

# **COLLISION REPAIR INFORMATION**

## **FOR THE COLLISION REPAIR PROFESSIONAL**

TITLE: COLLISION PARTS POSITION STATEMENT

SECTION: EXTERIOR BULLETIN # 157

MODELS: ALL TOYOTA, LEXUS, and SCION

DATE: AUGUST 2007

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### **WARRANTIES**

Toyota vehicle factory warranties transfer when repairs are completed with new Toyota Genuine Parts. The use of used salvage and or imitation counterfeit parts is not covered by the Toyota transferable limited warranty on such parts and all adjoining parts and systems which are caused to fail or rust by those parts. Refer to CPS-Toyota/Scion Policy 4.17 and CPS Lexus Policy 4.15 for details on what is not covered by the new vehicle limited warranty.

### **USED SALVAGE PARTS**

Toyota Motor Sales, U.S.A, Inc. is an environmentally conscious corporate citizen. We understand the merits of recycling and promote them. Additionally, we are concerned about our customers and maintaining Toyota vehicle image, value, functional and safety systems, and transferable factory warranties. Since Toyota does not warrant used salvage parts, we want to make sure customers are aware of the consequences of having used salvage parts installed on their vehicles. At this time, we believe there are no systems or processes in place to regulate the quality of used salvage parts in the market. Therefore, we are concerned about improper use of used salvage parts, i.e., wrong application as well as the use of damaged materials.

### **SUPPLEMENTAL RESTRAINT SYSTEMS (SRS)**

Due to the critical nature of the Supplemental Restraint Systems, also known as air bags, Toyota does not support the use of any used salvage or imitation parts for repair. Only new Toyota Genuine Parts should be used in repairs.

REPRINT OF TOYOTA GENUINE PARTS POSITION STATEMENT #MDC00117-00900

**PLEASE ROUTE THIS BULLETIN TO YOUR COLLISION REPAIR CENTER  
MANAGER AND COLLISION REPAIR TECHNICIANS**

## REPLACEMENT CRASH PARTS DISCLOSURE AND AUTHORIZATION FORM

NOTICE TO TOYOTA, LEXUS, AND SCION OWNERS:

1. "Replacement Crash Parts" are the parts typically replaced during the repair of a damaged vehicle. These parts include, but are not limited to, exterior sheet metal and plastic components (such as fenders, hoods, doors, bumper systems and related structural components).
2. The types of replacement crash parts listed in your estimate/repair order # \_\_\_\_\_ (copy attached) are identified as one or more of the categories listed below in section 4.
3. Warranties for the replacement crash parts listed below are provided by the manufacturer or distributor. Warranty coverage varies. Ask your insurer or collision repair professional for specific written warranty information. Additional warranties for replacement crash parts will be provided by \_\_\_\_\_.
4. Replacement Crash Part Types:

NEW OEM (Original Equipment Manufacturer)

Parts which are made by the vehicle manufacturer or one of its licensees and distributed through its normal channels. These parts maintain the OEM Vehicle Factory Warranty for the replacement part and any other adjoining or associated OEM parts or systems.

AFTERMARKET

Parts which are made by companies other than the vehicle manufacturer or its licensees. All parts in this category are warranted by the distributor and/or manufacturer of these parts.

RECYCLED/RECYCLABLE

Used parts and assemblies which have been removed from another vehicle. All parts in this category are warranted by the salvage distributor.

REMANUFACTURED

Parts which have been returned to like-new condition by repairing, re-machining, or rebuilding. All parts in this category are warranted by the manufacturer of the part.

I understand that my vehicle will be repaired using the parts described above and I authorize the repair facility to install those parts.

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Customer Signature

Date

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