

# BEST PRACTICES FOR COLLISION REPAIR

FACTS YOU NEED TO KNOW



**INFINITI.**

[service.infiniti.ca/en/collision-repairs](https://service.infiniti.ca/en/collision-repairs)

# 1 DON'T WAIT UNTIL IT'S TOO LATE

Although we hope you never experience vehicle damage, accidents do happen. Being prepared ahead of time can help minimize the aggravation that can accompany auto collision repairs.

## BE PREPARED

INFINITI has developed this brochure to help you navigate the collision repair process with your insurance company and the collision centre. It also will show you the important benefits of having your vehicle repaired with new Genuine INFINITI Parts. These parts help preserve the function of the vehicle's safety systems as a whole, as well as the overall appearance, helping to maintain your vehicle's value.

In addition, there are factors to consider when purchasing insurance that will help make the repair process less of a hassle. Let's hope this is information you will never need. However, the time to think about it is before an accident – when you purchase your insurance policy. After an accident, it will be too late.

# 2 COLLISION REPAIR RELATIONSHIPS

**Q:** WHAT ARE THE THREE PRIMARY RELATIONSHIPS INVOLVED IN COLLISION REPAIR?

**A:**

- You and the collision centre
- You and the insurance company
- The collision centre and the insurance company

**Q:** WHY ARE THESE RELATIONSHIPS IMPORTANT?

**A:** Understanding each of these relationships aids you in making decisions that help protect:

- You and your family
- The performance of your vehicle's safety systems in the event of a future collision
- The potential resale value of your vehicle

In those three relationships, YOU are the most important person. YOU have rights you should understand before you purchase your vehicle and drive it for the first time.

# 3 SELECT THE RIGHT INSURANCE POLICY

Choosing the right insurance company and policy can help make all the difference when it's time for repairs. Making a quick decision when choosing a policy can cause major headaches later.

**Q:** WHY SHOULDN'T I JUST SHOP AROUND AND BUY THE LEAST EXPENSIVE POLICY?

**A:** If you have an accident, you will likely get what you pay for when it comes to your insurance policy. Many people begin their auto insurance policy search thinking they will never have an accident and, therefore, are looking for the least expensive policy they can buy. The least expensive policy, however, could result in a less satisfactory claims experience.

**Q:** IF I'M IN AN ACCIDENT, ISN'T MY INFINITI VEHICLE AUTOMATICALLY REPAIRED WITH PARTS FROM INFINITI?

**A:** Not necessarily. When a new INFINITI vehicle is built, all the components are Genuine Original Equipment parts. INFINITI has invested millions of dollars in the research, development and engineering of those parts. They are extensively tested as an entire vehicle system to help ensure they deliver the intended level of safety and performance. Unfortunately, nearly all auto insurance policies allow for the use of alternatives.

**Q:** HOW CAN I ENSURE THAT REPAIRS ARE MADE WITH INFINITI PARTS?

**A:** Before you buy insurance, read the policy and know what coverage you are purchasing. Ask your insurance representative about parts and other restrictions prior to purchase. That way you will pay for the protection you want at the price you're willing to pay.

When you purchased your new INFINITI vehicle, you bought an original. You can help keep it original by ensuring that your insurance company uses new Genuine INFINITI Parts.

# 4 SELECT THE RIGHT COLLISION CENTRE

OK, so the unthinkable has happened and your vehicle is involved in a collision. Now the collision repair process begins.

**Q:** WHO IS THE FIRST PERSON YOU SHOULD CALL IF YOU ARE IN AN ACCIDENT AND NEED TO REPAIR YOUR VEHICLE?

- Your INFINITI retailer?
- Your insurance company?
- Local collision centre?
- Your friends and family?

**A:** Our advice is to talk to ALL of them before you select a collision repair facility. When doing this, carefully consider the benefits of each:

**YOUR INFINITI RETAILER** – They were the original source for your vehicle and are a trusted source for maintenance and repairs, so they are a good place to start. Ask if they manage or can direct you to a nearby collision centre that is a member of the INFINITI Certified Collision Repair Network. The INFINITI Certified Collision Repair Network has been developed as a dynamic competitive program to recognize and distinguish retailer-owned and independently owned and operated body shops that meet or exceed standards for repair work, training, equipment and delivery of customer service.

