

Non-Original Equipment Replacement Parts Information

Whenever ** appears next to the description of a part which is to be replaced, this means:

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.



Non-Original Equipment and Recycled Parts State Farm's Promise to You

State Farm's Promise to You

State Farm® keeps the promise of "Good Neighbor" service every day as we pay individual claims. Our promise includes a commitment to your satisfaction regarding new non-original equipment manufacturer (non-OEM) and recycled parts used in the repair of your vehicle.

When a damage estimate is prepared, it may include competitively priced, readily available new non-OEM parts, recycled parts, or new parts provided by the manufacturer of your vehicle.

Satisfaction Guarantee

When you authorize repairs to your vehicle:

- Using new non-OEM or recycled parts as described on the estimate
- And we pay for those repairs
- State Farm promises that you will be satisfied with the fit, corrosion resistance qualities, and performance of those parts for as long as you own your vehicle*
- OR WE'LL SEE THAT THE PARTS ARE REPAIRED OR REPLACED TO YOUR SATISFACTION - AT NO COST TO YOU.**

** This promise of satisfaction does not apply to tires, batteries, belts, hoses, and other maintenance items subject to wear and tear. Our promise of satisfaction for powertrain/drivetrain components, and sound equipment is limited to the length of time that the original equipment manufacturer would have warranted its new replacement part, or the remainder of your automobile manufacturer's factory warranty - whichever is longer.*

*** In claims where we pay less than 100% of the cost of repair as a result of a comparative liability settlement, any additional payment will be based on the percentage of liability we accept.*

Standards

Insurance companies, manufacturers of alternative parts, and repair facilities established the Certified Automotive Parts Association (CAPA) in 1987 to set quality standards for new non-OEM parts. Estimates written by State Farm and Select Service repairers that include new non-OEM parts contain CAPA certified parts where such parts are subject to CAPA certification. All parts will be identified as to the type of part being estimated. Parts that serve to repair your vehicle in a quality manner will be included on your damage estimate.

The Choice Is Yours

The final choice as to which parts will actually be used in repairs rests with you, the vehicle owner.

If you prefer parts other than those included on the estimate, you should notify your repairer. Should the use of those other parts increase the repair cost, you will be expected to pay the difference.

Competition

Competition has led to reductions in the cost of many original equipment manufacturer (OEM) replacement parts and has caused significant improvements in their warranties. This results in higher quality at lower costs for the consumer.

Recycled Parts

Recycled parts are parts which may have been previously installed on another vehicle.

As with all recycling efforts, the use of these parts is an environmentally friendly effort to help preserve our natural resources.

New Non-OEM Parts

New non-OEM parts are manufactured by a company other than the manufacturer of the vehicle.