

# Volkswagen Collision Repair Standards Position Statement

## Replacement Parts Disclosure and Customer Authorization Form

We're dedicated to providing you with the best service by properly repairing your car to Volkswagen standards and your satisfaction. Before we start repairing your car, we want to make sure you're informed about the different types of repair parts and how these could impact the performance and warranties of your vehicle.

**Collision Repair Replacement Parts** are the parts used to repair a collision-damaged vehicle. These include, but are not limited to, exterior sheet metal (e.g., fenders, quarter panels, hoods), exterior plastic components (e.g., bumpers, taillights, mirrors), and interior components (e.g., airbags, dashboard, seating). **The following list provides a short explanation of the different categories and indicates which type of Collision Repair Replacement Parts will be used to repair your vehicle.**

- New Original Equipment Manufacturer (OEM) Parts are replacement body, mechanical, or electrical parts manufactured by the original manufacturer of the subject vehicle or a licensed, approved subcontractor of the original manufacturer.
- Aftermarket Parts are replacement body, mechanical, or electrical parts not manufactured by the original manufacturer or an approved subcontractor of the original manufacturer of the subject vehicle.
- Remanufactured Parts are used parts that have been removed from another vehicle and were then repaired, re-machined, and/or rebuilt for resale.
- Genuine Volkswagen Parts are identical to the originals and help preserve the quality and value of your vehicle. These also maintain the Volkswagen New Vehicle Limited Warranty and Volkswagen's limited warranty on the replacement part and any adjoining or related Volkswagen Part.
- Salvage Parts, commonly referred to as "like kind and quality" (LKQ) by insurance companies, are used body, mechanical, or electrical parts manufactured by an OEM or aftermarket manufacturer that have been salvaged from a used vehicle damaged beyond repair; these salvage parts are then reconditioned for resale.

**Note:** Aftermarket, salvage, and remanufactured parts often do NOT meet OEM approval for fit, finish, corrosion protection, construction, and safety; these parts may depreciate the value of your vehicle and/or put the vehicle occupants and other drivers at risk. Non-Genuine Volkswagen Parts that will alter the vehicle performance specifications from those set by Volkswagen and failures resulting from the use of used parts or parts not approved by Volkswagen are not covered under the Volkswagen New Vehicle Limited Warranty.

**I hereby agree that the part(s) specified in the above-mentioned estimate/repair order will be used in repairing my vehicle, and I authorize the repair center to install those parts.**

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Customer signature

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Date

