

7.2 Aftermarket Parts Sources “Standards of Performance”

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Scope

This section sets out the “Standards of Performance” for all aftermarket parts sources providing collision replacement parts for use on ICBC claims. For your information the entire agreement is reproduced below.

Expectations of the Estimator (ICBC or Express Valet Shop)

- The estimator must confirm if an APV286A is in effect.
- The original estimator will determine the customer’s expectations and policy entitlements prior to completing the CL14.
- The estimator must research the availability of aftermarket and pre-priced parts from the suppliers listed in Audatex ADXE.
- The estimator will explain to customers, which parts will be utilized in the repair of their vehicle, along with ICBC’s commitment to return their vehicle to pre-accident condition.

Expectations of ICBC

- ICBC will maintain the Audatex ADXE database of similar kind and quality (SKQ) parts which are readily available.
- The Audatex ADXE database will reflect current and accurate pricing.

Expectations of Body Shops

- The body shop must act responsibly in the use of aftermarket parts.
- The body shop will search for aftermarket parts based on the information provided by the ADXE database.
- If the ADXE listed aftermarket part source cannot provide an aftermarket part which meets the ICBC “Standards of Performance”, the part source will, at the direction of the body shop, research all other ADXE listed aftermarket parts sources and issue a “refusal number” only if there is no other part available.
- All parts requests must be properly identified by year, make, model and body style. The parts supplier may also require the equivalent Original Equipment Manufacturer (OEM) part number at the time of the initial order.
- The body shop will check all aftermarket parts to ensure they are acceptable (visual inspection, as they would OEM) before painting inners and edges.
- The body shop will make a reasonable attempt to utilize each aftermarket part before phoning the supplier with a quality or fit issue.
- Body shop requests for labour compensation must be reasonable.
- All aftermarket parts will be ordered by ICBC claim number. A copy of the original invoice showing the ICBC claim number will be attached to every repair account submitted for payment.
- The body shop will leave any Certified Automotive Parts Association (CAPA) stickers intact.
- When a body shop chooses to utilize an aftermarket parts source or an aftermarket part that does not meet these “Standards of Performance”, the body shop and aftermarket parts source will assume all responsibility for the quality of the part and workmanship.

Expectations of Aftermarket Parts Suppliers

- All aftermarket part sources will provide ICBC with a list of parts and prices as frequently as necessary, but not less than every 30 days, to ensure product and price remain current. Aftermarket parts pricing listed on the CL14 will be honoured by the listed part source for a period of 30 days from the date the estimate was written.
- Parts sources will make every effort to reduce delivery time.
- All aftermarket parts suppliers will undertake a visual inspection of their parts to ensure quality, condition, and serviceability of those parts prior to delivery.
- If an ADXE listed aftermarket part source cannot provide an aftermarket part which meets the ICBC “Standards of Performance”, the part source will, at the direction of the body shop, research all other ADXE listed aftermarket parts sources and issue a “refusal number” only if there is no other part available.

If no part is found, and the parts source issues a refusal number, the parts source will make an entry in their monthly refusal number log, the CL-14G, listing all parts sources contacted and the refusal numbers they’ve received.

Warranty

All aftermarket parts will be under warranty for as long as the original owner owns the vehicle. The aftermarket parts source will not be responsible for failure due to improper installation, accident, misuse, abuse or improper maintenance of any part.

When a failure occurs to an aftermarket part within the applicable warranty period, the aftermarket parts source will replace the part or refund the purchase price of that part, including freight and all reasonable labour charges for RE & RE and painting if required.

Similar Kind and Quality

All aftermarket parts must be of similar kind and quality (SKQ) to Original Equipment Manufacturer (OEM) in fit, form, material composition, and meet all applicable safety standards.

- All external sheet metal aftermarket parts must be CAPA certified. Bumpers, grilles and other trim parts are excluded from this requirement.
- All aftermarket lights must be SAE and/or DOT approved.

Freight

All aftermarket parts contained in the Audatex ADXE database will include freight, i.e., all freight will be prepaid within the province of British Columbia.

Environment

Suppliers will comply at all times with applicable laws, regulations or requirements of any Government Authority including without limitation, Environmental Law.

Supplier will ensure at all times that best environmental practices are used.

“**Environmental Law**” means any statutes, laws, regulations, orders, bylaws, standards, directions, policies, interpretations, rules, codes, orders, guidelines, permits or other requirements of any Government Authority, now or hereafter in force, relating in any way to the environment, human health, occupational health and safety or transportation of dangerous goods, including common law and equity and including the *Canadian Environmental Protection Act* (Canada), the *Fisheries Act* (Canada), the *Transportation of Dangerous Goods Act* (Canada), the *Environmental Management Act* (British Columbia) and all rules and regulations promulgated thereunder from time to time including the *Contaminated Sites Regulation* (British Columbia), and the *Workers Compensation Act* (British Columbia) and all rules and regulations promulgated thereunder from time to time including the *Occupational Health and Safety Regulation* (British Columbia);

“**Government Authority**” means a federal, provincial, regional, municipal or local government or subdivision thereof including an entity or person exercising executive, legislative, judicial, regulatory or administrative functions of, or pertaining to, any such government or subdivision, and a board or tribunal acting with jurisdiction over the automotive recycling industry;

Parts Quality Problems

When a quality problem with an aftermarket part is identified, the repairer must complete a CL14F, Quality Control Report for Alternative Parts, and phone the parts supplier directly. If the problem cannot be resolved over the telephone, the supplier will attend the repair shop, whenever practical, within one working day.

Availability of Aftermarket Parts

All aftermarket parts contained in the Audatex ADXE database will be readily available within two working days. If no aftermarket part is available from any listed aftermarket parts source, a “refusal number” will be issued within 24 hours.

Important Note

A refusal number, for any given part, may only be issued by a part source who is currently listed as being a source for that particular aftermarket part on the ADXE PXN Report.