diesel



BOTTOM VIEW

### Major Options

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Defogger
- Heated Windshield
- Heated Mirrors
- Stereo System
- Alarm System
- Power Mirrors
- Cab Clearance Lamps
- Cargo Loading Lamp

### Major Parts Required

- Frt Bumper Assembly-chrome
- Frt Bumper Assembly-painted
- Header Panel Assembly
- Front Frame Section
- Full Frame
- Sub Frame/Engine Cradle
- Core Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hood
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt-on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Front Axle Assembly
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Cab/Cab Clip
- Instrument Panel
- Console Assembly
- Back Glass
- Sliding Back Glass
- Frt Seats (Bench/60-40/Buckets)
- Rear Seat (Full/Jump)
- Carpet

### Major Parts Required

- Headliner
- Left Front Door
- Right Front Door
- Left Rear Door
- Right Rear Door
- Rocker Panel Assembly
- Center Pillar
- Rear Quarter Clip
- Left Quarter Window (Stationary/Moveable)
- Right Quarter Window (Stationary/Moveable)
- Tail Lights
- Tailgate (Plain/with Finish Trim Panel)
- Fleet Side Pickup Bed—Length \_\_\_\_\_
- Step Side Pickup Bed—Length \_\_\_\_\_
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank(s) (Main/Aux/Front/Rear)
- Rear Bumper Assembly-chrome (Reg/Step Type)
- Rear Bumper Assembly-painted (Reg/Step Type)

### Additional Parts Required

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



For additional forms call: 1-800-ICAR-USA.

## Recycled Parts Request: MINIVAN FORM

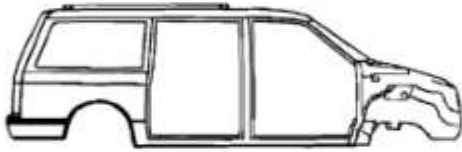
To: \_\_\_\_\_ From: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Date: \_\_\_\_\_

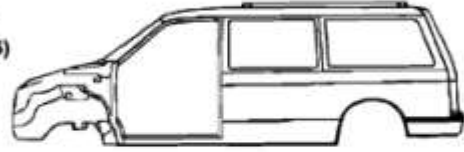
Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

VIN #: \_\_\_\_\_ Build Date: \_\_\_\_\_

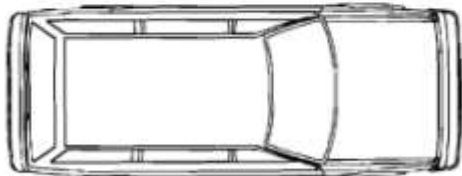


PASSENGER SIDE

- Automatic (O.D.)
- Standard (3-4-5-6)
- 4 cylinder
- 6 cylinder
- 8 cylinder

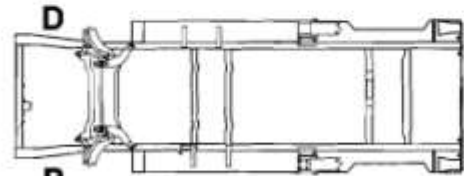


DRIVER SIDE



TOP VIEW

- Extended Van
- Gas
- Turbo
- Diesel



BOTTOM VIEW

### Major Options

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Defogger
- Heated Windshield
- Heated Mirrors
- Stereo System
- Alarm System
- Power Mirrors

### Major Parts Required

- Frt Bumper Assembly-chrome
- Frt Bumper Assembly-painted
- Front Frame Section
- Full Frame
- Sub Frame/Engine Cradle
- Core Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hood
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt-on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Front Axle Assembly
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Instrument Panel
- Console Assembly
- Back Glass
- Heated Back Glass
- Front Seats
- Rear Seat
- 3rd, 4th, 5th Seats
- Carpet
- Headliner

