



# APPRAISER'S GUIDE





## INTRODUCTION

The Guide outlines appraisal guidelines, standards and procedures established by the Groupement des assureurs automobiles (GAA) in collaboration with the Automobile Appraisal Technical Subcommittee. However, appraisers must take into account all modifications made between updates to the Guide, and whose effective date is announced via an information bulletin.

To ensure fair appraisal guidelines, standards and procedures for insureds, insurers and repairers, the Automobile Appraisal Technical Subcommittee is composed of representatives from the automobile insurance industry, automobile repair industry and appraisal firms.

The Appraiser's Guide is designed for all automobile damage appraisers in Quebec and should be used as a reference guide.

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## DEFINITIONS

[Updated October 10, 2022]

<b>OVERLAP</b>	Any operation involving the replacement of two or more parts that warrants deducting labour time.
<b>DEPRECIATION</b>	<p>A percentage proportionate to the wear of a part or feature, such as paint, determined by the appraiser and based on age and condition. This percentage will be used to calculate the amount representing the loss in value of this part or feature.</p> <p>(See "VALUE ADDED")</p>
<p><b>Assessing value of vehicle for QST calculation purposes</b></p> <p><b>AUTHORIZED APPRAISER</b></p>	<p>A GAA-qualified automobile damage appraiser that is an employee of an Approved Appraisal Centre is authorized, under Section 55.0.3 of the <i>Act respecting the Québec Sales Tax</i>, to make, for the account of his or her employer only, appraisals of the value of vehicles for the purpose of calculating the QST.</p> <p>For further details, see Information Bulletin No. 2004-9 of the <i>Ministère des Finances (Québec)</i> at:</p> <p><a href="http://www.finances.gouv.qc.ca/documents/Bulletins/en/bi2004-9-f-b.pdf">http://www.finances.gouv.qc.ca/documents/Bulletins/en/bi2004-9-f-b.pdf</a>.</p>
<b>APPEARANCE ALLOWANCE</b>	Damage of an aesthetic nature, i.e., minor damage which does not warrant a repair, more specifically superficial marks and scratches which do not interfere with the integrity or operation of the part or safety.
<b>VALUE ADDED</b>	<p>Amount generally equal to the depreciation applied and which is assumed by the insured, representing the value added or the condition of the vehicle following a repair or replacement of a part by a part of superior condition or quality.</p> <p>(See "DEPRECIATION")</p>
<b>SUB-CONTRACTING</b>	Sub-contracting means a specialized, contractual, partial and non-global operation, whereby a contractor delegates to another contractor the work of carrying out, on its behalf and according to its instructions, part of the repair work intended for its own clients.
<p> <b>NON-ROADWORTHY VEHICLE</b></p>	A non-roadworthy vehicle is a vehicle that cannot be operated safely for the occupants and for other road users.



## GUIDELINES AND PROCEDURES

### GENERAL



**IMPORTANT:** Before beginning an appraisal, check all manufacturer recommendations as well as the repair procedure for the vehicle. Refer to information bulletin ERA G2018-01.

### CODE OF ETHICS OF AUTOMOBILE DAMAGE APPRAISERS

- The appraiser must respect the Code of Ethics and abide by all its principles and rules.

### FRAMEWORK FOR THE QUALIFICATION OF AUTOMOBILE DAMAGE APPRAISERS

[Effective as of September 1, 2020]

Categories “A” and “L”

- ▶▶ The appraiser must limit his activities to those allowed under the category(ies) stated on his certificate of professional qualification. See *Automobile Damage Appraisers Framework – Categories “A” and “L”*.

### APPEARANCE

- The appraiser must be well groomed.

### ARCHIVES

[Updated May 17, 2021]

- Appraisers must, in full compliance with the retention periods in effect and Section III.20 of the Code of Ethics, and unless already done by their employer, retain in either paper or electronic format their appraisal files along with, where possible, photographs, and any other files relating to their professional activities, including the files for assessing the value of vehicles for the purpose of calculating Quebec Sales Tax (QST).

### APPRAISING A VEHICLE THAT IS NOT REGISTERED IN THE APPRAISAL SOFTWARE OR IN THE MITCHELL MANUALS

The appraiser must:

- If available, select a previous-year vehicle of the same make and model.
- Where possible, select a vehicle with the same bodywork and equipment features.
- Obtain the price of the parts from the dealer and, where required, the time required to install and remove parts, including taking into account the overhaul included (o/h).
- Using appraisal software, establish the time required to do paint jobs and factor in overlap.
- Provide an adequate description of the damaged vehicle in the “Comments” section.

## GUIDELINES AND PROCEDURES

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### WRITTEN APPRAISAL (“Manual”)

- The appraiser must describe one operation per line whenever an appraisal is drafted manually.
- 

### FLAT RATES

*[Updated on May 17, 2021]*

- Flat rates are shown in the Mitchell manuals, and in the Audatex or Mitchell appraisal software for paint and replacement of parts. Information on the operations is essential for drawing up detailed damage reports. The users of these manuals or appraisal software should read the instructions carefully, more specifically with respect to overlap.

In addition, each section includes explanations and precisely describes the labour that is included and excluded (procedure pages or P-Pages). Appraisers will be able to produce a more accurate damage report if they take the time to study and refer to this information.

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### REMOVAL AND INSTALLATION

*[Updated on May 17, 2021]*

- **Paint** – When a vehicle is being partially or completely repainted, the time taken for the removal and installation of parts must not be systematically allowed. In fact, in many cases, there is enough space for heavy spraying without having to remove any parts and trim. The appraiser must also consider the overall condition of the vehicle.



Refer to information bulletin PM G2012-05 “Removal and installation time or masking?”, issued October 24, 2012.

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## PREPARING AN APPRAISAL

### INSPECTING DAMAGE

- The appraiser may not prepare or approve an appraisal without having noted the vehicle damage **with his or her own eyes** before the vehicle is repaired, except in the case of a remote appraisal. (See “**REMOTE APPRAISAL**” section).
- 

### PRIORITIES

- The appraiser must determine the urgency of the situation and, where applicable, contact the insured.
- 

### SEQUENCE

*[Updated on November 21, 2011]*

- The appraiser must make a complete and detailed appraisal by proceeding in an orderly fashion.



## ADMINISTRATIVE DATA

*[Effective as of November 21, 2011]*



- The appraiser must always completely and appropriately fill out the administrative sections of the appraisal software used, to make sure that the appraisal contains all the relevant information, including the information regarding the insurer. Refer to information bulletin ERA G2023-05 regarding the rebuilding of damaged vehicles, issued on June 13, 2023.
- 

## APPRAISER'S COMMENTS

*[Effective as of November 21, 2011]*

- The appraiser must enter all the relevant information in the appropriate section of the appraisal software used.
- 

## “PRELIMINARY” APPRAISAL

*[Updated on October 8, 2010]*

- Except upon request by the insurer, the appraiser must not prepare a “preliminary” computerized appraisal to be sent more particularly to the insured or repairer. This is a working document for internal purposes only.
- 

## IDENTIFYING THE VEHICLE

*[Updated on May 17, 2021]*

- The appraiser must identify the vehicle (Vehicle Identification Number (VIN), model, body, odometer and registration) and enter the information on the document to be sent to the insurer.
- 

## PHOTOGRAPHS

*[Updated on May 17, 2021]*

- In addition to taking photographs clearly indicating the damage, the appraiser must also include a photograph of the Vehicle Identification Number (VIN), the licence plate, the odometer and the four corners of the vehicle.
- 

## APPRAISER IDENTIFICATION

- The appraiser must identify himself clearly, date the appraisal in the appropriate place and add the number of his or her Certificate of Professional Qualification as an automobile damage appraiser or apprentice automobile damage appraiser.
- 

## DEDUCTIBLE

- The appraiser must indicate that the deductible is unknown in the comments section, if such is the case.
- 

## REPAIR OR REPLACEMENT

- The appraiser must not replace parts that can be economically and satisfactorily repaired. Priority should always be given to repairing parts.
-

## GUIDELINES AND PROCEDURES

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### DAMAGE TO CHASSIS

*[Updated on May 17, 2021]*

- The appraiser must, where necessary, use various reference guides to check and validate the technical information to ensure that the repair complies with the manufacturer's recommendations.
  - When replacement of a chassis with a used part is possible, the replacement may be performed only if the repairer can attest to the compatibility of the available part after a mandatory thorough verification. The manufacturer's standards must have been verified beforehand to ensure that the operation is allowed.
- 

### CODING

- The appraiser must codify the type of part appropriately (e.g., similar, recycled, etc.). If the composition of the part identified on the vehicle during the inspection is different from the part originally installed at the plant, he or she must note this on the appraisal (e.g. fibreglass, carbon, plastic, etc.).
- 

### INVISIBLE OR ASSUMED DAMAGE

- The appraiser must not include invisible or assumed damage in the appraisal.
- 

### PRIOR DAMAGE

- The appraiser must describe prior separate damage and include with the file photographs if the damage is extensive.
  - **Paint** – The appraiser must always deduct any prior paint damage, whether the vehicle is partially or completely repainted, irrespective of the vehicle's year. Examples of prior damage:
    - chipped paint
    - scratches;
    - rust, corrosion, wear
    - defects, paint drips
    - dented body, etc.
- 

### TOWING OR TEMPORARY REPAIR COSTS

*[Updated on April 22, 2013]*

- The appraiser must not include towing or temporary repair costs in the description of repairs. Where possible, he or she must obtain the original invoices and, unless otherwise indicated by the insurer, attach them to the copy of the appraisal sent to the insurer with comments and recommendations, when appropriate.
  - See heading "**SUB-CONTRACTING**" in "**GUIDELINES AND PROCEDURES**" section.
- 

### DEPRECIATION

- The appraiser must show the depreciation as set out in the Guide.

**NOTICE TO THE INSURED**

*[Updated on April 15, 2016]*

- Where required, the appraiser must clearly inform the insured about all the details of the appraisal, including the use of recycled parts, existence of prior damage as well as any depreciation.
- The appraiser must not negotiate or make any compromise with the insured with respect to damage, repairs, the value of parts, the time required to complete the work or the value of the vehicle.

**Note 1** – In some situations, an appearance allowance may be considered. See “**DEFINITIONS**” section.

**Note 2** – When an insured refuses partial or complete compensation, the appraiser must ask him to contact his or her insurer and inform the latter of the insured’s decision.

**NOTICE TO THE INSURER**

*[Updated on May 17, 2021]*

- Regardless of the type of damage, the appraiser must attach a note to the insurer if s/he determines that the vehicle is unsafe.
- The appraiser must advise the insurer or its representative:
  - When a defective part that may have caused the accident is likely to serve as evidence with a view to recovering claim payments from manufacturers, merchants, dealers or other persons.
  - If the appraiser notes that the repairer does not have the equipment required to repair the vehicle according to the manufacturer’s recommendations to ensure the vehicle is safe.

**REPAIRS**

- The appraiser must never authorize repairs.

**SUB-CONTRACTING**

*[Updated on May 17, 2021]*

- Allowance .....20% of the total cost charged for a sub-contracted repair, ..... up to a maximum of \$200 per contract awarded.

**Note 1** – Encourage the use of sub-contracting, if this is cheaper.

**Note 2** – The repairer must provide supporting documents to the insurer.

**Note 3** – The above percentage does not apply to allowances which already include an amount for sub-contracting or to allowances for which a retail price has already been set.

**Note 4** – If towing is required for a specialized sub-contracted operation, the cost for this should be adjusted to include an extra 20% to cover the additional administrative operations and indicated on a separate line of the appraisal.

**N.B.** – Do not include towing costs in the amount allocated for the sub-contracted repair but record separately.

See heading “**TOWING OR TEMPORARY REPAIR COSTS**” in the “**GUIDELINES AND PROCEDURES**” section.

**REMOTE APPRAISAL**

**DAMAGE INSPECTION USING PHOTOS**

*[Updated March 14, 2023]*

This process consists in preparing a detailed appraisal, with appraisal software that is accepted and used by the insurers, based on photos of the damaged vehicle **that clearly show the vehicle and damage** following an accident involving a:

- 1. Roadworthy vehicle (see PROHIBITION);
- ▶▶ 2. Reparable non-roadworthy vehicle, if the photos adequately show the damage to the vehicle (see PROHIBITION);
- 3. Vehicle **10 or more years old** declared a total loss with the status “**SEVERELY DAMAGED**”;
- 4. Total-loss vehicle when a declaration of “**UNREBUILDABLE**” is **obvious**, particularly for a:
  - Burned vehicle;
  - Immersed or flooded vehicle, keeping in mind the SAAQ regulation for the identification of damaged parts that must not be resold;
  - Vehicle involved in a severe collision.

