

# A CRASH COURSE ON COLLISION REPAIR RIGHTS.

AFTER A COLLISION, IT PAYS TO INSIST ON HYUNDAI GENUINE PARTS.



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

It's an unfortunate fact of life: accidents do happen. But being prepared ahead of time can help minimize the aggravation that can accompany auto collision repairs and help ensure superior collision repair work.

### Think Smart. Think Ahead.

Hyundai has developed this FAQ document to help guide you through the collision repair process with your insurance company and the collision repair center. It also details the important benefits that come with having your vehicle repaired with Hyundai Genuine Parts. These parts help preserve the function of the vehicle's safety systems as a whole, as well as the overall appearance, while also helping to protect your vehicle's value.

Hopefully, you and your family will never be involved in an accident. However, the time to think about it is before an accident—when you purchase your insurance policy. After an accident, it can often be too late.

## 2. UNDERSTAND COLLISION REPAIR RELATIONSHIPS:

Knowing where you stand with the collision repair center and the insurance company is crucial to ensuring that your Hyundai is fully restored to pre-collision condition.

**Q: What are the three primary relationships involved in collision repair?**

- A:**
- You and the collision repair center
  - You and the insurance company
  - The collision repair center and the insurance company

After an accident, always insist on Hyundai Genuine Parts for your repairs. To learn more, visit: [www.HyundaiUSA.com/ConsumerAwareness](http://www.HyundaiUSA.com/ConsumerAwareness)

**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 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.

**Q: Why do I need to understand the collision repair process?**

**A:** The collision repair process really starts with purchasing the right insurance policy to protect you, your family, and your vehicle. Therefore, before you can understand what insurance best fits your needs, you should educate yourself about the collision repair process. The least expensive policy, however, could result in a less satisfactory claims experience.

Hyundai has invested millions of dollars in the research, development and engineering of those parts. They are extensively tested as an entire vehicle system to deliver the intended level of safety and performance.

### 3. SELECT THE RIGHT INSURANCE POLICY:

Being proactive about your insurance policy, and company, can help prevent headaches and more "damage" to your vehicle and its value after a collision.

**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 a collision, isn't my Hyundai vehicle automatically repaired with parts from Hyundai?**

**A:** Not necessarily. When a new Hyundai vehicle is built, all the components are Hyundai Original Equipment Parts. Hyundai has invested millions of dollars in the research, development and engineering of those parts. They are extensively tested as an entire vehicle system to 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 Hyundai Genuine 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 Hyundai vehicle, you bought an original. You can help keep it original by ensuring that your insurance company uses Hyundai Genuine Parts for the collision repairs it authorizes on your vehicle.

### 4. SELECT THE RIGHT COLLISION REPAIR CENTER:

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 I should call if I am in a collision and need to repair my vehicle? My dealership? My insurance company? Local collision repair center? My friends and family?**

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

**Your dealership**—They were the original source for your vehicle and are your trusted source for maintenance and repairs, so they are a good place to start. Ask if your Hyundai dealership has a collision repair center. If not, they can still direct you to a collision repair center in the area that's a certified Hyundai Recognized Collision Repair Center. All Hyundai Recognized Collision Repair Centers meet or exceed Hyundai Motor America's stringent standards for quality repair work, training, equipment, tools and 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 center in your area that THEY have a relationship with.

**Local collision repair center**—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 their center and technician certifications.

**Your family and friends**—Word of mouth could be one of your best sources for finding a reputable collision repair center. 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 centers. Is that a good choice?**

**A:** If your insurer directs you to one of its direct repair centers 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 repair center of your choice.

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

Insisting on Hyundai Genuine Parts is critical to your vehicle's structural integrity, long-term performance, safety, and value. Not to mention your peace of mind.

### **Q: Why is it so important to have my vehicle repaired with Hyundai Genuine Parts?**

**A:** Today's vehicles use more advanced high-strength steels, exotic metals and composite materials than ever before. Hyundai vehicles also include highly advanced crash avoidance and safety system technologies. It is critical for these systems to be repaired with parts that will 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 Hyundai Genuine Parts. Unfortunately, many customers tell us they are not aware that anything other than Hyundai Genuine Parts would be used to repair their vehicle after a collision.

### **Q: Do I have the right to choose which parts are used in my repairs?**

**A:** Absolutely. A reputable repair center 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 states. 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 repair center or insurer explain any acronym or comment on the repair estimate you don't understand,

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before you sign the repair authorization. These are the different types of parts you may encounter:

**Hyundai Genuine Parts**—Sometimes called "OEM Part" on the estimate, these are parts designed by Hyundai and produced to the same specifications and tolerances as the parts used on the vehicle when it was manufactured. They all meet Hyundai's stringent internal requirements for fit, finish, quality, and also meet Federal Motor Vehicle Standards (FMVSS).

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

**New Aftermarket Collision Parts**—Sometimes called "Aftermarket Part" on the estimate, these copies are made by companies other than Hyundai or its OEM suppliers, and may not be made of the same material or to the same tolerances and specifications as Hyundai Genuine 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.

**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 even 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 collision repair center and 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.

Making sure that you know the difference in part types and approve of the parts being specified for your vehicle—before the repairs begin—can help lead to a more satisfying repair experience.

## 6. PROTECT YOUR HYUNDAI'S VALUE:

Carefully consider the many advantages of insisting on Hyundai Genuine Parts for any collision repair work you may need to have done.

### **Q: Why?**

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

**Better Repair Appearance**—Hyundai Genuine Parts provide a precise fit because they are produced to the same specifications as the new vehicle. This ensures 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.

**Improved Structural Integrity**—Many parts play an integral role in your vehicle's overall structural integrity and the function of its safety systems. When Hyundai Genuine Parts are installed using factory recommended materials and procedures, they deliver the same structural performance characteristics as the original parts.

**Maintains 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 Hyundai Genuine 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 Warranties**—Hyundai Genuine Parts are the only service replacement parts warranted by Hyundai. Damage to your vehicle or its parts caused by the failure of new aftermarket, salvage or reconditioned parts may not be covered by your Hyundai New Vehicle Limited Warranties.

For more information, please visit  
[www.HyundaiUSA.com/ConsumerAwareness](http://www.HyundaiUSA.com/ConsumerAwareness)

## HYUNDAI MOTOR AMERICA POSITION STATEMENT.

Hyundai vehicles, along with Hyundai Genuine Parts, are designed and manufactured to meet Hyundai's exacting engineering specifications and to help protect vehicle occupants in collisions. Hyundai Genuine Parts, including all elements of Hyundai's occupant restraint system, are installed on Hyundai vehicles when they are tested to ensure they meet the U.S. government's collision safety and crash protection standards. Hyundai Genuine Parts help to ensure occupant protection and vehicle integrity.

Use of counterfeit, gray market, aftermarket, imitation, recycled collision parts or any alternative or other non-original equipment parts for the repair of any collision damaged vehicle may negatively affect vehicle crashworthiness and occupant safety during a collision and is not recommended by Hyundai.

Additionally, Hyundai does not recommend the use or re-use of components removed or recycled from an existing collision-damaged vehicle. It may be difficult to tell if recycled parts are non-original equipment parts, or if the parts have been damaged as a result of prior collision or exposure to the elements.

In addition to increasing Brand Protection awareness, Hyundai has increased Brand Protection efforts through an existing partnership with Mobis Parts America in order to safeguard our customers and protect the integrity of Hyundai's parts.

A dealer should only sell Hyundai approved original equipment parts in order to protect our customers' safety and the Hyundai brand.

## 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 Hyundai Genuine 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

### Contact your State Insurance Commissioner:

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