### Major Parts Required

- Left Front Door
- Right Front Door
- Left Rear Door
- Right Rear Door
- Rocker Panel Assembly
- Center Pillar
- Sliding Door (w/-w/o window-Stationary/Moveable)
- Side Cargo Dr-Front (w/-w/o window-Sta/Moveable)
- Side Cargo Dr-Rear (w/-w/o window-Sta/Moveable)
- Rear Quarter Clip
- Left Quarter Window (Stationary/Moveable)
- Right Quarter Window (Stationary/Moveable)
- Tail Lights
- Tailgate/Liftgate w/ window
- Tailgate/Liftgate w/o window
- Rear Cargo Dr-Left w/ window (Stationary/Moveable)
- Rear Cargo Dr-Right w/ window (Stationary/Moveable)
- Rear Cargo Dr-Left w/o window
- Rear Cargo Dr-Right w/o window
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank
- Rear Bumper Assembly-chrome
- Rear Bumper Assembly-painted

### Additional Parts Required

- \_\_\_\_\_
- \_\_\_\_\_



For additional forms call: 1-800-ICAR-USA.



## Recycled Parts Request: 4-DOOR/STATION WAGON FRAME FORM

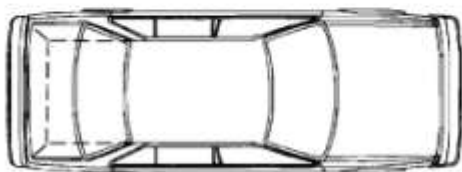
To: \_\_\_\_\_ From: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_  
 Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Date: \_\_\_\_\_  
 Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
 VIN #: \_\_\_\_\_ Build Date: \_\_\_\_\_



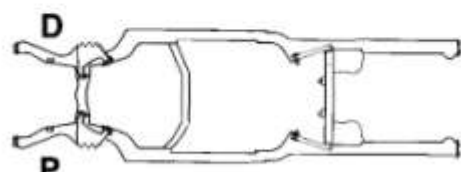
PASSENGER SIDE



DRIVER SIDE



TOP VIEW



BOTTOM VIEW

- Automatic (O.D.)
- Standard (3-4-5-6)
- 4 cylinder
- 6 cylinder
- 8 cylinder

- Station Wagon
- Gas
- Turbo
- Diesel

### Major Options

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power steering
- 4 Wheel Steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Defogger
- Heated Windshield
- Heated Mirrors
- Full Vinyl Top
- Landau Vinyl Top
- Stereo System
- Alarm System
- Power Mirrors

### Major Parts Required

- Front Bumper Assembly
- Header Panel Assembly
- Front Frame Section
- Sub Frame/Engine Cradle
- Core Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hood
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt-on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Instrument Panel
- Console Assembly
- Back Glass
- Heated Back Glass
- Front Seats
- Rear Seat
- Carpet
- Headliner
- Left Front Door
- Right Front Door

### Major Parts Required

- Left Rear Door
- Right Rear Door
- Rocker Panel Assembly
- Center Pillar
- Rear Quarter Clip
- Left Quarter Window
- Right Quarter Window
- Tail Lights
- Deck Lid
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank
- Rear Bumper Assembly

### Additional Parts Required

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



For additional forms call: 1-800-ICAR-USA.

# RECYCLED PARTS REQUEST

For your convenience, these forms were developed to improve communication between collision repair facilities and recyclers. Use the following forms to identify the recycled parts and sections needed.

## Directions For Using Form

1. Use this document as a master and copy needed page/s.
2. Fill out: To, From, Contact Persons, Phone/Fax, Date.
3. Write in the vehicle year, make, and model.
4. Write in the vehicle identification number (VIN) and build date.
5. Check the body style box.
6. Check the boxes for engine size and type.
7. Use the diagrams to circle the exact section required. Use lines to mark the location of cuts on the side, top, and bottom views.
8. Check all major options and parts required boxes.
9. Write in any additional parts that are required.