**PROHIBITION(\*)**

Damage inspection may not be carried out using photos if the vehicle is reparable and it:

- 1. Has suffered damage that would indicate that more than one structural part must be replaced;
- 2. Involves a type of loss that might indicate a mechanical and/or electrical failure resulting from a manufacturing defect or a recall;
- 3. Was stolen and found with one of the following being true:
  - One or more airbags deployed;
  - Structural damage noted;
  - Involved in a partial fire.

(\*) **EXCEPTION** – Where appraisal services are not available on a daily basis – The appraiser may prepare an appraisal without having noted the damage with his or her own eyes, before the vehicle is repaired, based on detailed information sent electronically and photos clearly showing the vehicle and damage, regardless of whether or not the vehicle is roadworthy. However, the appraisal must be prepared using appraisal software accepted and used by the insurers

**IMPORTANT** – When the situation requires it, the appraiser or repairer who receives the photos **must be able to note the damage to the vehicle with his or her own eyes before preparing the appraisal**. Moreover, the appraisal must at all times be subject to a virtual approval when it is the repairer who prepared the appraisal using photos (see section: **APPROVAL USING A CONVENTIONAL IMAGING SYSTEM**).

**APPROVAL USING A CONVENTIONAL IMAGING SYSTEM**

[Updated March 14, 2023]

Approving an estimate using a conventional imaging system is a concept that allows the appraiser to approve an appraisal prepared by a repairer who has seen the damage to a vehicle with his or her own eyes or using photos before the vehicle is repaired.

Such approval is allowed if an imaging system is used by the appraiser to approve a detailed appraisal prepared with the help of appraisal software that is accepted and used by the insurers, along with photos of the damaged vehicle clearly showing the vehicle and damage, regardless whether or not the vehicle is roadworthy.

**IMPORTANT** – As part of the remote appraisal process, the appraiser using imagery must, at all times, be able to transfer the file to a field appraiser, so that the latter can see the damage to the vehicle with his or her own eyes before preparing the estimate, where applicable.

**PROHIBITION<sup>(\*)</sup>**

Regardless of the extent of the damage, the appraiser **may not** prepare or approve an appraisal without first having noted the damage to the vehicle with his or her own eyes or using photos before the vehicle is repaired if:



- a) The vehicle was damaged by water or another liquid (ref.: GAA Bulletin ATA G2013-08) .
- b) The vehicle was damaged by fire.
- c) The vehicle was stolen and found with one of the following being true:
  - One or more airbags deployed;
  - Structural damage noted;
  - Involved in a partial fire.
- d) The repairer does not have the appraisal software that is accepted and used by the insurers.

<sup>(\*)</sup> **EXCEPTION** – Where appraisal services are not available on a daily basis – If the repairer does not have appraisal software that is accepted and used by the insurers, the appraiser may prepare an appraisal using detailed information sent electronically and photos clearly showing the vehicle and damage, regardless whether or not the vehicle is roadworthy. However, the appraisal must be prepared using appraisal software accepted and used by the insurers.



*NOTE – In order to facilitate the understanding, see the FLOW CHART showing the step-by-step remote appraisal process.*

**GUIDELINES AND PROCEDURES**

**ADDITIONAL CHARGE**

*[Updated on January 19, 2017]*

Before approving the additional charge, the appraiser must:

- Confirm the existence and nature of the damage.
- Make sure this is not prior damage.
- Make sure the repairs which were made by the repairer, at the time of the notice of additional charge, comply with the initial appraisal and, if this is not the case, make any adjustments required.

If the insurer does not require the appraiser to travel to note with his or her own eyes the damage that requires an additional charge report, the latter can then approve the request for an additional charge using the photographs sent by the repairer, provided:

- The photographs clearly show the nature of the additional damages claimed.
- The photographs allow him to confirm that the additional damages claimed are clearly related to the same event.

**TOTAL LOSS**

**DECLARATION OF TOTAL LOSS**

*[Updated on May 17, 2021]*

A vehicle should be declared a total loss if the cost of repairs, including tax, combined with the amount of prior damage<sup>(\*)</sup> (other accidents, rust, corrosion and wear) is equal to or exceeds the percentage of the actual cash value, inclusive of tax, shown below.

(\*) SEE HEADING "CALCULATION OF PRIOR DAMAGE".

The table is for illustrative purposes only since the final decision to declare a vehicle a "total loss" is always the insurer's. This table can also be used as a basis for settling files involving motorcycles, recreational vehicles, off-road vehicles, etc.

APPLICABLE TO VEHICLES WHOSE GROSS VEHICLE WEIGHT RATING (GVWR) IS LESS THAN 4,500 kg.






<b>YEARS</b>	-1 or 0	70%	<b>% OF ACTUAL CASH VALUE</b>
	1	75%	
	2	80%	
	3	85%	
	4	90%	
	5	95%	
	6 and +	100%	

"YEARS" are calculated by subtracting the vehicle year from the year of the claim.

**EXAMPLES**

YEAR OF CLAIM	LESS	YEAR OF VEHICLE	=	YEARS
- 2008 - 2009 =	-1			(70% of actual cash value)
- 2008 - 2004 =	4			(90% of actual cash value)
- 2008 - 2008 =	0			(70% of actual cash value)

THE APPRAISER MUST:

- 1. Always completely and appropriately fill out the administrative sections of the appraisal software used, to make sure that the appraisal contains all the relevant information, including the information regarding the insurer. Refer to information bulletin ERA G2023-05 "Rebuilding of damaged vehicles – Reminder from the *Société de l'assurance automobile du Québec*", issued on June 13, 2023. 
- 2. Prepare a complete and detailed appraisal of the damage by identifying the key parts that have been damaged including, more specifically, the air bags and seatbelts with pretensioners, or any other component of a Supplemental Restraint System (SRS), in accordance with the guidelines, standards and procedures outlined in the Appraiser's Guide; refer to information bulletin ATE G2014-05 "Estimating damages for Total Loss Vehicles", issued on September 8, 2014. 
- 3. Consider the possibility of an additional charge when repairs are made;
- 4. Inform the insurer the same day that the vehicle is a total loss, and this, regardless of whether it is roadworthy or not.
- 5. Recommend to the insurer the status of the vehicle and indicate on his appraisal "UNREBUILDABLE" or "SEVERELY DAMAGED"; refer to information bulletins ATE G2002-11 "Status of total loss vehicles" issued on August 2, 2002 and ATE G2006-06 "Transfer of ownership of off-road vehicles declared a total loss", issued on August 16, 2006.  
- 6. Remember never to discuss the amount of a lump sum repair agreement with the repairer or insured, nor draw up repair contracts, nor sign any form confirming such an agreement; refer to information bulletin ATE G2010-04 "Appraiser's mandate", issued on June 11, 2010. 
- 7. Remember that the final decision about whether to declare a vehicle a total loss always rests with the insurer.

CALCULATION OF PRIOR DAMAGE

Allowance recommended ..... \$20/hour

ASSESSING MARKET VALUE OF CURRENT-YEAR VEHICLE

[Updated on May 17, 2021]

To establish the market value of a current-year vehicle, which is not available in the used vehicle market with the same equipment and not listed in the specialized trade publications, the appraiser must obtain the information from several dealers and, more specifically, take into account the following: model year, odometer, general condition and equipment.

**Note** – The *Guide d'évaluation Hebdo* as well as various websites are references to consult to establish a vehicle's value.

**ASSESSING VALUE OF VEHICLE FOR QST CALCULATION PURPOSES**

[Updated on January 31, 2020]

In the case of assessments of the value of a vehicle for Quebec Sales Tax (QST) calculation purposes, the **authorized appraiser** (see “**DEFINITIONS**” section) must never prepare an appraisal or an assessment without having noted, with his or her own eyes, the general condition of the vehicle and, in the case of a damaged vehicle, the damage before the vehicle is repaired.

When the **authorized appraiser** needs to determine the market value of a damaged vehicle that has not yet been repaired, he or she must prepare, on behalf of the buyer of the damaged vehicle, a detailed appraisal using recognized appraisal software and attach this appraisal to the file. In all cases, the appraiser must also include photographs in the file.

▶▶ **The authorized appraiser** must respect the GAA guidelines (document entitled “Évaluation de la valeur de véhicules aux fins du calcul de la taxe de vente du Québec – Directives aux estimateurs autorisés” – *available in French only* – (unofficial translation: “Assessment of the value of a vehicle for Quebec Sales Tax (QST) calculation purposes – Guidelines for authorized appraisers”).

▪ **CLARIFICATION – Guideline 13 – Undamaged vehicle**

Repairs related to the following components in particular do not constitute **unusual wear**:

- Steering, exhaust, cooling, air-conditioning, braking and suspension systems;
- Battery;
- Cylinder-head gasket;
- Bushings;
- Pumps;
- Gaskets;
- Paint;
- Tires;
- Etc.

Note that, as per Section 17.01.01 of the [Act respecting the Québec Sales Taxes](#), the use of the following guides only will be recognised by the *Société de l'assurance automobile du Québec* (SAAQ):

- GUIDE D'ÉVALUATION HEBDO (Automobiles and light duty trucks),  
*published by Hebdo Mag inc.*
- CANADIAN MOTORCYCLE DEALERS BLUE BOOK,  
*published by All Seasons Publications Ltd.*
- CANADIAN ATV, SNOWMOBILE & WATERCRAFT DEALERS BLUE BOOK,  
*published by All Seasons Publications Ltd.*



## ALLOWANCES

**N.B.** – SOME ALLOWANCES MAY VARY ACCORDING TO REGION.

The appraiser must abide by the following standards:

### BODY



**IMPORTANT:** Before beginning an appraisal, check all manufacturer recommendations as well as the repair procedure for the vehicle. Refer to information bulletin ERA G2018-01.

#### GENERIC ADHESIVE FOR EXTERIOR DOOR PANEL REPLACEMENT

*[Updated on October 23, 2023]*



- Allowance (**regardless of vehicle category or model**) ..... **\$118**  
**Check with insurer** for any other situation, such as the use of OEM adhesive or gluing another panel. Refer to information bulletin ERA G2017-01 – Generic Adhesive – Panel bonding adhesive and ERA G2021-11 – Structural Adhesive for repairs.

#### SMC PANEL ADHESIVE

*[Updated on October 23, 2023]*

- Repair kit (2 x 59 ml) (minor repair) ..... **\$87**
- Cartridge (200 ml) ..... **\$134**

#### ANTI-RUST TREATMENT OF UNTREATED SHEET METAL PANELS

*[Updated on October 23, 2023]*

- Allowance for first panel ..... **\$21**
- Allowance for each additional panel ..... **\$11**

**Note 1** – Same conditions applicable to repairs.

**Note 2** – A door without anti-rust treatment, whose panel is replaced, is eligible for an anti-rust allowance (for welding) and a soundproofing.

**Note 3** – It is important to check the manufacturer’s recommendations since anti-rust treatment can damage or render ineffective certain electronic devices, sensors, etc.

#### ANTI-RUST – TREATMENT DONE BY A SPECIALIST

*[Updated on November 21, 2011]*

- See heading “**SUB-CONTRACTING**” in “**GUIDELINES AND PROCEDURES**” section.

#### ENGRAVING AND ANTI-THEFT PROTECTION

- See heading “**SUB-CONTRACTING**” in “**GUIDELINES AND PROCEDURES**” section.

