

Write it Right Committee

December 3, 2003 Orlando, Florida

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Commonly
Used
Terms in a
Collision
Repair
Estimate.

OEM Parts (Original Equipment Manufacturer

A new replacement part or accessory manufactured Produced for or by the original vehicle manufacturer.

Aftermarket Parts/Non OEM Parts— A new replacement part or accessory <u>not produced for or by the original vehicle manufacturer</u>

Used Parts— Part (s) previously installed on a vehicle from the same manufacturer.

Supplement (s)- Any change in the price or method of repair from the original damage estimate

Color Sand & Polish— Process of removing minor blemishes from the refinished area.



Section— Partial replacement of a welded or bonded part on the vehicle.

Betterment— Difference between the dollar value of a new part and the part being replaced (i.e. tires and batteries)

Repair Authorization— Written or verbal permission from the customer to repair the damaged area of the vehicle as itemized on the visible/comprehensive damage estimate.

Tear Down Authorization— Written or verbal permission from the customer to disassemble the damaged area for the purpose of creating a comprehensive damage estimate.

Blend— Application of paint / refinish into undamaged adjacent panel (s).

Clean for Delivery— Process of removing accident and/or repair related residue and debris.

Paint and Materials— Sprayable liquids and other products used in the repair and refinishing process.

Sublet Repair— Any repairs or service performed by other than the collision repair facility.

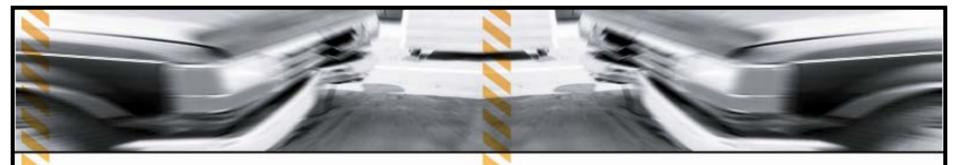


PDR (Paintless Dent Repair)— Repairing minor dents using specialized tools without refinishing. Commonly Used Terms In a Collision Repair Estimate Guide 2004

Commonly Used Terms in a Collision Repair Estimate



Collision Industry Conference



OEM (Original Equipment Manufacturer)

A new replacement part or accessory produced for or by the original vehicle manufacturer.

A/M (Aftermarket)

A new replacement part or accessory not produced for or by the original vehicle manufacturer.

Used/Recy/LKQ

Parts previously installed on a vehicle from the same manufacturer.

Supplement

Any change in the price or method of repair from the original damage estimate.

Color Sand & Polish

Process of removing minor blemishes from the refinished area.

Section

Partial replacement of a welded or bonded part on the vehicle.

Betterment

Difference between the dollar value of a new part and the part being replaced. (i.e. tires and batteries)

Repair Authorization

Written or verbal permission from the customer to repair the damaged vehicle as itemized on the visible/comprehensive damage estimate.

Tear Down Authorization

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Blend

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PDR (Paintless Dent Repair)

Repairing minor dents using specialized tools without refinishing.