



Keep your Lincoln a Lincoln.

Know Your Collision Repair Rights

The reasons you choose to purchase your Lincoln vehicle are important, especially when it comes to safety, performance and appearance. If you have an accident, you want your vehicle to protect, perform and look like new. You should know that as a Lincoln owner, you have the right to have only Lincoln original equipment collision replacement parts installed after an accident.

To insure that you are receiving the right parts manufactured with the original design intent for your Lincoln, there is just one essential thing you need to do: Insist all repairs are made with Lincoln original equipment collision replacement parts.

Why the Right Parts Matter

Today's vehicles use more advanced high-strength steels, exotic metals and composite materials than ever before. Lincoln vehicles also include highly advanced crash-avoidance and safety system technologies. It is critical for these systems to be repaired with parts that will deliver the intended level of form, function, performance and safety our engineers originally specified. The only way to be certain you are getting original equipment performance is to use Lincoln original equipment replacement parts. Many customers assume that only Lincoln original equipment collision replacement parts would be used to repair their vehicle after an accident. Unfortunately, this is not the case.



The right parts are critical to your vehicle's long-term performance and your peace of mind.

Repair Appearance

Lincoln original equipment collision replacement parts provide a precise fit because they are manufactured to the same specifications as those of a new vehicle. This ensures body lines, contours and gaps are the same as when your vehicle was originally manufactured.

Repair Time

The use of new aftermarket, salvage or reconditioned parts may take more time to install and may require modifications to achieve an acceptable fit, which may ultimately increase order and repair times. Lincoln original equipment collision replacement parts are readily available at thousands of Ford and Lincoln Dealerships across the nation.

Structural Integrity

Many parts play an integral role in your vehicle's overall structural integrity and the function of its safety systems. When Lincoln original equipment collision replacement parts are installed using factory-recommended materials and procedures, they deliver the same structural performance characteristics as the original parts.

Vehicle Resale Value

The use of new aftermarket, salvage or reconditioned parts may decrease resale value because of potential poor quality, fit, finish and appearance. Using Lincoln original equipment collision replacement parts for repairs is one way to help keep your vehicle looking like new, which may help to maintain its value. If you lease your Lincoln, it may be required that you replace damaged parts with only Lincoln original equipment collision replacement parts, so please refer to your lease agreement.

Original Manufacturer's Warranty*

Lincoln original equipment collision replacement parts are the only service replacement parts warranted by the Lincoln Motor Company. The Lincoln Motor Company does not warrant new aftermarket, salvage or reconditioned parts used for collision repair. Damage to your vehicle or its parts caused by the failure of new aftermarket, salvage or reconditioned parts may not be covered by your Lincoln Motor Company new-vehicle warranty.

DISCLAIMER: *See your dealer's service department for limited warranty details.

Make Sure You Get the Right Parts

Although we hope you never experience an automobile crash, accidents do happen. Being prepared ahead of can certainly help minimize the stress and frustration that accompanies collision repair.

Choose the right insurance company and policy.

There are factors to consider when purchasing insurance that will help make the repair process less stressful. If you have an accident, you will likely get what you pay for when it comes to your insurance policy. Insurance companies make money by spreading the financial risk of collision repairs across their policyholders, and to pay the claims of those who have covered accidents. Many people being their auto insurance policy search thinking they will never have an accident, so they look for the least expensive policy they can purchase. The least expensive policy, however, could result in an unsatisfactory claims experience in the event of an accident.

Take the right steps after an accident.

First, call your Lincoln Dealership. If your dealership doesn't have a body shop, ask them to recommend a local body shop that is certified through the Lincoln National Body Shop network.

Call your insurance company to begin the claims process. Insurance company representatives can also assist with body shop recommendations.

Call local body shops and pay close attention to how they handle your inquiry over the phone. Ask them about their facilities, equipment, capabilities and what parts they use. They should also provide you with their shop and technician certifications.

Choose the right body shop.

Remember, the body shop is repairing **your** vehicle for **you**. You have the right to select the body shop and choose the parts used to repair your vehicle. Your insurance company pays the bill for the parts and service you and the body shop agree upon. But all this must be decided before repairs begin, not after the vehicle is returned to you.

Without the right insurance, if you are in an accident, your vehicle may not be repaired with parts specifically engineered to offer the safety and reliability of a Lincoln part.

Make Sure They Use the Right Parts

Request the body shop or insurer explain any acronym or comment on the repair estimate you don't understand BEFORE you sign the repair authorization. These are the different types of parts you may encounter:

Lincoln Original Equipment Collision replacement parts

Sometimes called "OEM parts" on the estimate, these parts are designed by Lincoln Motor Company and produced to the same specifications and tolerances as the parts on the vehicle when it was manufactured. These parts meet stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. They are the only parts proven during vehicle development to deliver the intended level of protection as a whole system. The only way to know for sure you are receiving this level of protection is to use Lincoln Original Equipment collision replacement parts. No other parts meet this level of testing. Using them removes any doubt caused by non-OEM parts and ensures your new-vehicle warranty remains intact.

New Aftermarket Collision Parts

Sometimes called "aftermarket parts" on the estimate, these parts are made by companies other than Lincoln Motor Company or its OEM suppliers, and may not be made of the same material or to the same tolerances and specifications as Lincoln original equipment collision replacement parts. As a result, some new aftermarket parts may not be of the same quality or have the same performance characteristics as OEM parts. Some aftermarket companies may offer a lifetime warranty, but that does not make them equivalent to Lincoln original equipment collision replacement parts in quality and performance.

Salvage Parts

Sometimes called "salvage," "used," "LKQ" or "recycled" parts on the estimate, these parts are removed from salvage-yard vehicles. Quality concerns may exist with salvage parts because their source, condition and durability are not known. In some cases, the part could be a salvage aftermarket part.

Remanufactured/Reconditioned Collision Parts

Sometimes called "reman" or "recon" parts on the estimate, most of these collision parts are removed from salvage-yard vehicles or from scrap piles at body shops and reconditioned. As with salvage parts, quality concerns may exist with these parts because their source, condition and durability are not known. Commonly reconditioned collision parts include bumpers, fascias, wheels and lighting.

For a more satisfying repair experience, make sure you know the different types of parts available and approve which parts will be used before any repairs begin.

Lincoln Motor Company Position Statement

Lincoln Motor Company parts used to produce the vehicle are thoroughly tested during the vehicle development process. Lincoln vehicles are subjected to a battery of stringent internal tests as well as Federal Motor Vehicle Safety Standards (FMVSS) tests to help ensure all individual components work as a system during a crash sequence and meet or exceed the performance standards established by Lincoln Motor Company and the U.S. government (National Highway Traffic Safety Administration). Lincoln original equipment collision replacement parts meet our stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. Lincoln Motor Company strongly recommends the use of original equipment replacement parts for collision repair. Use of new aftermarket, salvage or reconditioned parts could result in both diminished value of the vehicle and increased damage in a subsequent collision. Their use may also increase the risk of injury to the occupants in the event of a subsequent crash.