**ALLOWANCES**

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**TRAILER HITCH**

[Updated on July 6, 2009]

**Note** – Check the allowance with one supplier based on model and hitch capacity.

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**TRANSPARENT ADHESIVE TAPE – STONE DEFLECTOR**

[Updated on October 23, 2023]

- 12” tape (hood & fender / labor included) ..... average allowance **\$331**
- 24” tape (hood & fender / labor included) ..... average allowance **\$354**
- Partial replacement in workshop..... **\$19.64/sq.ft.**, min. one sq. ft.  
*Partial replacement means an operation done on a fender or a dogleg (rear wheel arch)*
- To remove the adhesive tape (part to be repaired) ..... **0,1 hr. / sq. ft.**

**Note 1** – Do not grant the allowance to remove the adhesive tape if the part has to be replaced.

**Note 2** – For certain vehicle models, the cost of the adhesive tape is available in the appraisal software.

**Replacement by a specialized workshop – Use of a subcontractor**

- Allowance..... The subcontractor’s invoice must be provided
- 

**HAZARDOUS WASTE DISPOSAL**

[Updated on January 20, 2012]

- Allowance ..... **\$5.22/file**
- 

**PINSTRIPES OR PAINTED STRIPES**

- See heading “**SUB-CONTRACTING**” in “**GUIDELINES AND PROCEDURES**” section.
- 

**SOUNDPROOFING – SELF-ADHESIVE TAPE**

[Updated on October 23, 2023]

- Allowance ..... **\$19/sq.ft.**  
..... labour time **not included.**

**Note** – Do not grant automatically.

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**SHOP MATERIAL**

[Updated on October 23, 2023]

- Allowance ..... **\$13.96 /hour**

**Note** – Calculated on total labour times: body, mechanics and frame.

**ADDITIONAL INFORMATION** – This allowance factors in the material used (sandpaper, masking tape, wash mitts, soap, gloves, discs, drill bits, argon, carbon filler, plastic sealer, clips, etc.). Excluded: Cost of infrastructure or equipment such as ventilation system filters, welding machines, respirator masks, materials subject to an allowance (soundproofing, stone-deflector tape, etc.), clips that cost more than \$35 (per clip), aluminum rivets used on certain vehicles, specialty bolts for fastening a pick-up truck bed, and any clip- or bracket-type parts attached to the vehicle. Refer to information bulletin ERA G2023-01 – Clarification on clips.



**ADHESIVE MOULDING – Reuse**

- Add an allowance of 0.5 hour to the time for removal and installation provided by the appraisal software.

**PAINT TREATMENT**

- See heading “**SUB-CONTRACTING**” in “**GUIDELINES AND PROCEDURES**” section.

**ATTACHMENT OF A VEHICLE TO STRAIGHTEN A DAMAGED PART**

*[Updated on October 10, 2022]*

- Allowance ..... **1.0 hr**



**Note** – Do not allow if the allowance **INSTALLATION ON FRAME STRAIGHTENING RACK** has already been granted. Refer to information bulletin ERA G2021-09 – Installation on frame straightening rack.

**Example:** To straighten a damaged part that does not require more than one attachment point to pull it and **one attachment point or more to secure the vehicle**, and this regardless of the part.

**RECYCLED WELDED PARTS – Cutting of a quarter panel or assembly of recycled parts (cut & trim)**

*[Updated on October 8, 2010]*

- Allowance..... minimum 1.0 hr  
..... maximum 4.0 hrs

**REPLACEMENT PARTS – New OEM parts – Recycled OEM parts – Refurbished OEM parts (remanufactured) – Similar new parts**

*[Updated on January 23, 2024]*

- Replacement should be considered when the part cannot be economically repaired.
  - Unless a guideline indicates that a part must be replaced by an OEM part, use recycled, refurbished (remanufactured) or similar parts if their use is allowed and if they are available and cheaper.
  - Mention that the appraisal was made under Endorsement 43 “REPLACEMENT COST”, if this applies.
  - Care is required with an assembly of recycled parts, such as a front or rear section, since the parts must be limited to accessories and body parts. No recycled structural components may be used unless the manufacturer’s recommendations allow it.

**Note** – SAAQ requires that cars be rebuilt in accordance with the manufacturer’s recommendations. Available in French only : [Link to the related SAAQ regulations.](#)

- **New OEM parts** – In the absence of recycled parts or of similar parts and when necessary, the new OEM part must be allowed taking any applicable depreciation into account.

See “**SUPPLEMENTAL RESTRAINT SYSTEM (SRS)**” in the “**SPECIAL FEATURES**” section below.

## ALLOWANCES

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### REPLACEMENT PARTS – New OEM parts – Recycled OEM parts – Refurbished OEM parts (remanufactured) – Similar new parts

[Updated on January 23, 2024]

- **Recycled OEM parts (used)** – Provided it is the same kind **and** of equal or better quality, a used part of the same year as the vehicle or, if one cannot be found within a reasonable time, a used part from a previous year may be used. This does not apply in cases where the insured has Endorsement 43 “REPLACEMENT COST”. See information bulletin ERA G2024-01 – Replacement Parts.



- **Recycled OEM parts (used) – Preparation and cleaning** ..... **0.5 hr**

**Note** – Applies only to doors and lift/tail gates. For all other parts, refer to the insurer, who may require supporting documents.

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#### Used door – Removal of accessories

[Updated on May 17, 2022]

- Allowance (removal of accessories from the used door, regardless of how many) ..... **1,1 hrs**



**Note 1** – Applies only if a used door is allocated. See information bulletin ERA G2021-10 – Used door – Removal of accessories.

**Note 2** – Use of a used liftgate (or hatch door) – refer to the insurer beforehand. – Additional time should be added to this allowance if the removal of a bonded rear window and resulting clean-up of urethane adhesive is necessary. Attention: Does not apply to a pickup truck tailgate. See information bulletin ERA G2022-02 – Clarification for liftgates/tailgates.



- **Assembly of recycled parts** – Refer to information bulletin PM G2011-03 “Replacement Parts – Labour time not available in appraisal software”, issued September 27, 2011.

The appraiser **must** indicate in his appraisal the following relevant information:

- The name and telephone number of the recycler, as well as the name of the clerk **or**;
- The name of the web site as well as the number of recyclers where the part is available, and, where possible, include in the file a print of the web page consulted.

- **Similar new parts** – These parts may be used in a **two-year old vehicle with 40,000 km mileage** (not whichever comes first), or one-year old and more, for vehicles used for commercial purposes such as taxis and delivery vehicles.

**This guideline applies only to sheet metal, mechanical and cosmetic parts; it does not apply to structural components.**



**Note 1** – Unless the bolted similar radiator support is certified by CAPA or another recognized organization, the use of a similar radiator support is **prohibited**. See information bulletin ERA G2024-01 – Replacement Part.

**Note 2** – Unless the parts are certified by CAPA or another recognized organization, the use of similar body parts is **prohibited** when the appraisal software indicates that the body part to be replaced is made from a high-strength steel alloy (e.g. HSS, UHSS, etc.), and this, regardless of the age or mileage of the vehicle. Use only new or recycled (used) OEM parts.

**Note 3** – The appraiser must calculate “Years” by subtracting the vehicle year from the year of the claim.

**Note 4** – For more information see the section *Reporting a loss and submitting a claim* of Quebec Automobile Insurance Policy Form – Q.P.F. No. 1 – Owner’s Form – Visit the web site of the *Autorité des marchés financiers*:

<http://www.lautorite.qc.ca/en/approved-forms.html>

- **Refurbished OEM parts** (remanufactured) – This type of part may not be allocated where the insured has Endorsement 43 “REPLACEMENT COST”.

**SPECIAL FEATURES**

**BUMPERS**

- **Bumper reinforcement** – Various types of material are currently used in the manufacture of these parts, including various aluminium or high-strength steel alloys (e.g. UHSS and HSS) and composites. High-strength steel has a variable carbon or boron content.

**WARNING:** If this non-visible part is damaged, it **must be** replaced unless the damage is cosmetic in nature only and does not affect the integrity of the part, i.e., when the part has not been bent out of shape or torn apart, and that it does not have to be repaired or straightened.

In the case of a replacement, the part must be replaced by an OEM part or by a recycled OEM part (used), provided that the integrity of the recycled part has been maintained and that it is of like kind and quality or of superior quality.

The use of refurbished (remanufactured) or similar parts is **prohibited**.

- **Bumper reinforcement supports – Side rail extension** – Some bumper reinforcement supports have energy absorbing properties. Therefore, these are structural parts and they must only be replaced by new or recycled (used) OEM parts.



The use of refurbished parts (remanufactured) or similar parts is **prohibited**. Refer to information bulletin PM G2011-02 “Bumper reinforcement supports – Side rail extension”, issued March 31, 2011.

- **Energy absorbers** – The use of similar parts is **prohibited**. Use only new or recycled (used) OEM parts.

**Plastic bumper cover** – If a plastic bumper cover is damaged and needs to be replaced, use a new or recycled OEM part rather than a refurbished OEM part (remanufactured), provided the vehicle is under a year old **and** has less than 20,000 km mileage. When damage is minor, the bumper must always be repaired, irrespective of the age of the vehicle.

**Note** – Check the manufacturer’s recommendations before approving a remanufactured bumper cover, given the presence of advanced driver-assistance systems (ADAS).

**SUPPLEMENTAL RESTRAINT SYSTEM (SRS)** *[Updated on May 17, 2021]*

- In case of a replacement, the part must be replaced by a new OEM part.

EXAMPLES OF COMPONENTS:

- Sensors.
- Seat belt with pretensioner.
- Clockspring.
- Air bags: See notes (1) and (2) below.
- Control unit, energy-absorbing steering column.

**IMPORTANT** – In every case, the appraiser must check the manufacturer’s recommendations regarding the replacement of SRS parts following the deployment of an air bag.

**Note 1** – The exterior trim of air bags must never be dyed.

**Note 2** – See manufacturer’s recommendations regarding the fabric of the cushions of unstitched or torn seats following the deployment of a lateral air bag installed inside the seat back on several vehicle models.

## ALLOWANCES

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### PLASTICS RECOVERY

[Effective as of April 5, 2021]

- Allocation ..... 1.79 \$/file
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### GRAVEL GUARD

[Updated on October 23, 2023]

#### Product

- Rocker ..... \$15
- Lower door ..... \$15
- Lower pickup bed side ..... \$15
- Front Fender ..... \$9
- Quarter panel ..... \$9

#### Labour

- First Panel ..... 0,5 hr
- Each additional panel ..... 0,3 hr

**Note** – Labour is calculated at the “body” rate (rate 1).



Refer to information bulletin ERA G2019-05 “Gravel Guard – Update”, issued June 25, 2019.

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### POLISHING DAMAGED HEADLAMP

[Effective as of May 6, 2014]

- Allowance ..... **0.5 hr for one headlamp**

**Note 1** – Except under special circumstances, no allowance is given for restoring an **undamaged** headlamp.

**Note 2** – Apply the labour time for paint operations (Rate 4).

**Note 3** – Apply depreciation if justified by the condition of the part to be polished.

See heading “**REAR LAMPS**” in “**APPRAISAL TECHNIQUES**” section

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## WINDOWS

### BROKEN GLASS CLEAN-UP

**Note 1** – This operation included in the subcontractor glazier’s labour.

**Note 2** –Additional time may be granted if Audatex or Mitchell appraisal software is used because this operation is not included.

**Note 3** – The appraiser must check what operations are or are not included in the appraisal software used.

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### WINDSHIELD REPAIR

**Note** – Price: To be verified as per the agreement between the insurer and the supplier.

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**WINDSHIELD, SIDE WINDOW AND REAR WINDOW REPLACEMENT**

**Note 1 – Price:** To be verified as per the agreement between the insurer and the supplier.

**Note 2 – Labour time:** where required, refer to the time prescribed by the appraisal software.

**URETHANE**

*[Updated on May 17, 2021]*

- **The appraiser must check with the supplier:**
  - The type and quantity of product required for the replacement of the window.
  - The price of the product as per the agreement between the insurer and the supplier.

**AIR CONDITIONING AND COOLING**

**ANTIFREEZE**

*[Updated on October 23, 2023]*

- Allowance ..... **\$34/4 litres**
- Top up – Minimum quantity ..... 2 litres
- Full amount – Quantity ..... AS PER VEHICLE MODEL

**Note** – Allow antifreeze recommended by manufacturer.

**AIR CONDITIONING SYSTEM CONDENSER CHECK**

*[Updated on October 23, 2023]*

- Test and clean ..... **\$91**

**Note 1** – Allowance does not include removal and installation time, **or repair**.

**Note 2** – Repair can be made by sub-contracting or in workshop.

- See heading “**SUB-CONTRACTING**” in “**GUIDELINES AND PROCEDURES**” section.

