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| **State Specific Requirements**  State specific protocols should be followed at all times.  **Definitions:**   * **OEM** – New parts made by the original manufacturer * **Optional OEM (OOEM)** – Parts made by the original manufacturer but not sold as new due to blemish or overstock. * **RECYCLED** – Parts made by the original manufacturer that are removed from a used vehicle. * **Non**-**OEM (aftermarket) –** Parts not made by the original manufacturer * **Rebuilt/Remanufactured/Reconditioned** – Parts made by the original manufacturer that are rebuilt, remanufactured or reconditioned to like new specifications.   **General Requirements**  The Hartford’s overall parts policy supports using any appropriate alternative part (Non-OEM, recycled, Optional OE or Rebuilt/Remanufactured/Reconditioned) when it is available. For recycled parts only same year or newer model year parts should be used.  An example of available parts types include however are not limited to:  Optional OEM.  Recycled (including tempered glass)  Rebuilt / Remanufactured / Reconditioned  Non-OEM (Certified, ISO Compliant Only - Sheet Metal)  Non-OEM (excluding sheet metal)  NAGS windshield or tempered glass   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **The estimator must select the appropriate part type as follows:** | | | | | | **Part Type** | **OEM** | **Recycled** | **Non-OEM** | **Rebuilt/Remanufactured** | | **Safety Related Parts** | | | | | | Airbags and any part related to airbags | **x** |  |  |  | | Seatbelts | **x** |  |  |  | | **Suspension** | | | | | | Solid rear axle/housing | **x** | **x** |  | **x** | | Struts/ Shocks | **x** |  | **x** |  | | Coil / Leaf Springs | **x** | **x** | **x** | **x** | | Wheels | **x** | **x** | **x** | **x** | | Tires |  |  | **x** |  | | All Other Suspension Parts | **x** |  |  |  | | **Electrical** | | | | | | Engine Harness | **x** | **x** | **x** | **x** | | Battery |  |  | **x** |  | | Starter | **x** |  | **x** | **x** | | Bulbs | **x** |  | **x** |  | | All other electrical | **x** |  | **x** |  | | **Steering Components** | | | | | | Tie-Rods | **x** |  | **x** |  | | Racks and pinions | **x** |  |  | **x** | | Steering Columns | **x** |  |  | **x** | | All Other Steering Components | **x** |  |  |  | | **Structural Components** | | | | | | Aprons | **x** | **x** |  |  | | Rails | **x** | **x** |  |  | | Radiator Support | **x** | **x** |  |  | | Bumper Reinforcement | **x** | **x** | **x** |  | | Hoods | **x** | **x** | **x** | **x** | | **Brakes** | | | | | | Pads and Shoes | **x** |  | **x** |  | | Calipers | **x** |  |  | **x** | | Rotors / Disks / Drums | **x** |  | **x** |  | | All other brake components | **x** |  |  |  | | **Front or Rear Assemblies** | | | | | | Unibody vehicle sections, ¾ only or full with only one rail | **x** | **x** |  |  | | Full Frame Vehicles | **x** | **x** |  |  |   **Documentation**  An estimate line note is required to support a deviation to the above requirements |