

Keep Your **Ford a Ford.**



FORD SERVICE

Know Your Collision **Repair Rights.**

If you've been in a collision, the only way to truly know you are getting the right parts manufactured with the original design intent for your Ford is to insist that your repairs are made with Ford Original Equipment collision replacement parts. Not only do you have the right to have them installed, it's the best way to help ensure your vehicle will continue to protect, perform and look like new.

Why the **Right Parts Matter.**

The right parts are critical to your vehicle's long-term performance and your peace of mind.

Function, Safety and Integrity

When Ford Original Collision Parts are installed using factory-recommended materials and procedures, they deliver the same structural performance characteristics as the original parts. Ford Motor Company vehicles also include highly advanced crash-avoidance and safety system technologies. It is critical for these systems to be repaired with parts that will deliver the intended level of form, function, performance and safety our engineers originally specified.

Repair Time

Ford Original Collision Parts are readily available at thousands of Ford and Lincoln Dealerships, ensuring fast delivery times. And because our technicians are factory-trained and OEM certified, installation is not only done correctly, it's also done quickly.

Repair Appearance

Ford Original Original Collision Parts provide a precise fit because they are manufactured to the same specifications as those of a new vehicle. This ensure that body lines, contours and gaps are the same as when your vehicle was originally manufactured.

Vehicle Resale Value

Using Ford Original Collision Parts for repairs is one way to help keep your vehicle looking like new, which may help to maintain its value. If you lease a vehicle, it may be required that you replace damaged parts with only Ford Original Equipment collision replacement parts, so be sure to check your lease agreement.

Original Manufacturer's Warranty

Ford Original Collision Parts are the only service replacement parts warranted by Ford Motor Company. Damage to your vehicle or its parts caused by the failure of new aftermarket, salvage or reconditioned parts may not be covered by your Ford Motor Company new-vehicle warranty.



Make Sure You Get the **Right Parts** By Following These Steps:

Choose the right insurance company and policy.

If you do have an accident, you will likely get what you pay for when it comes to your insurance policy. Many people begin their auto insurance policy search thinking they will never have an accident, so they look for the least expensive policy they can buy. The least expensive policy, however, could result in an unsatisfactory claims experience in the event of an accident.

Choose the right course of action after an accident.

First, call your Ford or Lincoln Dealership. If they don't have a body shop, ask them to recommend a local one that's certified through the Ford National Body Shop Network.

To begin the claims process, call your insurance company, who can also be good sources for body shop recommendations.

Then call local body shops and ask them about their technician certifications, facilities, equipment, capabilities and what parts they use.

Choose the right body shop.

Remember, the body shop is repairing YOUR vehicle for YOU. You have the right to select the body shop and choose the parts used to repair your vehicle. Your insurance company pays the bill for the parts and service you and the body shop agree upon. But all this must be decided before repairs begin, not after the vehicle is returned to you.

Make Sure They Use the **Right Parts**.

Have the body shop or insurer explain any acronym or comment on the repair estimate you don't understand.

Ford Original Collision Parts

Sometimes called "OEM parts" on the estimate, these parts are designed by Ford Motor Company and produced to the same specifications and tolerances as the parts on the vehicle when it was manufactured. new-vehicle warranty remains intact.

New Aftermarket Collision Parts

Sometimes called "aftermarket parts" on the estimate, these parts are made by companies other than Ford Motor Company or its OEM suppliers, and may not be made of the same material or to

the same tolerances and specifications as Ford Original Collision Parts. As a result, some new aftermarket parts may not be of the same quality or have the same performance characteristics as OEM parts.

Salvage Parts

Sometimes called "salvage," "used," "LKQ" or "recycled" parts on the estimate, these parts are removed from salvage-yard vehicles. Quality concerns may exist with salvage parts because their source, condition and durability are not known. In some cases, the part could be a salvage aftermarket part.

Remanufactured/Reconditioned Collision Parts

Sometimes called "reman" or "recon" parts on the estimate, most of these collision parts are removed from salvage-yard vehicles or from scrap piles at body shops and reconditioned. As with salvage parts, quality concerns may exist with these parts because their source, condition and durability are not known. Collision parts that are commonly reconditioned are bumpers, fascias, wheels and lighting.

Ford Motor Company Position Statement

Ford Motor Company parts used to produce the vehicle are thoroughly tested during the vehicle development process. Ford vehicles are subjected to a battery of stringent internal tests as well as Federal Motor Vehicle Safety Standards (FMVSS) tests to help ensure all individual components work as a system during a crash sequence and meet or exceed the performance standards established by Ford Motor Company and the U.S. government (National Highway Traffic Safety Administration). Ford Original Equipment collision replacement parts meet our stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. Ford Motor Company strongly recommends the use of original equipment replacement parts for collision repair. Use of new aftermarket, salvage or reconditioned parts could result in both diminished value of the vehicle and increased damage in a subsequent collision. Their use may also increase the risk of injury to the occupants in the event of a subsequent crash. For more information and help in choosing the right body shop, visit Collision.ford.com.