**RADIATOR CHECK**

*[Updated on October 23, 2023]*

- Test and clean ..... **\$91**

**Note 1** – Allowance does not include removal and installation time, **or repair**.

**Note 2** – Repair can be made by sub-contracting or in workshop.

- See heading “**SUB-CONTRACTING**” in “**GUIDELINES AND PROCEDURES**” section.

**ALLOWANCES**

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**AIR CONDITIONING SYSTEM EVACUATING AND RECHARGING**

**REFRIGERANT R134A** [Updated on October 23, 2023]

- Open system (**gas cannot be recovered**)
- Allowance for single unit air conditioning system ..... **\$195**
  - Allowance for dual unit air conditioning system ..... **\$219**
- Includes full gas recharge and top-up of lubricant**
- Closed system (**gas can be recovered**)
- Allowance for single unit air conditioning system ..... **\$195**
  - Allowance for dual unit air conditioning system..... **\$203**
- Includes time for gas recovery as well as top-up of lubricant and gas**

**REFRIGERANT R-1234yf** [Updated on October 23, 2023]

- Open system (**gas cannot be recovered**)
- Allowance for single unit air conditioning system ..... **\$355**
  - Allowance for dual unit air conditioning system ..... **\$499**
- Includes full gas recharge and top-up of lubricant**
- Closed system (**gas can be recovered**)
- Allowance for single unit air conditioning system ..... **\$236**
  - Allowance for dual unit air conditioning system..... **\$273**
- Includes time for gas recovery as well as top-up of lubricant and gas**

**Note 1** – The appraiser must remember to remove the allowance for labour time (1.4 hours) generated automatically by the appraisal software used when one of the above allowances is granted.

**Note 2** – Allowance for labour: only if dismantling the system is necessary to make repairs. Check the removal and installation time in the appraisal software.

**Note 3** – Additional damage may have been caused to the air conditioning system, for example if the ends of the system were not plugged while the condenser was being repaired.



**Note 4** – Refer to information bulletin ERA G2018-04 “Evacuating and recharging the air conditioning system”, issued June 19, 2018.

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**STEERING AND SUSPENSION**

**WHEEL BALANCING – STEEL OR ALLOY WHEEL**

[Updated on October 23, 2023]

Maximum allowances, including 20% for sub-contracting:

- Wheel measuring less than 17” ..... **\$17**
- Wheel measuring 17” and less than 20” ..... **\$22**
- Wheel measuring 20” or more ..... **\$25**



### NEW TIRES RECYCLING PROGRAM

[Updated on July 1<sup>st</sup>, 2023]

- Allowance ..... **\$4.50/per tire**  
Applies to new tires with a rim diameter equal to or less than 62.2 cm (24.5 inches) and whose overall diameter is equal to or less than 83.8 cm (33 inches).
- Allowance ..... **\$6/per tire**  
Applies to new tires with a rim diameter equal to or less than 62.2 cm (24.5 inches) and whose overall diameter is more than 83.8 cm (33 inches) but does not exceed 123.2 cm (48.5 inches).

**Note** – Do not include in the price of the tires but record separately.

### WHEEL ALIGNMENT

[Updated on October 23, 2023]

- Maximum allowance/Standard vehicle, including 20% for subcontracting ..... **\$111**
- Maximum allowance/Midsize vehicle, including 20% for subcontracting..... **\$127**
- Maximum allowance/Full-size vehicle, including 20% for subcontracting..... **\$140**

**Definitions:**

**Standard vehicle:** Cars / Subcompact SUVs: Nissan Kicks, Kona, CX-3 – Compact SUVs: Tucson, CR-V, RAV4, Escape, etc.

**Midsize vehicle:** Midsize SUVs: Grand Cherokee, Explorer, Pilot, Terrain, Yukon, Suburban, Durango, Tahoe, Escalade, Aviator – Minivans: Grand Caravan, Sienna, Sedona – Pickup trucks: ½ ton and smaller, Tacoma, F-150, Ram 1500, etc.

**Full-size vehicle:** Large pickups / Vans: ¾ **ton and bigger**, Ford Super Duty, Sierra HD, Sprinter, Transit, etc.

**Note 1** – Tires showing uneven wear may indicate that the wheel alignment was incorrect before the accident.

**Note 2** – For more information, see the “**APPRAISAL TECHNIQUES**” section.



**Note 3** – The steering angle is not part of the Wheel Alignment allowance. Refer to information bulletin ATE G2021-02 “Wheel Alignment” issued March 18, 2021.

### NITROGEN INFLATED TIRES

[Effective as of December 2, 2013]

- Apply nitrogen-inflation cost, if needed.

## ALLOWANCES

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### MECHANICAL SYSTEMS

#### CYLINDER CODING – LOCK CYLINDER

[Updated on October 23, 2023]

- Door lock or ignition-starter switch ..... **\$123**

**Note 1** – A higher allowance may be justified for some vehicle models. Where applicable, the repairer must provide the insurer with supporting documents.

**Note 2** – The allowance above include 20% for sub-contracting.

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#### FUEL TANK – CLEANING AND REPAIR

[Updated on November 21, 2011]

- The repairer must provide supporting documents to the insurer.
- 

### INTERIOR TRIM

#### FABRIC PROTECTION

- See heading “**SUB-CONTRACTING**” in “**GUIDELINES AND PROCEDURES**” section.
- 

### STRUCTURE AND CHASSIS

#### INSTALLATION ON FRAME STRAIGHTENING RACK

[Updated on November 29, 2021]

- Allowance (integrated body and chassis / unibody)..... **3.9 hrs**
- Allowance (separate body and chassis / conventional (e.g. pick-up))..... **7.4 hrs**

**Note 1** – These allowances concern the operations for installing the vehicle on the rack and removing it, the operation for measuring and evaluating, which includes set-up for automatic centering, damage measurement and analysis before and during the straightening, a final measurement and printing documents.

**Note 2** – These allowances do not include the removal of accessories and/or parts that could impede installation or repair (e.g. rocker panel mouldings, floor protector).

**Note 3** – Refer to information bulletin ERA G2021-09 – Installation on frame straightening rack.

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#### INSTALLATION OF JIGS/CLAMPS TO STRAIGHTEN OR REPLACE A SIDE RAIL

[Effective as of November 29, 2021]

- Allowance ..... **0.3 hr/ jig-clamp**

**Note** – Refer to information bulletin ERA G2021-09 – Installation on frame straightening rack.

**Note** – All of these allowances must be indicated under “chassis operation” (rate 3).

# PAINT



**IMPORTANT:** Before beginning an appraisal, check all manufacturer recommendations as well as the repair procedure for the vehicle. Refer to information bulletin ERA G2018-01.

## HOURLY RATES

[Effective as of January 1st, 2024]

- Allowance two-stage ..... **\$52.20**
- Allowance three-stage ..... **\$61.91**



**Note:** The appraisal software **must be used completely**. Refer to information bulletin ERA G2023-09 – Automotive Paint.

## FLEXIBLE AGENT AND BONDING MATERIAL

[Updated on October 23, 2023]

### FLEXIBLE AGENT – FOR FLEXIBLE PARTS ONLY

- Bumpers ..... **\$6** per part
  - Other flexible parts<sup>(\*)</sup> ..... **\$2** per part
- (\*) APPLICABLE TO CERTAIN VEHICLE MODELS, FOR EXAMPLE, THE VOLKSWAGEN NEW BEETLE

### BONDING MATERIAL [Updated on October 10, 2022]

#### ▪ PARTIAL APPLICATION:

- Bumpers and other parts ..... **\$5** per repaired part

#### ▪ LABOUR (preparation of the unfinished substrate)\*

- **New** uncoated bumper and other plastic parts

20% of the surface painting total for the bumper and other plastic parts (**base coat without clear coat**). – 0.2 hr per hour of painting during the paint operation (Rate 4).

*\*Preparation of the unfinished substrate includes the following steps: Cleaning with a detergent, cleaning with alcohol/a plastic cleaner, performing an additional cleaning with a solvent, applying a specialized bonding material and cleaning the equipment.*

#### **Note 1 – Procedure**

**Mitchell** – The appraiser must calculate the amount and enter it manually for the paint rate (Rate 4). E.g. 2.4 hr painting X 20% = 0.5 hr labour.

**Audatex** – Calculated automatically when the following option is selected:

[PREP RAW FRT BMPR CVR]

**Note 2** – An adhesion promoter may be used and is indeed recommended in the preparation of plastic parts. Its purpose is to promote bonding between exposed plastic and the primer coat. It is applied directly to new uncoated plastic parts as well as to plastic that has been stripped by sanding.

**PAINT**

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**STRIPPING**

- To establish labour time, use the equivalent of refinish times generated by the appraisal software. Example:

$$\boxed{\text{LABOUR}} \times \boxed{\text{TABLE HOURLY RATE}} = \boxed{\$ \text{ ADDITIONAL MATERIAL}}$$

---

**POLISHING**

*[Effective as of June 3, 2013]*

- Allowance ..... 30% of labour time of the base coat,  
.....excluding clear coat, for each sanded and buffed surface.

*For minor or superficial damage (i.e., scratches, spots, spatters).*

**Note 1** – Does not apply if an allowance to refinish the same surface has been granted.

**Note 2** – To establish labour time, use the equivalent of refinish times generated by the appraisal software (*rate 4*).

**Note 3** – Do not deduct refinish time overlap.

# DEPRECIATION

## GENERAL

**When depreciation cannot be calculated using precise guidelines or measurable factors, the appraiser shall use his best judgment when applying the depreciation.**

1. Depreciation must be shown in the appraisal, with the appropriate comments. Depreciation of less than \$50, for the overall appraisal, should not be taken into account. If depreciation is greater than \$50, it is to be applied from the first dollar.
  2. **“Net replacement cost”** means the actual cost, taking discounts into consideration, and not the gross cost. The **“net replacement cost”** includes the cost of parts, labour and taxes.
  3. **“Replacement cost”** means the actual cost, taking into consideration the cost of parts, applicable discounts, if any, and taxes on parts, but excluding labour.
  4. Three factors may affect the calculation of depreciation:
    - Mileage (e.g., the engine)
    - Condition or longevity (e.g., paint)
    - Measurable wear (e.g., tires)
  5. Any client who is not satisfied with the appraiser’s explanations should be encouraged to contact his or her insurer.
- 

## AUDIO-VIDEO

### MULTIMEDIA DEVICE

*[Updated on May 17, 2021]*

If bought new, there is no depreciation for the first year. Subsequently, 1% per month from the date of purchase, subject to a maximum of 75% of the replacement cost.

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## BODY

### PAINT

*[Updated on November 9, 2015]*

There is no depreciation for the first three years. After that, the appraiser can deduct 5% per year (labour and material) based on condition, subject to a maximum of 75% of the net replacement cost. This applies to partial or complete paint refinishing.

**Note 1** – The appraiser must calculate “Years” by subtracting the vehicle year from the year of the claim.

**Note 2** – It is understood this depreciation is applied based on paint wear and not on prior damage to or defects in the original vehicle paint.

## DEPRECIATION

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### RUST

Rust must be considered as prior damage. The appraiser must deduct from the replacement cost of the part a percentage based on the cost of repairing the rust, subject to a maximum of 50%.

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## AIR CONDITIONING AND COOLING

### RADIATOR AND CONDENSER

*[Updated on May 17, 2021]*

Depreciation should be based on condition, subject to a maximum deduction of 50% of the replacement cost.

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## STEERING AND SUSPENSION

### TIRES – MILEAGE

- When it is impossible, in case of theft or fire, to use the tread wear indicator, the appraiser must deduct a percentage in the proportion that the mileage covered bears to the average duration of 50,000 km.
  - No depreciation until 10,000 kilometres are reached but, subsequently, calculate from the first kilometre.
- 

### TIRES – WEAR

- The appraiser must deduct from the replacement cost a percentage that is proportional to the wear measured on the tire tread, where wear is most severe, using a tread wear indicator.
    - Maximum depreciation: 80%.
  - Method for Calculating Tire Depreciation: the tire tread depth determines the extent of wear. The tread depth on a new tire may vary. In general, a new tire can be expected to have a tread depth of 12/32".
    - Example: For a tire valued at \$150, every 1/32" of wear represents 8.3% or \$12.50.
- 

## MECHANICAL SYSTEMS

*[Updated on May 17, 2021]*

Certain components may sometimes show signs of wear or deterioration completely unrelated to the accident. In such cases, only those components whose wear or deterioration would have prevented them from functioning adequately for the vehicle's service life should be subject to a deduction.