## Example of completed 4-Door/Station Wagon Unibody Form

**Recycled Parts Request: 4 DOOR STATION WAGON UNIBODY FORM**

To: JOHN DOE From: JOE SMITH

Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Phone #: (225) 456-7890 Fax #: (225) 678-9012 Date: 1/10/94

Year: 1989 Make: TRUCK Model: CAROLLA

VIN #: 1J2P567890 Build Date: \_\_\_\_\_

PASSENGER SIDE

DRIVER SIDE

CUT FLOOR TOP VIEW  
BEHIND FRONT SEATS

CUT 1 BEHIND FRONT OF RAIL

**Major Options**

- Cruise Control
- Tilt Column
- Power Windows
- Power Locks
- Power Seats
- Sun Roof
- Driver Air Bag
- Passenger Air Bag
- Motorized Seat Belts
- Air Conditioning
- Power Steering
- 4 Wheel Steering
- 4 Wheel Drive
- Power Brakes
- ABS
- Traction Control
- Power Antenna
- Rear Datalogger
- Heated Windshield
- Heated Mirrors
- Full Vinyl Top
- Landau Vinyl Top
- Stereo System
- Alarm System
- Power Mirrors

**Major Parts Required**

- Front Bumper Assembly
- Hood Panel Assembly
- Front Frame Section
- Sub Frame/Engine Cradle
- Coax Support Assembly
- Radiator
- Condenser
- Cooling Fan(s)
- Air Conditioning Parts
- Hoop
- Left Fender
- Right Fender
- Front Clip Assembly
- Bolt on Sheet Metal Only
- Drivetrain Parts
- Left Front Suspension
- Right Front Suspension
- Rack & Pinion/Steering Gear
- Steering Column
- Windshield
- Instrument Panel
- Console Assembly
- Back Glass
- Heated Back Glass
- Front Seats
- Rear Seat
- 3rd Seat
- Carpet
- Headliner
- Left Front Door

**Major Parts Required**

- Right Front Door
- Left Rear Door
- Right Rear Door
- Hooper Panel Assembly
- Center Post
- Rear Quarter Clip
- Left Quarter Window
- Right Quarter Window
- Tail Lights
- Deck Lid/Hatch/Tailgate
- Rear Body Section
- Rear Suspension (Drum/Disc Type)
- Rear Axle Assembly (Drum/Disc Type)
- Rear Frame Section
- Fuel Tank
- Rear Bumper Assembly

**Additional Parts Required**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**COURTESY OF TECH-COR INC. and I-CAR**

For additional forms call: 1-800-ICAR-USA.

COURTESY OF  
**TECH-COR INC.**  
and  
**I-CAR**

COURTESY OF  
**TECH-COR INC.**  
and  
**I-CAR**

For additional forms call: 1-800-ICAR-USA.

For additional forms call: 1-800-ICAR-USA.



Ensuring Excellence in  
Customer Satisfaction to the  
Automotive Repair Industry

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## Certified Automotive Recycler



**An Official Certification of the Automotive Recyclers Association**



# Gold Seal Certification

*Certified Automotive Recycler*

## Mission Statement

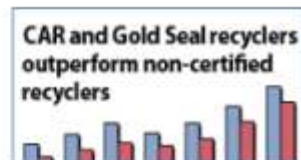
The Gold Seal program will lead the automotive recycling industry by creating an environment dedicated to outstanding customer service. Gold Seal customer service goals are based on the highest professional and ethical business practices established and adhered to by "Best in Class" recyclers.

Feed back received through customer service inquiries, business analysis, and adherence to Gold Seal standards will demonstrate that a Gold Seal member's performance will continue to meet or exceed the expectations of their customers.

## Customer Service

1. **Gold Seal Certified Automotive Recyclers** recognize the collision repair industry is our primary customer. Collision repair facilities and their customers, the owners of the vehicles being repaired, are the life blood of our business.
2. **Gold Seal Certified Automotive Recyclers** will uphold the highest standards of professional conduct in the Automotive Recycling industry.
3. **Gold Seal Certified Automotive Recyclers** will employ knowledgeable sales people and maintain an ongoing Certified Automotive Recyclers' endorsed training program for all of our employees to ensure the highest level of customer satisfaction.
4. **Gold Seal Certified Automotive Recyclers** will maintain a professional program to monitor customer satisfaction through an independent research firm.
5. **Gold Seal Certified Automotive Recyclers** are required to maintain a minimum level of customer service and are monitored quarterly by the Automotive Recyclers Association.

