



FREQUENTLY ASKED QUESTIONS

Auto Body Replacement Crash Parts

Whether your car has had a minor scrape or a major collision, auto body repairs can be expensive. The decisions you make about the type of part installed on your vehicle can affect your satisfaction with the repair and your pocketbook. Before repairing your vehicle, here are some things you should consider.

Aren't all parts the same?

No, they are not. There are two types of parts in the marketplace: Original Equipment Manufacturer (OEM) and Non-Original Equipment Manufacturer (aftermarket).

What is an OEM part?

OEM parts are products or components that are purchased by a company and retailed under the purchasing company's brand name. OEM refers to the company that originally manufactured the product.

What is an aftermarket part?

Aftermarket parts are products or components used for replacement, collision, appearance and performance under a brand name other than the original equipment manufacturer. The aftermarket parts marketplace offers a wide variety of products of varying quality and price points for nearly all vehicle makes and models.

If I file a claim with an insurer, what protections do I have if the shop uses aftermarket parts?

If an insurer directs an auto body shop to install aftermarket parts on your vehicle, the California Insurance Code states that those parts be at least equal to the OEM parts in terms of kind, quality, safety, fit, and performance and are warranted as such by the insurance company.

How do I know if an aftermarket part has been installed on my vehicle?

State law requires all parts installed on a vehicle be identified in a manner so consumers clearly know what they are purchasing. All parts used in the repair of a vehicle must be identified as new, used, reconditioned, rebuilt, OEM, or aftermarket.

What rights do I have in terms of my insurer as it relates to auto body repairs?

The California Department of Insurance is responsible for regulating the insurance industry. If you have any concerns regarding how an auto insurance claim is being handled, you should contact the Department of Insurance at 800.927.HELP or 213.897.8921. They have also published the Auto Body Repair Consumer Bill of Rights [<click here>](#) and a notice on aftermarket crash parts [<click here>](#). For additional information, you can visit them online at www.insurance.ca.gov.

Do I have any other protections?

BAR regulates the automotive repair marketplace, including auto body shops. If you would like to file a complaint against an auto body repair shop concerning the work performed on your vehicle, you can do so online at www.autorepair.ca.gov. You can also contact the Department of Consumer Affairs at 800.952.5210 to obtain a complaint form.

What if I have concerns about the auto body repairs performed on my vehicle?

If you have concerns about the auto body repairs performed on your vehicle, BAR may be able to help. BAR administers the Auto Body Inspection Program. Under this program, a representative from BAR will inspect your vehicle and determine whether the repairs were performed to industry standards and reflect what is included on the invoice. If, in the course of inspecting the vehicle the BAR representative identifies issues with the quality of the repairs, you can choose to file a complaint with BAR. This service is free to the public. To schedule an appointment, call 866.799.3811.

If I have additional questions, who can I call?

For additional information about auto body replacement crash parts, please contact the Department of Consumer Affairs at 800.952.5210 or a local BAR field office.