**ENGINE**

- The appraiser must deduct a percentage of the cost of repairing or replacing the engine or its components based on mileage. **Each case must be judged on its own merits.**
- Replacement by a new engine: refer to the chart.
- Replacement by a remanufactured engine: apply one half of the depreciation percentage mentioned in the chart.
- Replacement by a used engine: no depreciation.

FUEL ENGINE DEPRECIATION (25,000 km scale)		
0	to	25,000 km..... 0%
25,001	to	50,000 km..... 10%
50,001	to	75,000 km..... 20%
75,001	to	100,000 km..... 30%
100,001	to	125,000 km..... 40%
125,001	to	150,000 km..... 50%
150,001	to	175,000 km..... 60%
175,001		and more..... 70%

**MUFFLER AND EXHAUST PIPE**

*[Updated on May 17, 2021]*

- Several brands and models of vehicles are equipped with exhaust systems whose service life is equal to or greater than that of the vehicle. The appraiser should treat each file case by case.
- There is no claim payment for rusty mufflers and exhaust pipes.
- Check for prior damage.

**TRANSMISSION**

The appraiser must apply the method described under “ENGINE”.

**ELECTRICAL SYSTEM**

**BATTERY**

The appraiser must deduct a percentage of the replacement cost based on age and condition. There is no depreciation for the first 12 months. The maximum depreciation is 70%.

**ELECTRONIC SYSTEM**

*[Updated on May 17, 2021]*

The service life of certain electronic parts is difficult to determine and may be shorter for some because of their location.

## DEPRECIATION

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### ELECTRONIC SYSTEM

*[Updated on May 17, 2021]*

The service life of certain electronic parts is difficult to determine and may be shorter for some because of their location.

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## INTERIOR/ EXTERIOR TRIM

### INTERIOR TRIM

If replaced, the appraiser must deduct a percentage based on their condition from the net replacement cost. There is no depreciation on repairs.

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### CARPETS AND SEAT COVERS

The appraiser must deduct a percentage of the replacement cost based on condition. There is no depreciation for the first year and, subsequently, 10% per year, subject to a maximum of 85%.

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### CONVERTIBLE ROOF

*[Updated on May 17, 2021]*

In all cases, the appraiser must deduct a percentage of the net replacement cost based on condition. There is no depreciation for the first year. Subsequently, 10% to 20% per year, subject to a maximum of 75%.



# APPRAISAL TECHNIQUES

## BUMPERS



**IMPORTANT:** Before beginning an appraisal, check all manufacturer recommendations as well as the repair procedure for the vehicle. Refer to information bulletin ERA G2018-01.

### PART MATERIAL

*[Updated on May 17, 2021]*

**Plastic material (bumper cover)** – The part may be repaired at a garage or in a specialized workshop. A number of repair kits are available in the marketplace. Any distortion may be repaired by using heat.

**Chrome metal** – Part may be repaired, adjusted or partially or wholly “rechromed”.

**Painted metal** – Part may be repaired, adjusted or welded.

**Note** – Verify the type of metal.

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### IMPACT ENERGY ABSORBER

Minor repairs are often possible.

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## WINDOWS

### SIDE WINDOWS AND REAR WINDOW

All of these windows are generally made of tempered safety glass, which turns into granulates if broken. A few high-end vehicle models use laminated safety glass for the rear window.

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### WINDSHIELD

*[Updated on May 17, 2021]*

A specialized workshop can repair minor damage to a windshield.

**Note** – The manufacturer’s recommendations should be checked, especially if the vehicle is equipped with a windshield camera.

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## AIR CONDITIONING AND COOLING

*[Updated on May 17, 2021]*

### VENT BOX

Reparable. Some models are available in sections.

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## APPRAISAL TECHNIQUES

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### CONDENSER

Made of aluminium, very flexible; a minor distortion can be corrected and minor repairs can be made by a specialized repair workshop.

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### WATER PUMP

Visual inspection to check whether liquid is leaking or whether the housing is cracked and to check the location of the pulley and water pump housing. A pulley which touches the housing indicates that the shaft has sagged and is pushed backwards. No repair.

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### RADIATOR, HEATER CORE AND OIL COOLER

*[Updated on May 17, 2021]*

Visual inspection, replaced if damaged.

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### END TANK

Reparable. Available in detachable parts with certain models.

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### RECEIVER-DRYER

Change it if it is dented. Garage mechanics may damage this part if they do not plug the ends of the system when the condenser is being repaired.

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## STEERING AND SUSPENSION

*[Updated on May 17, 2021]*

### SHOCK ABSORBER

Visual inspection. A slight dent on the housing that does not impede operation does not require replacement. A loss of gas or liquid is not necessarily due to an accident.

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### STABILIZER BAR

Visual inspection. This part does the work of a torsion bar.

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### STEERING BOX AND STEERING RACK

Visual inspection.

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### CONTROL ARM

Visual inspection. No repairs.

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## HOUSING REAR AXLE \ DIFFERENTIAL

[Updated on May 17, 2021]

For verification purposes, mark an X on the tread of each tire and take measurements at three different places (front, bottom and rear). Tolerance is 1/8" (3mm). Specialized workshops repair this part.

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## ENERGY-ABSORBING STEERING COLUMN

No repairs. See manufacturer's recommendations about replacing this part if air bags were deployed. See Section "REPLACEMENT PARTS" in the "ALLOWANCES" section.

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## SPINDLE

Visual inspection. Check the distance between the break drum and the back plate. Make a diametrically opposed comparison to determine whether, at a place between these two pieces there is a large space on one side and a small space on the other. If this is the case, the spindle is damaged. Can be compared to the opposite side that is not damaged. No repairs.

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## STEERING ARM

Check the distance between this arm and the back plate. Can be compared to the opposite side that is not damaged. No repairs.

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## REAR HUB

Axle with hump and rear drum – Same procedure as with the hub. No repairs.

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## HUB

Check by looking at the interaction between the brake drum and the back plate. A slight tolerance is accepted. If there is considerable looseness, the hub or the brake drum may be damaged. With certain models, the brake drum and the hub may be purchased separately. The brake drum must be checked on an undamaged hub. No repairs.

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## STEERING KNUCKLE

Inspection visuelle.

**N.B.** – The part does not automatically have to be replaced if there is only slight damage on the exterior. In fact, since it is very difficult in certain cases to determine whether a steering knuckle is crooked during the visual inspection, only checks made using specialized tools can establish whether it is justified to replace the part.

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## BACK PLATE

Slight damage can be repaired. If it cannot be repaired, replace it.

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### TIRES

Slight damage, i.e. scratches on the tread or the sides of the tire not affecting overall appearance or safety, can be ignored. An appearance allowance may be granted for slight cuts affecting the appearance. In cases where the cut is deep enough to expose the carcass, the appraiser must consider the purchase of a new tire of identical quality and deduct depreciation for wear.

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### POWER STEERING PUMP

*[Updated on May 17, 2021]*

Visual inspection. Pulleys are available separately for certain models.

**Note** – Check the manufacturer’s recommendations.

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### WHEEL ALIGNMENT

*[Updated on May 17, 2021]*

A suspension must possess some rigidity in order to deal with all the road hazards. A visual inspection of the tires can show that the alignment was defective before the accident. Vehicles with an independent rear suspension require wheel alignment when the suspension is damaged.

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### FRONT-WHEEL ALIGNMENT – CAMBER

This is the outward (positive) tilt of the top of the wheels. Positive camber ensures an equal distribution of the load on bearing supports, it improves stability and reduces the tendency of the front wheels to toe in and open.

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### FRONT-WHEEL ALIGNMENT – CASTER

This is the backward (positive) tilt of the top of the spindle axis or support. The positive caster projects the weight of the vehicle in front of the contact point of the tire. The caster helps keep the front wheels straight.

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### FRONT-WHEEL ALIGNMENT – TOE IN

This is the inward convergence of the front wheel section.

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### LEAF SPRING

Visual inspection. The leaf spring may be rebuilt or replaced by specialized workshop.

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### ALLOY WHEELS

*[Updated on May 17, 2021]*



Only aesthetic damage can be repaired. Refer to the manufacturer’s recommendations. Refer to information bulletin ERA G2021-01, issued February 23, 2021, on repairing rims.

**STEEL WHEELS**

Reparable.

WHEELS	TOLERANCE (MANUFACTURER)
13 inches	1/8
14 inches	1/8
15 inches	3/16
16 inches	3/16
17 inches and over	1/4

**LINKAGE**

*[Updated on May 17, 2021]*

Visual inspection. No repairs. It is sometimes very hard to determine whether a linkage part has been damaged. In many cases, performing a wheel alignment will reveal linkage damage.

**MECHANICAL SYSTEMS**

**EVAP CANISTER**

It is made of plastic and minor damage may be repaired.

**CRACKED ENGINE BLOCKS AND TRANSMISSION HOUSINGS**

*[Updated on May 17, 2021]*

Can be repaired by a specialized workshop, when appropriate.

**FUEL TANK**

*[Updated on May 17, 2021]*

No repairs. Used or similar parts sold by recyclers. Some recyclers clean the tanks before selling them; otherwise, include an allowance for cleaning.

**TRANSMISSION**

Visual inspection as outside damage is possible. Damage can often be repaired by a specialized workshop.

### ELECTRICAL SYSTEM

#### ACCESSORIES

[Updated on May 17, 2021]

Some electrical accessories may interact with other components. Check the manufacturer's recommendations before authorizing a repair. (See heading "REPLACEMENT PARTS" in "ALLOWANCES" section.)

#### BATTERY

[Updated on May 17, 2021]

Slight external damage without loss of liquid can be ignored.

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#### WIRING

[Updated on May 17, 2021]

Damage to one or more wires in a cable can be repaired, unless otherwise indicated by the manufacturer.

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#### REAR LAMPS

On some models, these parts are very expensive, and in most cases, the housing is only available with the purchase of complete rear lamp assemblies. The housings and lens are made out of plastic material and can easily be repaired by gluing or polishing when slightly damaged, without affecting their quality. (See heading "POLISHING DAMAGED HEADLAMP" in "ALLOWANCES" section.)

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#### HEADLAMPS

[Updated on May 17, 2021]

Generally made of plastic material and can be repaired, where appropriate, with glue or polishing.

**Note** – It is important to refer to the manufacturer's recommendations if the vehicle is equipped with adaptive headlights.

**Repair kit**– Several manufacturers offer headlamp repair kits for certain vehicle models. Various parties and consumers may find this repair method advantageous, since it:

- Conserves the original part.
- Saves money, since the repair kit is cheaper than a used (refurbished) or similar headlamp.
- Offers better repair consistency as it does not affect the glass face and the repaired headlamp will have the same lifespan as the headlamp on the opposite side which, in many cases, will not be replaced.



- Refer to information bulletin PM G2008-01 "Headlamp repair" issued August 13, 2008.

## INTERIOR FINISHING

[Updated on May 17, 2021]

### INTERIOR FINISH

Se référer aux recommandations du manufacturier dans tous les cas.

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## STRUCTURE AND CHASSIS

[Updated on May 17, 2021]

### CONVENTIONAL CHASSIS – POSSIBLE TYPES OF DAMAGE

[Updated on May 17, 2021]

1. **Sag:** Sagging of the chassis at either the front hinge pillar or lock pillar. Install three parallel bars and during the wheel alignment you will notice that the bar installed facing the front hinge pillar or the lock pillar is not parallel to the two other bars. Can be repaired in most cases.
2. **Sidesway:** Damage to the front or back section of the chassis. Install three parallel bars and if the centering pointers do not align with each other, you will notice the direction of the damage on the chassis. This damage can be verified by measuring the distances diagonally, the longest measurement giving you the direction of the damage. Can be repaired in most cases.
3. **Mash:** Crushing of metal that shortens a chassis frame rail. Can be repaired in most cases.
4. **Twist:** Install three parallel bars and during wheel alignment you will notice that the bars form an “X”; i.e. none of them is parallel to the other. Can be repaired in most cases.
5. **Diamond:** Measure the diagonal lines of the three sections of the chassis (front, centre and rear) and if these measurements are not identical, the chassis will have the shape of a diamond. Can be repaired in most cases.





