

GLOSSARY OF TERMS

Aftermarket Parts: Imitation sheet metal replacement parts often made overseas, generally in Taiwan.

Appreciation: A rise in value of property.

ASE: National Institute for Automotive Service Excellence - an independent, non-profit organization dedicated to improving the quality of automotive service and repair through voluntary testing and certification of automotive technicians.
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Betterment: The additional charge for a repair that improves the vehicle beyond its pre-accident condition. Betterment can be charged as a percentage or a dollar value.

CAPA: A consumer advocates group, located in Washington D.C., that certifies aftermarket parts (funded by the insurance industry and manufacturers of aftermarket parts).

Depreciation: A decrease in the value of property through wear, etc.

Diminished Value: The value established by comparing the pre-accident value of a vehicle, the amount of damage to the vehicle, and the post-repair value of the vehicle.

Final Bill: Itemized repair invoice detailing what repairs were actually performed (not just an estimate of repairs). Included in the itemized statement will be codes designating the type of parts used.

First Party Claimant: Vehicle Owner's insurance company will be paying for the costs of the repairs.

Frame: The square, rectangular, or tubular steel undercarriage that has the suspension, drive train, engine and body bolted to it.

I-CAR: (Inter-Industry Conference on Auto Collision Repair) An international, non-profit training organization dedicated to improving the quality, safety and efficiency of auto collision repair for the benefit of the consumer. 800-422-7456 or webmaster@i-car.com

Insurance Estimate: The preliminary assessment of damages and costs of repairs that will be used as a guideline for making repairs to the vehicle.

LKQ: Parts of Like Kind and Quality (parts other than new manufacturers parts).

OEM: Original Equipment Manufacturer. New factory parts built by the manufacturer of vehicle.

Pre-Loss Condition: Overall condition of vehicle immediately preceding collision, vandalism or theft.

QRP: Quality Replacement Parts (used, aftermarket, or remanufactured parts).

R&I: Remove and Install. To remove and install existing components.

R&R: Remove and Replace. To remove old components and replace with different ones.

Shop Estimate: The preliminary assessment of damages and costs of repairs that will be used as a guideline for making repairs to the vehicle.

Steering: Illegal practice whereby a representative of the party paying the bill tries to influence a vehicle owner to take their vehicle to a particular person or body shop for repairs.

Sublet: To contract services to be performed by an outside company, i.e. alignments, glass replacement, theft recovery.

Supplement: An already calculated estimate to which a change has been made. Supplements occur after a vehicle has been torn down and it is determined that additional repairs and/or procedures will be needed to repair the vehicle to pre-loss condition.

Third Party Claimant: The other party's insurance company is responsible for paying for the costs of the repairs.

Unibody: A type of body construction that doesn't require a separate frame to provide structural support for the vehicle's mechanical components. Also called "unitized".