Gold Seal Members Must Maintain A Set Standard Of Customer Satisfaction Measured By The Completion Of Customer Surveys That Are Performed Quarterly!



## Accurate Descriptions

6. **Gold Seal Certified Automotive Recyclers** inventory and grade all parts using the ARA damage codes and grading system.
7. **Gold Seal Certified Automotive Recyclers** guarantee that all parts will be described to customers with the year, make and model of the vehicle from which they are removed.
8. **Gold Seal Certified Automotive Recyclers** guarantee that descriptions, including options, damage, whether parts are original or after market, and paint condition will be as accurate as possible to avoid customer surprises.
9. **Gold Seal Certified Automotive Recyclers** will not repair damage without the knowledge of the customer.
10. **Gold Seal Certified Automotive Recyclers** guarantee that any adjustments agreed upon between Gold Seal Certified Automotive Recyclers and repairers will be made immediately upon delivery and inspection.
11. **Gold Seal Certified Automotive Recyclers** guarantee that items returned for credit will be accepted for a period of at least 30 days after delivery.

Gold Seal Certified Recyclers Must Be A Certified Automotive Recycler



# Providing Quality Parts You Can Trust!

## Scheduling and Delivery

12. **Gold Seal Certified Automotive Recyclers**, because scheduling is so important to modern collision repair facilities, will make every effort to achieve promised delivery times. Any delays will be reported to customers immediately.
13. **Gold Seal Certified Automotive Recyclers** will advise estimators and customers at the time of quote or order, if parts must be made available through another Recycler.
14. **Gold Seal Certified Automotive Recyclers** will quote prices that include delivery costs.

## Warranties

15. **Gold Seal Certified Automotive Recyclers** will put into writing all warranties, including those for mechanical and electrical parts. At a minimum, sheet metal parts will have a limited warranty against rust and corrosion for a year from the date of purchase and mechanical parts will have a limited warranty for 90 days.

## Business Practices

16. Open accounts are offered to all customers who meet credit standards. **Gold Seal Certified Automotive Recyclers** will strive to make credit decisions as soon as possible after submission of a credit application.
17. **Gold Seal Certified Automotive Recyclers** will cooperate with repairers to obtain insurance supplements due to part availability and cost constraints.
18. **Gold Seal Certified Automotive Recyclers** will work with repairers in every way to maximize the number of repairable vehicles and minimize the number of repairable vehicles that become total losses.
19. **Gold Seal Certified Automotive Recyclers** will provide accurate vehicle identification numbers for all major component parts as defined by Federal law.
20. Continued designation as a **Gold Seal Certified Automotive Recycler** is dependent upon adherence to principles set out in this code of professionalism.

**Dependable**

**Accurate**

**Professional**

***The Next Time You Need Quality Recycled Parts, Accurate Descriptions, On-Time Deliveries And Written Warranties, Contact This Gold Seal Certified Automotive Recycler***



Visit [www.a-r-a.org](http://www.a-r-a.org) for additional Gold Seal program details and for our Customer Complaint Process.

**Recycler And A Member Of The Automotive Recyclers Association.**





## “Best In Class”

The Gold Seal Certified Automotive Recyclers Program exists to help maintain and enforce reputable, quality business practices throughout the automotive recycling industry for the direct benefit of our customers because we, as professional automotive recycling facilities, realize that without our customers, we are nothing.

Therefore, the Gold Seal Automotive Recyclers Program’s purpose is to provide honest, efficient and quality customer service; to offer quality parts at reasonable prices; to ensure that Automotive Recyclers practice business in an environmentally-friendly, reputable manner; and to monitor Gold Seal members’ activities and enforce compliance with all program regulations.



### For More Information, Contact:

Automotive Recyclers Association (ARA)  
3975 Fair Ridge Drive, Suite 20 - North  
Fairfax, VA 22033-2924 USA  
Phone: (703) 385-1001  
Toll Free: (888)385-1005  
Fax: (703) 385-1494  
Web site: [www.a-r-a.org](http://www.a-r-a.org)



## Recycled Parts Guide

Expectations and Guidelines

Version 2.0 - 2005



Automotive Recyclers Association  
3975 Fair Ridge Drive, Suite 20  
Terrace Level North  
Fairfax, Va 22033 USA  
Toll-free: (888) 385-1005  
Telephone: (703) 385-1001  
Fax: (703) 385-1494

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## **Purpose**

Thousands of estimates and repair orders are written every day that include recycled parts. ARA offers industry participants the opportunity to limit the number of variables associated with the use of recycled parts in order to increase their acceptance and use.