## HEAVY VEHICLES AND EQUIPMENT

The **Damage Appraisal Guide for Heavy Vehicles and Equipment** is available:

**APPRAISAL**  
**24/24**



FOR INFORMATION: [estimation@gaa.qc.ca](mailto:estimation@gaa.qc.ca)



## ENGLISH – FRENCH GLOSSARY

ABSORBER AND STRUT MOUNTING .....	ATTACHE D'AMORTISSEUR
ABSORBER BUMPER, ABSORBER RUBBER MOUNT .....	COUSSIN DE COUPELLE
ACCESSORIES .....	ACCESSOIRES
ACID, BATTERY .....	ÉLECTROLYTE
ADJUSTABLE RECLINING SEAT BACK .....	DOSSIER RÉGLABLE
ADJUSTABLE STEERING COLUMN .....	COLONNE DE DIRECTION RÉGLABLE
ADJUSTER OPERATING MECHANISM SEAT .....	SYSTÈME DE RÉGLAGE DE SIÈGE
ADJUSTING NUT AND SCREW .....	VIS D'AJUSTEMENT
ADJUSTING SLEEVE .....	MANCHON D'AJUSTEMENT
AIR BAG .....	COUSSIN GONFLABLE
AIR CLEANER .....	FILTRE À AIR
AIR COMPRESSOR .....	COMPRESSEUR D'AIR
AIR CONDENSER .....	CONDENSEUR D'AIR
AIR CONDITIONER .....	CLIMATISEUR
AIR CONDITIONING .....	CLIMATISATION
AIR DEFLECTOR .....	DÉFLECTEUR D'AIR
AIR DUCT .....	CONDUIT D'AIR
AIR SUSPENSION .....	SUSPENSION PNEUMATIQUE
AIR-CONDITIONER CONTROL .....	COMMANDE DU CLIMATISEUR
ALL-ALUMINIUM CONSTRUCTION .....	FABRICATION TOUT ALUMINIUM
ALL-METAL CONSTRUCTION .....	FABRICATION TOUT MÉTAL
ALLOY .....	ALLIAGE
ALLOY, CAST IRON .....	FONTE ALLIÉE
ALLOY, SILICON .....	ALLIAGE AU SILICIUM
ALLOY, STEEL .....	ACIER ALLIÉ
ALL-WHEEL DRIVE .....	TRACTION INTÉGRALE
ANCHOR PIN .....	PIVOT D'ANCRAGE
ANCHOR .....	ANCRAGE
ANODIZED PART .....	PIÈCE ANODISÉE
ANTENNA .....	ANTENNE
ANTI-CORROSIVE ADDITIVE .....	ADDITIF ANTICORROSIF
ANTI-RATTLE SPRING .....	RESSORT DE MAINTIEN
ANTI-RUST .....	ANTIROUILLE
APPEARANCE ALLOWANCE .....	PRÉJUDICE ESTHÉTIQUE
ARC WELDING .....	SOUDAGE À L'ARC
ARM MOUNTING BRACKET .....	ATTACHE DE BRAS DE SUSPENSION
ARMING SENSOR .....	CAPTEUR DE DÉCÉLÉRATION
ARMREST .....	APPUI-BRAS
ASHTRAY .....	CENDRIER
ASSEMBLY LINE .....	CHAÎNE DE MONTAGE
ASSEMBLY PLANT .....	USINE DE MONTAGE
ASYMMETRICAL .....	ASYMÉTRIQUE
AUTOMATIC LEVEL CONTROL .....	CORRECTEUR D'ASSIETTE
AXLE BOX OR HUB, AXLE HOUSING .....	CARTER D'ESSIEU
AXLE SHAFT .....	ESSIEU
AXLE SUPPORT .....	SUPPORT D'ESSIEU
AXLE .....	ESSIEU, AXE, ARBRE
BABY SEAT .....	SIÈGE DE BÉBÉ
BACK GLASS DEFROSTER .....	DÉGIVREUR DE LUNETTE ARRIÈRE
BACK GLASS PANEL .....	PANNEAU DE LUNETTE ARRIÈRE
BACK GLASS, BACK WINDOW, REAR WINDOW .....	LUNETTE ARRIÈRE
BACK UP LAMP .....	FEU DE RECUL
BACKING PLATE .....	PLATEAU DE FREINS
BACKREST, SEAT BACK .....	DOSSIER
BAFFLE .....	SUPPORT DE PHARE
BALL JOINT .....	ROTULE
BASE COAT/CLEAR COAT .....	COUCHE DE BASE/COUCHE TRANSPARENTE
BATTERY CABLE .....	CÂBLE DE BATTERIE
BATTERY .....	BATTERIE OU BATTERIE D'ACCUMULATEURS

## ENGLISH – FRENCH GLOSSARY

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BEARING .....	ROULEMENT
BELT LINE WEATHERSTRIP .....	LÈCHE-GLACE
BELT LINE .....	CEINTURE DE CAISSE
BELT MOULDING .....	MOULURE DE CEINTURE
BELT SEAT .....	CEINTURE DE SÉCURITÉ
BELT .....	CEINTURE
BENCH SEAT .....	BANQUETTE
BENCH .....	ÉTABLI
BEZEL .....	ENJOLIVEUR
BINDER .....	LIANT
BLEEDER SCREW .....	VIS DE PURGE
BLENDING .....	AGENCEMENT DE COULEURS
BLISTERING .....	CLOQUAGE
BODY PAINT CONTAMINATION .....	CONTAMINATION DU FINI
BODY SHOP .....	ATELIER DE CARROSSERIE
BODY SIDE MOULDING .....	BAGUETTE DE FLANC
BODY .....	CARROSSERIE
BOLT & NUT .....	BOULON ET ÉCROU
BOOT, BOOT KIT .....	MANCHON D'ÉTANCHÉITÉ
BRACKET .....	SUPPORT, PATTE DE FINITION
BRAKE ADJUSTMENT .....	RÉGLAGE DES FREINS
BRAKE CALIPER .....	ÉTRIER DE FREIN
BRAKE DISC .....	DISQUE DE FREINS
BRAKE DRUM .....	TAMBOUR DE FREIN
BRAKE LINES .....	CANALISATIONS DE FREIN
BRAKE LINING .....	GARNITURE DE FREIN
BRAKE METERING VALVE .....	LIMITEUR DE FREINAGE
BRAKE PEDAL .....	PÉDALE DE FREIN
BRAKE SHOE .....	SABOT DE FREINS
BRAKE SHOE .....	SEGMENT DE FREIN
BRAKE .....	FREIN
BRAKING SYSTEM .....	DISPOSITIF DE FREINAGE
BUCKET SEAT .....	SIÈGE-BAQUET
BUILT IN HEAD RESTRAINT .....	APPUI TÊTE INCORPORÉ
BUILT IN HEAD RESTRAINT .....	BOUCLIER EXTÉRIEUR
BULB .....	AMPOULE
BUMPER COVER .....	COUVRE-PARE-CHOCS
BUMPER CUSHION .....	COUSSIN DE PARE-CHOCS
BUMPER EXTENSION .....	EXTENSION DE PARE-CHOCS
BUMPER FILLER .....	BOUCLIER DE PARE-CHOCS
BUMPER GUARD .....	BUTOIR DE PARE-CHOCS
BUMPER REINFORCEMENT .....	RENFORT DE PARE-CHOCS
BUMPER STRIP .....	BAGUETTE DE PROTECTION
BUMPER, FACE BAR .....	PARE-CHOCS
BUSHING .....	BAGUE, COUSSINET
CALIPER BRAKE .....	ÉTRIER
CAMBER .....	CARROSSAGE
CAMSHAFT .....	ARBRE À CAMES
CANISTER .....	BOÎTE DE RÉCUPÉRATION DES VAPEURS D'ESSENCE
CARPET .....	TAPIS
CASTER .....	CHASSE
CENTRE CONSOLE .....	CONSOLE CENTRALE
CENTRE FILLER .....	BOUCHON DE RÉSERVOIR D'ESSENCE
CENTRE LINK, RELAY ROD .....	BARRE D'ACCOUPLLEMENT
CENTRE PILLAR TRIM PANEL .....	GARNITURE DE PIED MILIEU
CENTRE PILLAR .....	PIED MILIEU
CHISEL .....	BURIN, CISEAU
CIGAR LIGHTER .....	ALLUME CIGARE
CLOCK SPRING .....	CONTACTEUR ANNULAIRE
CLOCK .....	MONTRE, MONTRE DE BORD
CLUTCH PEDAL .....	PÉDALE DE DÉBRAYAGE

CLUTCH .....	EMBRAYAGE
COIL SPRING.....	RESSORT À BOUDIN, RESSORT HÉLICOÏDAL
COLLAPSIBLE STEERING COLUMN .....	COLONNE DE DIRECTION À ABSORPTION D'ÉNERGIE
COLOR CHIP .....	ÉCHANTILLON DE COULEUR
COMPENSATING PORT.....	ORIFICE D'EXPANSION
COMPRESSOR.....	COMPRESSEUR
CONCEPT CAR.....	AUTOMOBILE PROTOTYPE
CONDENSER.....	CONDENSEUR
CONSOL.....	CONSOLE
CONSTANT VELOCITY JOINT .....	JOINT HOMOCINÉTIQUE
CONTACT REEL .....	CONTACTEUR ANNULAIRE
CONTROL ARM .....	BRAS DE SUSPENSION
CONTROL KNOB .....	BOUTON DE COMMANDE
CONTROL MODULE .....	MODULE ÉLECTRONIQUE DE DIAGNOSTIQUE
CONVERTIBLE TOP .....	CAPOTE DE CABRIOLET
COOLING FIN .....	AILETTE DE REFOUILLISSEMENT
CORNERING LAMP .....	LAMPE DE COIN
COTTER PIN .....	GOUPILLE FENDUE
COURTESY LIGHTS.....	ÉCLAIRAGE D'ACCUEIL
COVER.....	COUVERCLE OU HOUSSE
COWL DASH .....	AUVENT, TABLIER
COWL SIDE PANEL.....	CÔTÉ D'AUVENT
COWL TOP PANEL.....	DESSUS DE TABLIER
COWL VENT PANEL, COWL GRILLE .....	GRILLE D'AUVENT
CREST.....	ÉCUSSON, INSIGNE
CROSS MEMBER .....	TRAVERSE
CROWN.....	COURONNE DENTÉE
CUSHION .....	COUSSIN
CYLINDER KEY .....	CYLINDRE DE CLEF
DASHBOARD.....	TABLEAU DE BORD
DECK LID, TRUNK LID .....	COUVERCLE DE COFFRE
DENT .....	BOSELURE
DENT, TO REMOVE.....	DÉBOSELER
DENT, TO .....	BOSELER
DIAGNOSTIC MODULE .....	MODULE ÉLECTRONIQUE DE DIAGNOSTIQUE
DIFFERENTIAL HOUSING.....	CARTER DE DIFFÉRENTIEL
DIMMER SWITCH.....	INVERSEUR ROUTE-CROISEMENT
DISC BRAKE .....	FREIN À DISQUE
DISPOSABLE .....	JETABLE
DOME LAMP .....	PLAFONNIER
DOOR AJAR INDICATOR .....	TÉMOIN DE PORTE OUVERTE
DOOR FRAME, DOOR SHELL .....	CAISSON DE PORTE
DOOR GLASS, WINDOW .....	GLACE
DOOR HANDLE .....	POIGNÉE DE PORTE
DOOR LOCK .....	SERRURE DE PORTE
DOOR POST .....	MONTANT DE PORTE
DOOR REINFORCEMENT.....	RENFORT DE PORTE
DOOR REPAIR PANEL.....	PANNEAU EXTÉRIEUR DE PORTE
DOOR STRIKER PLATE .....	GÂCHE
DOOR STRIKER .....	TAQUET
DOOR.....	PORTE
DRIP MOULDING.....	MOULURE DE GOUTTIÈRE
DRIP RAIL .....	GOUTTIÈRE
DRIVE AXLE SHAFT ASSEMBLY.....	ESSIEU D'ARBRE DE TRANSMISSION
DRIVE SHAFT.....	ARBRE DE TRANSMISSION
DRUM BRAKE.....	FREIN À TAMBOUR
DRY SANDING.....	PONÇAGE À SEC
DRYER.....	ÉVAPORATEUR
DUAL HEADLAMPS .....	PHARES JUMELÉS
DUM DUM .....	MASTIC D'ÉTANCHÉITÉ POUR JOINTS
DUST SHIELD .....	CACHE-POUSSIÈRE

