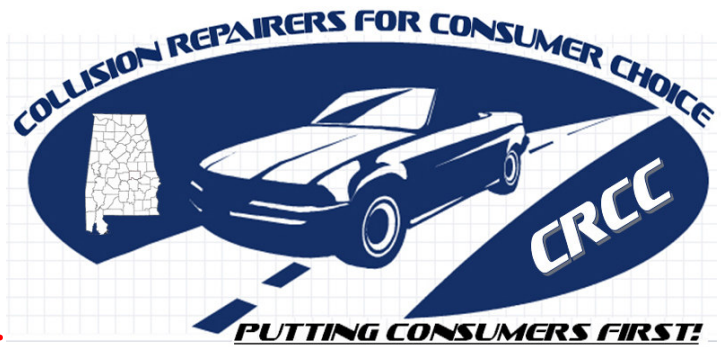


**The Collision Repairers for Consumer Choice Task Force presents to you the following important consumer information.**



**Stay involved in all aspects of your repair.**

**Asking the following questions will help protect you, your family, and your passengers.**

**Insist that the shop work for you. Insist on new original equipment replacement parts.**

**Before leaving your keys at a repair shop, ask the shop manager:**

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**Have you made any oral or written agreements with any outside entity that may alter your professional recommendations concerning the needed repairs to my vehicle?**

**Have you made any oral or written agreements to discount parts and/or labor with any outside entity for the repairs to my car? Am I entitled to that discount? Why do you offer these discounts?**

**Have you made any oral or written agreements that may cause you to withhold any important information from me concerning the repairs to my vehicle?**

**Will you provide me with a copy of the agreement with the insurance company handling my claim (if shop has agreement)? If not, why?**

**Should my vehicle be repaired using only Original Equipment Manufacturer (OEM) parts? Why or why not?**

**Are aftermarket, non-OEM, and used parts the same as the parts on my car? If not why?**

**Will you provide a written opinion concerning the use of OEM parts to repair my vehicle?**

**Will you deal exclusively with me without influence from an outside party?**

**Do you work for me or the insurance company or both? How can you satisfy my interests and those of an entity outside of my repair contract with your shop?**

**Does your shop install used or salvaged suspension parts to repair vehicles?**

**Does your shop install used air bags, seat belts or other safety equipment to repair vehicles?**

**Does your shop install any used or salvaged frame and structural parts?**

**Does your shop install any used or salvaged weld-on structural sections or body panels?**

**Will any parts or processes used in the repair of my vehicle alter or void my factory warranties?**

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**For more information, please contact the Collision Repairers for Consumer Choice Task Force at [crccal@bellsouth.net](mailto:crccal@bellsouth.net).**

**Contacts:**

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