**YOUR INSURANCE COMPANY** – If filing a claim, your insurance company will need to be called to begin the claims process. They may recommend a shop in your area that THEY have a relationship with.

**LOCAL COLLISION CENTRES** – Check out several. Consider how they handle your inquiry over the phone. Ask them about their facilities, equipment and capabilities. Ask them what part types they use and about shop and technician certifications.

**YOUR FAMILY AND FRIENDS** – Word of mouth could be one of your best sources for finding a reputable collision centre. Sometimes the best advice you can get is from a family member or friend who has gone through the process.

**Q:** I'VE HEARD ABOUT INSURANCE COMPANIES HAVING THEIR OWN DIRECT REPAIR SHOPS. ARE THEY A GOOD CHOICE?

**A:** If your insurer directs you to one of its direct repair facilities, this may be a good choice, but you should check it out prior to taking your vehicle there for repairs. If you are not comfortable with your insurance company's recommendation, you still have the right to go to another collision centre of your choice.

Ultimately, any collision centre you select is repairing YOUR vehicle for YOU. You have the right to select the body shop and choose the parts used to repair your vehicle. Your insurance company pays the bill on which

you and the collision centre have agreed, although you may have to pay any price difference if your insurance policy allows for low-cost alternative parts.

But all this should be decided and agreed to before repairs begin, not after the vehicle is returned to you.



## 5 SELECT THE RIGHT PARTS

The right parts are critical to your vehicle's long-term performance and your peace of mind.

**Q:** WHY IS IT SO IMPORTANT TO HAVE MY VEHICLE REPAIRED WITH NEW GENUINE INFINITI PARTS?

**A:** Today's vehicles use more advanced high-strength steels, exotic metals and composite materials than ever before. INFINITI vehicles also include highly advanced crash avoidance and safety system technologies. It is critical for these systems to be repaired with parts that are engineered to deliver the intended level of form, function, performance and safety our engineers originally specified.

The only way to be certain you are getting original equipment performance is to use new Genuine INFINITI Parts. Unfortunately, many customers tell us they are not aware that anything other than new Genuine INFINITI Parts would be used to repair their vehicle after an accident.

**Q:** DO I HAVE THE RIGHT TO CHOOSE WHICH PARTS ARE USED IN MY REPAIRS?

**A:** Absolutely. A reputable collision centre will discuss with you in detail the part types specified to repair your vehicle before it starts repairs. This is required by law in many provinces. You always have the right to choose the type of parts to repair your vehicle, but your insurance company may make you pay the price difference if your policy allows for the use of low-cost alternatives.



**Q:** HOW CAN I TELL WHAT TYPES OF PARTS ARE BEING SPECIFIED FOR MY REPAIRS?

**A:** Have the collision centre or insurer explain any acronym or comment on the repair estimate you don't understand before you sign the repair authorization. These are the different types of parts you may encounter:

### NEW GENUINE INFINITI PARTS

Sometimes called "OEM Part" on the estimate, these parts are designed by INFINITI and are produced to the same specifications and tolerances as the parts used on the vehicle when it was manufactured. They all meet stringent requirements for fit, finish, structural integrity and corrosion protection, as well as meeting Canada Motor Vehicle Safety Standards (CMVSS), which are a higher level of testing that aftermarket suppliers are not required to meet.

When INFINITI designs and builds a new vehicle, each part works together to form systems that are rigorously tested to meet strict INFINITI and government standards. When a non-genuine part is introduced, the characteristics of the overall system can be altered, potentially affecting the safety, drivability or appearance of the vehicle.

### NEW AFTERMARKET COLLISION PARTS

Sometimes called "Aftermarket Part" on the estimate, these copies are made by companies other than INFINITI or its OEM suppliers and may not be made of the same material or to the same tolerances and specifications as new Genuine INFINITI Parts. As a result, some new aftermarket crash parts may not be of the same quality or have the same performance characteristics as OEM parts.



NEW GENUINE INFINITI PARTS HELP RETURN YOUR VEHICLE TO PRE-ACCIDENT CONDITION.

## 5 SELECT THE RIGHT PARTS, CONTINUED

### SALVAGE PARTS

Sometimes called "Salvage," "Used," "LKQ," or "Recycled" parts on the estimate, these parts are removed from salvage yard vehicles. Quality concerns may exist with salvaged parts because the source, condition and durability of the parts are not known. In some cases, the part could be a salvaged aftermarket part.

