

## Parts Guidelines

If a part can be repaired successfully and a repair is the most appropriate method, repairs will be authorised.  
If replacement is the most appropriate method the following business rules apply.

Part Type	Guidelines
<b>New OEM Parts</b>	We authorise New OEM Parts within the first 3 years of vehicle compliance date (when available)
<b>Exceptions for new OEM parts</b>	<ul style="list-style-type: none"> <li>• Windscreen/Glass</li> <li>• Radiator, air core and air conditioning components</li> <li>• Used OEM door and tailgate assemblies only - when the most appropriate method</li> <li>• Sundry items</li> <li>• When New or Used OEM parts are unavailable and Non-Genuine/Aftermarket parts (non-safety related) are required to repair vehicle</li> </ul>
<b>Used OEM</b>	After first 3 years of vehicle compliance date
<b>Bumper Bars</b>	<ul style="list-style-type: none"> <li>• New OEM</li> <li>• Exchange or Used OEM after first 3 years from vehicle compliance date</li> </ul>
<b>Headlamp/ Tail lamps</b>	<ul style="list-style-type: none"> <li>• Repair (using OEM parts only)</li> <li>* Refer to IAG Technical Publications for approved repair methods</li> <li>• New OEM</li> <li>• Used OEM or Exchange after first 3 years from vehicle compliance date</li> </ul> <p><i>Note: Important to ensure headlamps comply to Australian Manufacturers Specifications</i></p>
<b>Exchange</b>	<ul style="list-style-type: none"> <li>• After first 3 years of vehicle compliance date.</li> <li>• Exchange to be repaired using new OEM parts only, e.g. Headlamps, Steering Racks. Must be tested and guaranteed by recognised supplier.</li> </ul>
<b>Non-Genuine/ Aftermarket</b>	<ul style="list-style-type: none"> <li>• Non-genuine/aftermarket parts are not acceptable</li> <li>• Used OEM parts cannot be substituted with Non-Genuine/Aftermarket parts</li> <li>• See exceptions (windscreen, glass, radiators, air cores and components, sundries, availability)</li> </ul>
<b>Airbags</b>	<ul style="list-style-type: none"> <li>• New OEM</li> </ul>
<b>Wheels</b>	<ul style="list-style-type: none"> <li>• New OEM</li> </ul> <p>If damaged wheel is not OEM, replace with same or similar item of equal specifications (like for like replacement)</p> <ul style="list-style-type: none"> <li>• Repair Steel * Refer to IAG Technical Publications for approved repair methods</li> <li>• Minor Repair Alloy * Refer to IAG Technical Publications for approved repair methods</li> </ul> <p><i>Note: Important to ensure wheels comply with regulations</i> <i>Used wheels are not acceptable</i></p>
<b>Sectional Repairs</b>	<ul style="list-style-type: none"> <li>• No 'cut and shut' repair methods ie, complete front or rear sections</li> </ul>
<b>Vehicle Accessories</b>	<ul style="list-style-type: none"> <li>• New OEM</li> </ul> <p>or</p> <p>Replace with same or similar item of equal specifications (like for like replacement)</p> <p><i>Note: Used towbars or repairs to towbars are not acceptable (except for paint work)</i></p>
<b>Fuel Tank</b>	<ul style="list-style-type: none"> <li>• New OEM</li> </ul>
<b>LPG System</b>	Supply, installation and repairs to be carried out by an authorised and/or licensed LPG agent
<b>Tyres</b>	<ul style="list-style-type: none"> <li>• New only</li> <li>• No retread, repaired or used tyres</li> </ul> <p>Replace with same or similar item of equal specifications to damaged part (like for like replacement)</p>
<b>Seatbelts</b>	New OEM only (* replace as per IAG Technical Publication)
<b>Mechanical</b>	<ul style="list-style-type: none"> <li>• Repair (using OEM parts only)</li> <li>• New OEM</li> <li>• No Used mechanical parts</li> <li>• See Exchange (must be tested and guaranteed by recognised supplier)</li> </ul> <p>(refer to sundries for exemptions)</p>