This Recycled Parts Guide is intended to help define the expectations and suggest performance standards for all parties involved in the trade and use of recycled parts. The goal is that, through the definition of those standards more parts will be included in repair estimates, more parts will be purchased by buyers and fewer parts will be returned. It should be noted, however, that various states and provinces have varying regulations relating to the inclusion of recycled parts in estimates or their use in the repair process. Such regulations take precedence over the criteria defined in this document.

## **Standards of Performance**

### ***Estimator Expectations***

1. Parts request lists should take into consideration the complete estimate considering all parts as recycled candidates.
2. All parts requests and responses should be properly identified by year, make, model, body style and VIN.
3. Requested parts must be clearly defined; e.g., door assembly complete with glass, trim, etc., or complete engine, including fuel injection components, alternator, etc. Seller may also request VIN, engine size, color or trim numbers, options, series, etc. to allow accurate part selection.
4. It is the responsibility of the estimator to determine if the recycled parts will result in a more economical repair.
5. The seller should provide a complete order response, including
  - o Specific part descriptions,
  - o Accurate part condition,
  - o Year, model and mileage of the source vehicle
  - o Source vehicle VIN delete this
6. Whenever practical, it is the responsibility of the buyer, prior to installation, to determine the usability of the recycled parts and to ensure they will not compromise the repair of the vehicle.
7. Quoted prices include freight and delivery charges. within vendor's defined market area
8. Parts to be included in the estimate are to be priced assuming that the repair of any damage will be negotiated between the buyer and seller.
9. Sellers will quote OEM recycled parts unless otherwise known and disclosed.
10. All quotes will include the name of the contact person at the seller's facility.
11. Sellers responding to requests for parts information should do so within ten minutes of receiving the request. Request for supplemental information will be answered within 30 minutes of the request.
12. The seller should be willing to hold a part and not sell it for a reasonable period or as agreed by the parties if requested by the estimator.
13. If, upon order, a seller can no longer supply a part requested in the estimate, the seller should make every effort to research the further availability of requested parts to find acceptable replacements.

### ***Buyer Expectations***

1. Sellers are expected to remove and handle recycled parts with care to ensure proper installation.
2. Parts to be included in the estimate are to be priced assuming that the repair of any damage will be negotiated between the buyer and seller.