## ENGLISH – FRENCH GLOSSARY

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ELECTRONIC CONTROL MODAL .....	MODULE DE COMMANDE ÉLECTRONIQUE
EMBLEM .....	EMBLÈME
ENAMEL .....	ÉMAIL
ENERGY-ABSORBING BUMPERS .....	PARE-CHOC À ABSORPTION D'ÉNERGIE
ENGINE TORQUE .....	COUPLE DU MOTEUR
EPOXY PRIMER .....	APPRÊT PRIMAIRE ÉPOXYDE
EXHAUST CATALYTIC CONVERTER .....	CONVERTISSEUR CATALYTIQUE
EXHAUST MANIFOLD .....	COLLECTEUR D'ÉCHAPPEMENT
EXHAUST PIPE .....	TUYAU D'ÉCHAPPEMENT
EXHAUST TAIL PIPE .....	TUYAU ARRIÈRE D'ÉCHAPPEMENT
FAN BELT .....	COURROIE DE VENTILATEUR
FAN BLADE .....	VENTILATEUR
FAN CLUTCH .....	EMBRAYAGE DE VENTILATEUR
FAN POWER .....	VENTILATEUR DÉBRAYABLE
FAN PULLEY .....	POULIE DE VENTILATEUR
FAN SHROUD LOWER .....	COLLECTEUR D'AIR INFÉRIEUR
FAN SHROUD UPPER .....	COLLECTEUR D'AIR SUPÉRIEUR
FENDER BRACE .....	ATTACHE D'AILE
FENDER LINER .....	DOUBLURE D'AILE, FAUSSE-AILE
FENDER SKIRT, FENDER APRON .....	DOUBLURE D'AILE
FENDER .....	AILE
FILLER PANEL, STONE DEFLECTOR .....	BOUCLIER
FILLER RETAINER .....	FIXATION DE BOUCLIER
FILLER .....	MASTIC DE DÉBOSELAGE
FIRE WALL .....	TABLIER
FLASHER .....	CLIGNOTANT
FLOOR PAN .....	PLANCHER
FOUR WHEEL STEERING .....	DIRECTION À 4 ROUES
FRAME SIDERAIL .....	LONGERON DE CHÂSSIS
FRAME STRAIGHTENING .....	REDRESSAGE DU CHÂSSIS
FRAME .....	CADRE
FRAME .....	CHÂSSIS
FRONT APRON .....	PASSAGE DE ROUE AVANT
FRONT CROSS MEMBER .....	TRAVERSE AVANT
FRONT END PANEL .....	PANNEAU DE CALANDRE
FRONT END .....	TRAIN AVANT
FRONT HINGE PILLAR .....	PIED AVANT, PIED D'AUVENT
FRONT LOWER MOULDING .....	MOULURE INFÉRIEURE AVANT
FRONT RUN RETAINER .....	COULISSE DE GLACE AVANT
FRONT WINDOW FRAME MOULDING .....	MOULURE DE GLACE AVANT
FUEL DOOR .....	PORTE DE RÉSERVOIR À ESSENCE
FUEL INDICATOR .....	INDICATEUR DE NIVEAU D'ESSENCE
FUEL TANK CAP .....	BOUCHON DE RÉSERVOIR D'ESSENCE
FUEL TANK .....	RÉSERVOIR D'ESSENCE
FUSE BOX .....	BOÎTE À FUSIBLES
FUSE LINK .....	FIL FUSIBLE
FUSE .....	FUSIBLE
GALVANIZED .....	GALVANISÉ
GARNISH MOULDING .....	MOULURE INTÉRIEURE
GAS PEDAL .....	PÉDALE D'ACCÉLÉRATEUR
GAS TANK CAP, FILLER CAP .....	BOUCHON DE RÉSERVOIR D'ESSENCE
GASKET .....	JOINT D'ÉTANCHÉITÉ
GATE REAR .....	TROISIÈME OU CINQUIÈME PORTE
GAUGE COVER PANEL .....	COUVERCLE DE L'INSTRUMENTATION
GAUGE .....	INDICATEUR, JAUGE
GLASS QUARTER FRAME .....	ENCADREMENT DE GLACE
GLASS QUARTER .....	GLACE DE CUSTODE
GLASS RUN CHANNEL .....	COULISSE
GLASS .....	GLACE, VITRE

GLOVE BOX BOÎTE À GANTS .....	GLOVE BOX
GLOVE BOX DOOR, GLOVE COMPARTMENT .....	COUVERCLE DE BOÎTE À GANTS
GRILLE CREST, GRILLE EMBLEM .....	EMBLÈME
GRILLE FRAME .....	ENCADREMENT DE CALANDRE
GRILLE PANEL SUPPORT .....	SUPPORT DE PANNEAU DE CALANDRE
GRILLE SCREEN, RADIATOR GRILLE .....	GRILLE DE CALANDRE
GRILLE .....	CALANDRE
GRINDER .....	RECTIFIEUSE; AFFÛTEUSE
GRIT .....	PARTICULES ABRASIVES
GUARD CUSHION, GUARD PAD .....	TAMPON DE BUTOIR
HANDLE REGULATOR .....	MANIVELLE DE LÈVE-GLACE
HANDLE .....	POIGNÉE
HATCH DOOR .....	HAYON
HEAD LAMP COVER .....	COUVERCLE DE PHARE AVANT
HEAD LAMP DOOR OR BEZEL .....	ENJOLIVEUR DE PHARE AVANT
HEAD LAMP MOTOR .....	MOTEUR DE PHARE AVANT
HEAD LAMP MOUNTING .....	SUPPORT DE PHARE AVANT
HEAD LAMP RETAINING .....	ANNEAU DE RETENUE
HEAD LINING .....	GARNITURE DE PAVILLON
HEADER PANEL .....	PANNEAU DE CALANDRE
HEADLAMP BEZEL – DOOR .....	ENJOLIVEUR DE PHARE
HEADLAMP HOUSING .....	BOÎTIER DE PHARE
HEADLAMP .....	BLOC OPTIQUE
HEADREST, HEAD RESTRAINT .....	APPUI TÊTE, REPOSE-TÊTE
HEATER CONTROL .....	COMMANDE DE CHAUFFAGE
HINGE PILLAR .....	PIED D'AUVENT
HINGE PLATE .....	PLAQUE VERTICALE DE SUPPORT DE CHARNIÈRE
HINGE .....	CHARNIÈRE
HITCH TRAILER .....	ATTELAGE DE REMORQUE
HOOD BUMPER .....	BUTÉE DE CAPOT
HOOD HINGE .....	CHARNIÈRE DE CAPOT
HOOD INNER PANEL .....	DOUBLURE DE CAPOT
HOOD INSULATOR .....	PLAQUE ISOLANTE DU CAPOT
HOOD LATCH .....	VERROU DE CAPOT
HOOD LOCK SUPPORT .....	SOCLE DE FERMETURE DE CAPOT
HOOD LOCK .....	FERMETURE DE CAPOT (SERRURE)
HOOD .....	CAPOT
HORN .....	KLAXON
HOSE .....	TUYAU; BOYAU
HUB AND BEARING ASSEMBLY .....	MOYEU ET ROULEMENT DE ROUE
HUB CAP .....	CHAPEAU DE ROUE
HUB .....	MOYEU
IDLER ARM .....	BRAS DE RENVOI
IGNITION SWITCH .....	INTERRUPTEUR D'ALLUMAGE
IMPACT ABSORBER, IMPACT ENERGY ABSORBER .....	AMORTISSEUR DE PARE CHOCS
IMPACT SENSOR .....	DÉTECTEUR DE CHOCS
IMPACT STRIP .....	BOURRELET
INLET PORT, BREATHER PORT .....	ORIFICE D'ALIMENTATION
INNER TIE ROD .....	EMBOUT INTÉRIEUR
INNER TRIM .....	PANNEAU DE GARNISSAGE
INSTRUMENT PANEL .....	TABLEAU DE BORD
INSULATING MATERIAL .....	MATIÈRE ISOLANTE
INSULATOR PAD .....	ISOLANT, PLAQUE ISOLANTE
KEY .....	CLEF, CLÉ
KNUCKLE ARM .....	LEVIER DE FUSÉE
KNUCKLE STEERING .....	PIVOT DE FUSÉE
LACQUER .....	LAQUE
LAMINATED GLASS .....	VERRE FEUILLETÉ
LAMINATED WINDSHIELD .....	PARE-BRISE EN VERRE FEUILLETÉ
LAMP MOUNTING PANEL .....	SUPPORT DE PHARE
LATCH STRIKER .....	PÈNE DE VERROUILLAGE

**ENGLISH – FRENCH GLOSSARY**

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LATCH SUPPORT .....	SUPPORT DE SERRURE
LATCH .....	VERROU; LOQUET; ENCLENCHEMENT
LEAF SPRING .....	RESSORT À LAMES
LEAK DETECTOR .....	DÉTECTEUR DE FUITE
LENS GASKET .....	JOINT ÉTANCHE DE LENTILLE
LENS .....	LENTILLE DE FEU
LICENCE BRACKET .....	SUPPORT DE PLAQUE D'IMMATRICULATION
LID .....	COUVERCLE
LIFTGATE HINGE .....	CHARNIÈRE DE HAYON
LIFTGATE .....	HAYON
LIFT, TAILGATE, TRUNK LID .....	HAYON, COUVERCLE DE COFFRE
LINER (FENDER) .....	BOUCLIER
LINK, PUSH ROD .....	POUSSOIR
LISTING WIRE .....	ARCEAU
LOCK .....	SERRURE; VERROU
LOCK BARREL, LOCK CYLINDER .....	BARILLET DE SERRURE
LOCK PILLAR .....	PIED ARRIÈRE
LOWER BODY .....	SOUBASSEMENT OU PLATE-FORME DE CAISSE
LOWER CONTROL ARM .....	BRAS INFÉRIEUR DE SUSPENSION
LOWER MOULDING .....	MOULURE INFÉRIEURE
LOWER PANEL .....	PANNEAU DE SOUTIEN INFÉRIEUR
LOWER SUPPORT .....	SUPPORT INFÉRIEUR
LUGGAGE RACK .....	PORTE-BAGAGES
MACPHERSON STRUT .....	JAMBE DE SUSPENSION MACPHERSON
MAIN SHAFT .....	ARBRE PRIMAIRE
MANUAL REGULATOR .....	LÈVE-GLACE MANUEL
MARKER LAMP .....	FEU DE GABARIT
MASTER CYLINDER RESERVOIR .....	RÉSERVOIR DU MAÎTRE-CYLINDRE
MASTER CYLINDER .....	MAÎTRE-CYLINDRE
MASTER LEAF, MAIN LEAF .....	LAME MAÎTRESSE
MATCHING OF PAINT .....	HARMONISATION DE LA PEINTURE
MEDALLONS ON WHEEL COVER .....	EMBLÈME
MID-TONE (PAINT TREATMENT) .....	PEINTURE À TEINTES ALTERNÉES
MIRROR .....	RÉTROVISEUR
MODULAR GLASS .....	GLACE MODULAIRE
MOULDING .....	MOULURE
MOUNTING EYE OEIL DE FIXATION .....	MOUNTING EYE
MOUNTING GROMMET .....	CAOUTCHOUC DE MONTAGE
MOUNTING .....	MONTURE
MUD FLAP .....	BAVETTE
MUDGUARD .....	PARE-BOUE
MULTI VISCOSITY OIL .....	HUILE MULTIGRADE
NAME PLATE .....	MONOGRAMME
NITROGEN .....	AZOTE
NUT .....	ÉCROU
OEDOMETER .....	COMPTEUR KILOMÉTRIQUE
OIL PAN .....	CARTER D'HUILE
OIL PRESSURE GAUGE .....	MANOMÈTRE À HUILE
OIL SEAL .....	JOINT ÉTANCHÉITÉ D'HUILE
OPERA WINDOW .....	GLACE DE CUSTODE
ORANGE PEEL (PAINT) .....	MAROQUINAGE
ORNAMENT .....	ORNEMENT
OUTER BRACKET .....	ATTACHE EXTÉRIEURE
OUTER, INNER TIE ROD .....	EMBOUT DE BIELLETTE INTÉRIEUR, EXTÉRIEUR
OVER SPRAY .....	VAPORISATION EXCESSIVE
OVERFLOW JAR .....	RÉSERVOIR DE RÉCUPÉRATION
OVERLAP .....	CHEVAUCHEMENT
PAD BRAKE .....	PLAQUETTE
PAD .....	REMBOURRAGE DE SÉCURITÉ
PAD, INSULATOR .....	COUSSIN ISOLANT
PADDING .....	REMBOURRAGE