## Definitions

Part Type	Definition
<b>New OEM</b>	<ul style="list-style-type: none"> <li>• OEM means original equipment manufacturer.</li> <li>• OEM parts are supplied to or made by a vehicle manufacturer to make a vehicle</li> <li>• OEM parts supplied by the vehicle manufacturer, its dealers or suppliers that carry correct manufacturer's branding and/or part number.</li> </ul>
<b>Exceptions for NEW OEM parts</b>	<ul style="list-style-type: none"> <li>• It is common industry practice and accepted by the motor trade to supply parts listed as 'Exceptions' through alternate suppliers.</li> <li>• All exempt items must meet OEM specifications.</li> </ul>
<b>Used OEM</b>	<ul style="list-style-type: none"> <li>• Used OEM parts are also known as recycled parts or reusable parts.</li> <li>• These parts taken typically from total loss or de-registered vehicles, so they are also OEM parts (assuming the total loss vehicle was not previously repaired with non-OEM parts). Commercial recyclers/dismantlers acquire these parts/vehicles for on-sale.</li> <li>• Used OEM parts, are Genuine parts whether new or recycled.</li> </ul>
<b>Exchange</b>	<ul style="list-style-type: none"> <li>• Exchange parts are also known as Reconditioned or Remanufactured parts.</li> <li>• An Exchange part has been repaired or has had new parts fitted by an OEM or independent supplier to make it functional again.</li> <li>• Recognised supplier must demonstrate documented quality and proven history to local operations.</li> </ul>
<b>Headlamps/ Tail lamps</b>	<ul style="list-style-type: none"> <li>• Some imported headlamps are not acceptable as they do not comply with Australian OEM standards and OEM specifications.</li> <li>• All headlamps must comply to Australian OEM standards.</li> <li>• <i>* Refer to IAG Technical Publications for approved repair methods</i></li> </ul>
<b>Non-Genuine/ Aftermarket</b>	<ul style="list-style-type: none"> <li>• Non-Genuine parts or Aftermarket parts are non-OEM parts.</li> <li>• They are copies of OEM/Genuine parts.</li> <li>• 'Non-Genuine' parts are not manufactured by a supplier to the original manufacturer of the vehicle.</li> </ul>
<b>Sectional Repairs</b>	<ul style="list-style-type: none"> <li>• A sectional repair is a method of repairing a damaged structural component of a motor vehicle that involves cutting out the damaged element and replacing it with an undamaged section from a new or used donor assembly. Sections which are acceptable are those such as the radiator support panel, centre pillar/sill section assembly, rear quarter panel/rear panel section etc</li> <li>• Body repair procedures set out by the relevant vehicle manufacturers, including following factory weld patterns and applying structural body foams where required must be adhered to.</li> <li>• Do not authorise or accept the 'Cut and Shut' repair method i.e. where the complete front or rear section is replaced by joining the vehicle through the passenger compartment.</li> </ul>
<b>Accessories</b>	<ul style="list-style-type: none"> <li>• For the purpose of these guidelines accessories are such things as, but not limited to: Bull bar, towbar, roof rack, side steps, stereo, alloy wheels.</li> </ul>
<b>Age of vehicle</b>	<ul style="list-style-type: none"> <li>• Vehicles generally carry a build plate (or label), plus an Australian Design Rules Compliance plate (or label). On imported vehicles, these plates (or labels) normally carry different dates.</li> <li>• On vehicles made in Australia, these plates (or labels) normally carry a common date.</li> <li>• Vehicle age is defined by the date of manufacture, not the date of compliance. The date of manufacture is the month and year in which the body and powertrain were conjoined.</li> <li>• For vehicles imported from overseas, the date of compliance may be many months or even a couple of years after the date of manufacture.</li> </ul>
<b>Sundry Items</b>	<ul style="list-style-type: none"> <li>• Sundry items must meet OEM specifications</li> </ul> <p>Sundry items include such things as, but not limited to:</p> <ul style="list-style-type: none"> <li>• Battery</li> <li>• Tyres</li> <li>• Clips, screws and fasteners</li> <li>• Fluids and Oils</li> <li>• Globes</li> <li>• Mechanical bolt on items i.e. hoses, belts, alternator, water pump.</li> </ul>