3. Sellers should be willing to negotiate the price of their parts if the condition of the parts is not as agreed or as originally quoted. In some situations, buyers and estimators may also request negotiations in order to make the use of recycled parts economically feasible.
4. If required by the insurer, recycled parts will be ordered using a claim number.
5. Delivery time for initial recycled parts orders will be no greater than what would be expected if OEM or Aftermarket parts are used, which typically is next two business days.
6. To confirm expectations, the seller should request date and time of delivery of recycled parts if not defined by the buyer and should deliver the parts when expected. If delivery will be later than requested, every effort will be made by the seller to reduce this time whenever possible.
7. Buyers expect to be notified in advance
8. At time of quote if the parts ordered will be provided by someone other than the contacted seller.
9. Buyers expect accurate delivery date and time for out-of-stock items, with prompt notification of changes to the delivery date and time.
10. Prior to delivery, the seller will visually inspect the part (s) to ensure compliance with Auto Recyclers Standards of Performance and that all parts and their condition are as stipulated in the order. change to Recycled Parts Guide
11. Quotes will include freight and delivery charges.
12. Sellers responding to an initial request for part availability, condition and price are expected to do so within 10 minutes of receipt of the inquiry.
13. Sellers responding to requests for supplemental parts information is expected do so within 30 minutes of receiving the request.
14. The seller should be willing to hold a part and not sell it for a reasonable period if requested by the buyer. The seller should respond to problems the same day as the report of the problems whenever reasonably possible, and satisfactory arrangements to resolve the problem should be made within the next business day
14. If, upon order, a seller can no longer supply a part requested in the estimate, the seller should make every effort to research the further availability of requested parts to find acceptable replacements.
15. If the seller is unable to provide or locate acceptable parts, the seller should notify the buyer immediately upon such determination and do so proactively.
16. Buyers will normally not be subjected to restocking charges or labor charges unless agreed to in advance.
17. Sellers will provide trim or paint codes when requested.
18. All invoices will include the VIN of the source vehicle. The seller will inform the buyer when the VIN is unavailable such as with take-off parts, etc.delete seller will inform buyer and add or audit trail of parts source
19. When stored at the seller's facility, parts should be protected to prevent deterioration or damage. When delivered, unprotected and interior parts should be covered and dry
20. When delivered, precautions should be taken to keep sheet metal parts away from oil, grease and other heavy components that might contaminate or damage them.
21. Parts should be delivered to the facility so only the parts deliverer and receiver are required to unload without undue strain or additional assistance and without damage to the parts.
22. Documentation and/or invoice should accompany the parts or sent prior to the receipt of the parts.
23. Parts to be returned should be picked up within the next two business days agreed to between the seller and buyer.
24. The seller should arrange for the return of a defective part at the seller's expense and to pay the buyer for reasonable and necessary labor costs as agreed upon between the buyer and the seller.

### ***Sellers Expectations***

1. Repairers and estimators agree to provide the necessary information to ensure the provision of parts accurate for each application.
2. Recycled parts should be visually inspected by the buyer, prior to signing driver's delivery slip, to ensure order is complete and condition is as quoted and stipulated in the order.
3. The buyer should stipulate expectations relative to time of delivery of recycled parts.
4. If a recycled part is not acceptable, the buyer is expected to notify the delivery driver or contact the seller directly during or within two work days after the delivery of the part.
5. The buyer will not withhold or delay the return of parts. Assemblies returned as delivered unless agreed with original invoices
6. In extreme circumstances, compensation for "custom cutting" of sheet metal parts might be considered when a part is being returned for reasons beyond the seller's control.
7. Buyers shall not place multiple orders with different sellers for the same parts.

### ***Data Accuracy Expectations***

1. Seller agrees to provide a "full" download of its inventory data into the database to initiate display and as requested by the data collector.
2. Seller agrees to supply inventory "daily" changes to the parts database daily.
3. Seller agrees to update its inventory data with the latest Interchange numbers system as soon as possible when the release is received and no later than 30 days after receipt.
4. Sellers should make every effort to validate that the year, model and mileage corresponds to the VIN.
5. Seller agrees to state repair units for parts requiring work. Parts with a "0.0" entry are assumed to be undamaged.
6. Only parts with prices are provided for use in estimates and repairs.
7. All parts included in the database available to estimators and buyers are assumed to be accurate. 8. Parts not meeting this requirement should be excluded from display. Parts other than recycled OEM parts should also be filtered
9. The description of the condition and options for parts will include common and understandable terms only and the seller is expected to use the ARA approved Parts Grading and Description Guidelines.

### ***Warranty Expectations***

1. Warranties vary between sellers verify. However, it is suggested that:
  - a. Recycled body parts should be warranted for fit and corrosion protection for at least one year or for the duration of the existing vehicle manufacturer's warranty, whichever is longer.
  - b. Other quality recycled parts should have varying warranties for at least as long and in the same consideration as the original equipment manufacturer would have warranted its new replacement part.
2. The seller will not be responsible for failure due to improper installation, accident, misuse, abuse, or improper maintenance of any part nor will the seller be responsible for failure beyond the warranty period.

### ***Expected Standards for Parts***

#### ***Body Parts***

1. Unless otherwise agreed between the estimator or buyer and the seller, the source vehicle should comply with the interchange years established by repairer and insurance company.