### REMANUFACTURED/

### RECONDITIONED COLLISION PARTS

Sometimes called "Reman" or "Recon" parts on the estimate, most of these collision parts are removed from salvage yard vehicles or from the scrap heap out behind body shops and are reconditioned. Like salvage parts, quality concerns may exist with these parts because the source, condition and durability of the parts are not known. Collision parts that are commonly reconditioned are bumpers, fascias, wheels and lighting.

## 6 IT'S ALL ABOUT VALUE

Carefully consider the use of new Genuine INFINITI Parts for collision repair.

### Q: WHY?

**A:** You receive many benefits when you use new Genuine INFINITI Parts:

#### BETTER REPAIR APPEARANCE

New Genuine INFINITI Parts provide a precise fit because they are produced to the same specifications as the new vehicle. This helps to ensure that body lines, contours and gaps are the same as when your vehicle was originally manufactured.

#### FASTER REPAIR TIME

The use of new aftermarket, salvage or reconditioned parts may take more time to install and may require modifications to achieve an acceptable fit, which may ultimately increase order and repair times. Also, new Genuine INFINITI Parts are readily available at every INFINITI retailer.

#### IMPROVED STRUCTURAL INTEGRITY

Many parts play an integral role in your vehicle's overall structural integrity and the function of its safety systems. When new Genuine INFINITI Parts are installed using factory-recommended materials and procedures, they are specifically engineered to deliver the same structural performance characteristics as the original parts.



## 6 IT'S ALL ABOUT VALUE, CONTINUED

#### HELPS MAINTAIN VEHICLE RESALE VALUE

The use of new aftermarket, salvage or reconditioned parts may decrease resale value because of potential poor quality, fit, finish and appearance. Using new Genuine INFINITI Parts for repairs is one way to help keep your vehicle looking like new, which may help to maintain its value and may be required if you're leasing your vehicle.

#### ORIGINAL MANUFACTURER'S LIMITED WARRANTY

New Genuine INFINITI Parts are the only replacement parts warranted by INFINITI. Damage to your vehicle or its parts caused by the failure of new aftermarket, salvage or reconditioned parts may not be covered by your INFINITI new-vehicle warranty.



## 7 KNOW YOUR RIGHTS

Peace of mind comes from educating yourself and knowing your rights on collision repair before an accident happens. When it comes to selecting the right parts for your vehicle, the only way to truly know what you are getting is to use new Genuine INFINITI Parts.

### CONTACT:

#### YOUR INSURANCE COMPANY REPRESENTATIVE

- Find out exactly what your policy covers, now, before you need it
- Find out what is covered if your vehicle is damaged and needs repairs
- Find out if your policy allows choices when it comes time to choose parts to repair your vehicle

#### YOUR PROVINCIAL INSURANCE REGULATOR

- Check the laws and regulations that govern insurance policies
- Check the laws and regulations that govern collision centres
- Know your rights as a consumer when it comes time to repair your vehicle

## ORIGINAL EQUIPMENT PARTS POSITION STATEMENT

INFINITI parts used to produce the vehicle are thoroughly tested during the vehicle development process. INFINITI vehicles are subjected to a battery of stringent internal tests as well as Canada Motor Vehicle Safety Standards (CMVSS) tests to help ensure all individual components work as a system during a crash sequence and meet or exceed our internal performance standards and the standards of the Government of Canada (Transport Canada).

New Genuine INFINITI Parts meet our stringent requirements for fit, finish, structural integrity and corrosion protection. INFINITI strongly recommends the use of new Genuine INFINITI Parts for collision repair. Use of new aftermarket, salvage or reconditioned parts could result in diminished value of the vehicle and increased damage in a subsequent collision. Further, these types of parts are not warranted by INFINITI, and any damage caused by their use is excluded from INFINITI's warranty coverage.

For more information, please visit:  
[service.infiniti.ca/en/collision-repairs](http://service.infiniti.ca/en/collision-repairs)

### CERTIFIED COLLISION REPAIR NETWORK

INFINITI

### CHOOSE THE INFINITI CERTIFIED COLLISION REPAIR NETWORK

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**Always wear your seat belt, and please don't drink and drive.**

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