



Collision Position Statement

November 22, 2021

USE OF NON-OEM PARTS ON FORD MOTOR COMPANY VEHICLES

Ford Motor Company vehicles are designed and built to provide optimum fit, function, safety and structural integrity. Ford Motor Company does not approve the use of third-party replacement parts. The quality, performance and safety of these parts cannot be verified and may result in substandard repairs that can inhibit proper vehicle function and cause Diagnostic Trouble Codes (DTCs). Only by purchasing Ford Original Equipment Collision Replacement Parts through an authorized Ford Dealer can you be assured of the replacement part's fit, finish, quality and safety.

Recycled, salvaged, aftermarket and reconditioned parts (including body parts, wheels and safety restraint components) are not authorized by Ford. Departure from repair instructions provided in the Ford Workshop Manual, including alternate repair methods or the use of substitute components, risks compromising crash safety. Failure to follow these instructions may adversely affect structural integrity and crash safety performance which could result in serious personal injury to vehicle occupants in a crash.

- **Aftermarket parts:** Ford does not approve the use of aftermarket or third-party replacement parts. Ford vehicles are fully tested and certified as an entire assembly. Each part plays a role in the overall operation of the vehicle and is optimized for fit, function, safety, and structural integrity. Aftermarket parts are not subject to the same requirements of entire vehicle operation or function and may not be manufactured to the same standards or design. This could compromise the overall safety of the vehicle should a future collision occur. Aftermarket parts such as fenders, hoods, bumpers and doors may not provide proper operation or function of vehicle crumple zones, supplemental restraint sensors (SRS/airbag sensors), or meet Australian Design Rules for vehicle collisions.
- **Salvaged/Recycled components:** Ford does not approve the use of components removed from a vehicle that was damaged, burned, flooded, scrapped, or involved in a previous collision. Salvaged or recycled parts may have been subjected to crash impact loads, exposure to outside weather, excessive wear, high temperatures, or extreme forces during removal from the donor vehicle. Ford cannot guarantee the safety, quality, compatibility or durability of recycled parts as there are no standards in place for testing these components. In addition, salvaged components are not traceable should a recall occur in the future.
- **Fasteners:** Ford requires the replacement of all associated fasteners during a collision repair. Fasteners that have been worn, broken, or deformed during a collision must be replaced with Genuine Ford replacement parts. Each structural collision repair is developed and tested using Ford replacement parts - including rivets, screws, bolts, and other fasteners. The integrity of the complete repair cannot be guaranteed with the use of aftermarket, damaged, or broken fasteners.
- **Adhesives:** Ford only allows the use of adhesives that are specified in the Ford Workshop Manual or Body Repair Manual found on the Professional Technician System (PTS). Many technological advances have taken place in the field of structural adhesives for use in Ford vehicles. The use of adhesives in automotive repair is specific to each vehicle and location of repair; these repairs have been fully tested using the components, products, and procedures specified in Ford's technical documentation.

The use of other adhesive products not approved for the repair may compromise the safety and durability of the entire vehicle.

Furthermore, Ford Premium Motor Insurance stipulate that all parts damaged because of a collision must be replaced with Genuine Ford Original Equipment Replacement Parts.

Alternative collision parts are not covered by Ford Motor Company's Limited New Vehicle Warranty or the Ford Service Parts Warranty or any variety of the Ford Extended Service Plan. In addition, any damage to or failure of a Ford part caused by the installation or improper performance of an alternative part is not covered by any of the warranties or program.

It is important to utilize Ford repair procedures for all collision repairs to ensure quality results. Ford also recommends the use of the Integrated Diagnostic System (IDS) or Ford Diagnosis and Repair System (FDRS) to perform all vehicle diagnostic testing, module programming and system calibrations during collision repairs. Ford dealerships can access service information, training and diagnostic scan tool support through the Professional Technician Society at www.fordtechservice.dealerconnection.com whilst independent repairers can access similar information by a subscription to www.motorcraftservice.com.