



## Service Information

### Use of Salvage and Recycled Parts

August 2016

General Motors vehicles, systems and components are engineered, tested and manufactured to protect vehicle occupants based upon both government mandated and internal corporate requirements relative to durability, NVH (noise/vibration/harshness), occupant protection, and vehicle safety. The overall structural integrity of the vehicle is dependent on its inherent design specifications.

To help preserve the performance of General Motors vehicles, General Motors publishes detailed collision repair procedures and produces and sells Genuine GM Parts, which are manufactured to the same design and specifications as the parts originally installed on new Chevrolet, Buick, GMC and Cadillac vehicles. Repairing a vehicle using Genuine GM Parts and procedures ensure that a vehicle is returned as close to pre-accident condition as possible.

General Motors does not support the use of salvage or recycled parts due to the sensitive nature of the safety and performance of General Motors vehicles. Salvage or recycled parts are defined as parts removed from a previously damaged vehicle and then re-installed on a different vehicle. These parts pose the following risks to Chevrolet, Buick, GMC and Cadillac vehicles when used in repair

Salvage or recycled parts:

- May have compromised crush zones due to previous repairs

May have additional layers of refinish materials affecting long term durability and appearance of repair.

- COMMENT: may be a factor in new panel installations too

- Will require additional time to prepare due to variations in delivered assembly component content.

- Lead to more complex repairs due to variations in how the assembly is stored, processed, and shipped to a repair center

- see bullet #2 see bullet #1 and #2 May have been exposed to use and storage conditions that have never been considered by the manufacturer

Genuine GM Parts are designed and constructed using metals with specific properties, thicknesses and stamping features built to perform in a consistent and predictable way during a collision event. The use of non-OEM structural components may compromise the overall crashworthiness and occupant safety of General Motors vehicles in a subsequent collision. In summary, General Motors does not support the use of salvage or recycled parts in a vehicle's repair. GM recommends the use of Genuine GM Parts in repairs to help ensure the vehicle is returned to pre-collision condition.

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