2. Seller should notify the buyer whenever possible if the parts are known not to be original factory finish, known to have been repainted or repaired. If known, any aftermarket part will be identified as such and agreement reached with the estimator as to its use at the time of the initial parts request or prior to delivery (if not known at the time of the request). If parts are identified as aftermarket after delivery and, upon consultation with the estimator determine the parts to be unacceptable, the buyer is expected to request recycled parts as replacement.
3. Quality of body parts will be accurately and objectively represented by the seller. The seller is expected to define the condition of the part using the ARA Parts Grading and Description Guidelines, the Condition Code, the ARA Damage Code. Whenever possible, the units of damage of the part should also be printed on the part order.
4. All body parts should be appropriately cleaned prior to delivery.
5. Sellers should provide the appropriate allowance to the buyer for the repair of damage to recycled body parts. Problems concerning the amount of damage on parts exceeding the seller's estimate should be resolved between the buyer and seller.
6. Attached Moldings are not guaranteed to be correct, unless verbal confirmation has been made between estimator or buyer and the seller supplying the part.
7. The buyer should expect to receive all the components of an assembly as specified by the ARA Parts Grading and Description Guidelines. The seller should indicate on Full Front if it includes the firewall, half of front floor pan, etc., so the buyer can estimate disassembly and cut to fit time and removal of unused portion of the source assembly. All parts of an assembly, per the ARA's Parts Grading and Description Guidelines, should be attached or as requested.
8. Parts are expected to be properly removed from the source vehicle. For example, sheet metal parts should be cut properly and wire harnesses should be unplugged instead of cut whenever possible. Buyer should be notified otherwise before delivery. Unless otherwise stipulated and agreed upon, cut parts will be in accordance with ARA standards.
9. The parts are expected to be undamaged unless otherwise described Attached mechanical parts are expected to have been checked and working.

### ***Mechanical Parts Expectation***

#### **Air Conditioning, Heating and Cooling Components**

1. All air conditioning components should be capped and sealed at time of evacuation and dismantling.
2. Air conditioning components should be visually inspected to ensure proper working condition prior to delivery. In addition, compressors should be manually operated whenever possible.
3. Radiators, heater cores and transmission coolers are expected to be visually inspected and pressure tested to ensure proper working condition prior to delivery.

#### **Electrical**

1. All electrical components are expected to be inspected and tested when possible by the seller, to ensure proper working condition prior to delivery.
2. Electrical components may be sold on an exchange basis (the replaced parts to be returned to the seller) as agreed to between buyer and seller.

#### **Engines, Transmissions, Transfer Cases and Differentials**

1. Compression test results and oil pressure should be documented and provided when available and accurately represented.
2. Mileage will be documented and provided when available and accurately represented.
3. If delivered dry (without oil or fluids) unless otherwise specified by seller.
4. Mechanical components may be sold on an exchange basis. Condition of core may not be a factor. However, the core should be as complete as the one supplied and should be returned in a "dry" condition.

5. Major mechanical components condition should be accurately described at the time of the initial parts request and documented.
6. The transmission and transfer case pans (inspection cover) should be removed for visual inspection to ensure working condition.
7. Major mechanical components such as engines, transmissions, axle assemblies, and transfer cases will have the cases and fluids inspected.

### Glass

1. Prior to installation, heated glass should be tested by the seller and buyer to ensure proper continuity.
2. Condition of glass should be accurately represented by the seller at the time of the initial parts request.
3. The seller will provide the M Code, from the glass, that can be used as a reference to compare color, coating and tinting of glass for replacement glass when requested by the buyer.

### Steering and Suspension

1. The buyer may request that steering and suspension components be cleaned and left unpainted.
2. Steering and suspension components are expected to be visually inspected by the seller to ensure the proper operation and roadworthiness of the parts prior to sale.

### Wheels and Wheel Covers

1. The seller should provide wheels and wheel covers with minimal or no scuffing, scratches or other similar damage. If otherwise, the condition of the wheel or wheel cover should be clearly described at the time of quote and in written form in the delivery documents.
2. All wheels quoted are assumed to be replacements for those supplied by the vehicle manufacturers. This excludes aftermarket wheels.
3. Center caps and trim rings are assumed not to be a part of the wheel and should be quoted