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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

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| **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 |