



Bureau of Automotive Repair

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www.autorepair.ca.gov

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Dear Licensee:

If you are an auto body repair business and you install Non-Original Equipment Manufacturer (aftermarket) parts, here are some things to keep in mind:

- Existing law states that all parts must be identified on the estimate and the invoice in a manner so consumers clearly know what they are purchasing. Section 9884.9(c) of the Business and Professions Code and section 3353(b) of the California Code of Regulations state that all parts used in the repair of a vehicle must be identified as new, used, reconditioned, rebuilt, and as either OEM or aftermarket.
- If you install an aftermarket crash parts at the direction of an insurance company, California Code of Regulations Title 10 Chapter 5 Section 2695.8(g) of the Insurance Code states that those parts must 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.
- All OEM or aftermarket parts supplied by the body shop must have a permanent, non-removable identification affixed to them that identifies the manufacturer of that part.

The Bureau recognizes that consumer education is key to maintaining a healthy marketplace. To help consumers, BAR has created a Frequently Asked Questions on auto body replacement crash parts. It can be found at www.autorepair.ca.gov. We encourage you to share this information with others.

If you have any questions concerning aftermarket parts, please contact your local BAR field office.

Sincerely,

A handwritten signature in blue ink that reads 'Sherry Mehl'.

Sherry Mehl, Chief
Bureau of Automotive Repair