PANEL.....	PANNEAU; TABLEAU; PAROI
PANEL, REAR QUARTER.....	PANNEAU LATÉRAL; CUSTODE; AILE
PARCEL SHELF.....	PLAGE ARRIÈRE
PARK LAMP, SIGNAL LAMP.....	FEU DE POSITION, CLIGNOTANT
PARKING BRAKE.....	FREIN DE STATIONNEMENT
PASSENGER COMPARTMENT.....	HABITACLE
PEDAL GAS.....	PÉDALE D'ACCÉLÉRATEUR
PEDAL.....	PÉDALE
PILLAR.....	MONTANT DE PORTE; PIED
PINION GEAR.....	PIGNON ENTRAÎNEUR
PINION.....	PIGNON
PISTON ROD.....	TIGE DE PISTON
PISTON.....	PISTON
PITMAN ARM.....	BIELLE PENDANTE
PIVOT TYPE QUARTER WINDOW.....	GLACE ARRIÈRE PIVOTANTE
PLANETARY.....	PLANÉTAIRE
PLY.....	PLI
POLISHING.....	POLISSAGE
POWER BOOSTER (BRAKES).....	SERVOFREIN
POWER STEERING PUMP.....	POMPE DE SERVODIRECTION
POWER STEERING.....	SERVO DIRECTION
POWER WINDOW.....	GLACE À COMMANDE ÉLECTRIQUE
PRESSURE TUBE, CYLINDER TUBE.....	CYLINDRE
PRIMARY PISTON.....	PISTON PRIMAIRE
PRIMARY SHOE.....	SEGMENT PRIMAIRE
PRIMER COAT.....	COUCHE D'APPRÊT OU DE FOND OU D'IMPRESSIION
PRIMER SURFACER.....	SURFACEUR
PROPORTIONING VALVE.....	RÉPARTITEUR DE FREINAGE
PULLEY.....	POULIE
PUSH ROD KNOB.....	BOUTON DE VERROUILLAGE
PUSH ROD.....	TIGE DE POUSSÉE
PUTTY.....	MASTIC
QUARTER BELT MOULDING.....	MOULURE DE CEINTURE
QUARTER GLASS (OPERA).....	GLACE DE CUSTODE
QUARTER GLASS FRAME.....	ENCADREMENT DE GLACE DE CUSTODE
QUARTER GLASS, QUARTER WINDOW.....	GLACE DE CUSTODE
QUARTER PANEL.....	PANNEAU LATÉRAL
QUARTER PANEL.....	PANNEAU LATÉRAL, PANNEAU DE CUSTODE
RACK AND PINION.....	PIGNON ET CRÉMAILLÈRE
RADIATOR CORE.....	FAISCEAU DE RADIATEUR
RADIATOR SHROUD.....	TUYÈRE DE RADIATEUR
RADIATOR SUPPORT BAFFLE.....	CLOISON, DÉFLECTEUR DE RADIATEUR
RADIATOR SUPPORT.....	SUPPORT DE RADIATEUR
RADIATOR TANK.....	RÉSERVOIR DE RADIATEUR
RADIATOR.....	RADIATEUR
RALLY WHEEL, STYLED WHEEL.....	ROUE « RALLYE », ROUE STYLISÉE
REAR CROSS MEMBER.....	TRAVERSE ARRIÈRE
REAR END PANEL.....	PANNEAU ARRIÈRE
REAR END.....	TRAIN ARRIÈRE
REAR LOWER MOULDING.....	MOULURE INFÉRIEURE ARRIÈRE
REAR UPPER PANEL.....	PANNEAU DE LUNETTE ARRIÈRE
REAR VALANCE.....	JUPE ARRIÈRE
REAR VIEW MIRROR, INSIDE MIRROR.....	RÉTROVISEUR INTÉRIEUR
REAR WINDOW FRAME MOULDING.....	MOULURE DE GLACE ARRIÈRE
REAR WINDOW FRAME.....	ENCADREMENT DE LUNETTE
REAR WINDOW.....	VITRE ARRIÈRE
RECEIVER/DRYER.....	BOUTEILLE DE RÉSERVE ET DE DÉSHYDRATATION
REFINISHING.....	REFINITION
REFRIGERANT.....	FLUIDE FRIGORIGÈNE
RELEASE CABLE.....	CÂBLE DE DÉCLENCHEMENT
RELEASE HANDLE.....	COMMANDE DE DOSSIER

**ENGLISH – FRENCH GLOSSARY**

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RETAINER.....	SUPPORT DE RETENUE; ATTACHE
RETAINING RING.....	ANNEAU DE RETENUE
RETURN SPRING.....	RESSORT DE RAPPEL
ROAD CLEARANCE.....	GARDE AU SOL
ROCKER PANEL MOULDING.....	GARNITURE DE BAS DE CAISSE
ROCKER PANEL.....	BAS DE CAISSE
ROLL BAR.....	ARCEAU DE SÉCURITÉ
ROOF COVER VINYL.....	TOIT RECOUVERT DE VINYLE
ROOF DÉCAPOTABLE.....	TOIT DÉCAPOTABLE
ROOF DRIP MOULDING.....	MOULURE DE GOUTTIÈRE
ROOF DRIP.....	GOUTTIÈRE
ROOF HEAD LINING.....	GARNITURE DE PAVILLON
ROOF PANEL OUTER PAVILLON.....	ROOF PANEL OUTER
ROOF PANEL REINFORCEMENT.....	BRANCARD DE PAVILLON; TRAVERSE DE
ROOF RACK.....	PORTE-BAGAGES
ROOF RAIL.....	BRANCARD DE PAVILLON OU DE TOIT (LONGERON)
ROOF SUN.....	TOIT SOLEIL
ROOF.....	PAVILLON, TOIT
RUBBER BUMPER.....	BUTÉE DE DÉBATTEMENT
RUN CHANNEL.....	GUIDE DE GLACE
RUST.....	ROUILLE
SAFETY CATCH.....	CROCHET DE SÉCURITÉ
SAFETY PAD.....	REMBOURRAGE
SAFING SENSOR.....	CAPTEUR DE DÉCÉLÉRATION
SAND BLASTING.....	DÉCAPAGE AU SABLE; SABLAGE
SANDER.....	PONCEUSE; SABLEUSE
SANDING (WET OR DRY).....	PONÇAGE (SEC OU HUMIDE)
SCUFF PLATE.....	ENJOLIVEUR D'ENTRÉE
SEALED BEAM.....	PHARE, BLOC OPTIQUE ÉTANCHE
SEALED-BEAM MOUNTING RING.....	SUPPORT DE PHARE
SEALER.....	ENDUIT
SEAT ADJUSTER.....	SYSTÈME DE RÉGLAGE DU SIÈGE
SEAT BELT.....	CEINTURE DE SÉCURITÉ
SEAT COVER.....	HOUSSE
SEAT CUSHION.....	COUSSIN; PARTIE MATELASSÉE DU SIÈGE
SEAT.....	SIÈGE OU BANQUETTE
SECONDARY SHOE.....	SEGMENT SECONDAIRE
SECTOR GEAR.....	SECTEUR DENTÉ
SECTOR SHAFT.....	AXE DU SECTEUR DENTÉ
SEMIFRAME CONSTRUCTION.....	CARROSSERIE SEMI-MONOCOQUE
SHEET METAL.....	TÔLE DE CARROSSERIE
SHIM.....	CALE
SHOCK ABSORBER.....	AMORTISSEUR
SHRINKING.....	PLISSEMENT
SHROUD.....	TUYÈRE DE VENTILATEUR
SIDE MARKER LAMP.....	FEU DE GABARIT OU FEU DE POSITION
SIDE PROTECT MOULDING.....	MOULURE DE PROTECTION
SIDE RAIL UPPER.....	LONGERON SUPÉRIEUR
SIDE RAIL.....	LONGERON
SIDE ROOF RAIL.....	LONGERON DE PAVILLON
SILL PLATE.....	ENJOLIVEUR D'ENTRÉE
SKI RACK.....	PORTE-SKIS
SKIRT, LINER.....	PASSAGE DE ROUE
SLEEVE.....	MANCHON
SLIDING ROOF.....	TOIT OUVRANT
SOCKET.....	DOUILLE
SOLVENT.....	SOLVANT; DISSOLVANT
SPARE WHEEL PANEL.....	LOGEMENT DE ROUE DE SECOURS
SPARE.....	ROUE DE SECOURS
SPEED CONTROL.....	RÉGULATEUR DE VITESSE
SPEED SENSOR.....	CAPTEUR ANTIBLOCCAGE

SPEEDOMETER .....	INDICATEUR DE VITESSE
SPINDLE ARM .....	LEVIER DE FUSÉE
SPINDLE .....	FUSÉE
SPLASH GUARD, MUD FLAP .....	BAVETTE GARDE-BOUE
SPLASH SHIELD .....	PLATEAU DE FREINS
SPOILER .....	BECQUET
SPRING CENTRE BOLT .....	BOULON ÉTOQUIAU
SPRING EYE .....	OEIL DE LAME DE RESSORT
SPRING HANGER .....	MAIN DE RESSORT
SPRING INSULATOR .....	ISOLANT DE RESSORT
SPRING SEAT .....	COUPELLE DE RESSORT
SPRING, SHACKLE .....	JUMELLE DE RESSORT
STABILIZER BAR, SWAY BAR .....	BARRE STABILISATRICE
STEERING ARM .....	LEVIER DE FUSÉE
STEERING AXIS INCLINATION .....	INCLINAISON DE PIVOT
STEERING COLUMN .....	COLONNE DE DIRECTION
STEERING GEARBOX .....	BOÎTIER DE DIRECTION
STEERING KNUCKLE .....	PIVOT DE FUSÉE, PORTE-FUSÉE
STEERING SHAFT .....	ARBRE DE DIRECTION
STEERING SYSTEM .....	DIRECTION
STEERING WHEEL .....	VOLANT DE DIRECTION
STONE DEFLECTOR .....	BOUCLIER; PARE-CAILLOUX
STOP LAMP HOUSING .....	BOÎTIER DE FEU D'ARRÊT
STOP LAMP .....	FEU D'ARRÊT
STOP LAMP .....	FEU ROUGE ARRIÈRE
STRIKER LOCK .....	PÊNE DE VERROUILLAGE
STRIKER .....	SERRURE DE CAPOT
STRIPE TAPES .....	BANDE DÉCORATIVE
STRIPE TAPES .....	FILET DÉCOR
STUB FRAME .....	CADRE AVANT
STUD .....	GOUJON
SUBCOMPACT .....	SOUS-COMPACTS
SUN ROOF, SUNROOF, SLIDING ROOF .....	TOIT OUVRANT
SUN VISOR .....	PARE-SOLEIL
SUSPENSION CROSSMEMBER .....	TRAVERSE DE SUSPENSION
SUSPENSION, SUSPENSION SYSTEM .....	SUSPENSION
SWITCH .....	INTERRUPTEUR OU COMMUTATEUR
TACHOMETER .....	TACHYMÈTRE
TAIL LAMP BEZEL .....	ENJOLIVEUR DE FEU ROUGE ARRIÈRE
TAIL LAMP .....	FEU ROUGE ARRIÈRE
TAIL, STOP LENS .....	LENTILLE DE FEU ARRIÈRE
TANK .....	RÉSERVOIR
TEMPERATURE INDICATOR .....	INDICATEUR DE TEMPÉRATURE
THERMOPLASTIC COMPOUND .....	MATIÈRE THERMOPLASTIQUE
THERMOSETTING COMPOUND .....	MATIÈRE THERMODURCISSABLE
THERMOSTAT .....	THERMOSTAT
THERMOSTATIC CLUTCH .....	EMBRAYAGE THERMOSTATIQUE
THINNER .....	DILUANT
TIE ROD END .....	EMBOUT DE BIELLETTE DE DIRECTION
TIE ROD .....	BIELLETTTE DE DIRECTION
TILT STEERING WHEEL .....	VOLANT INCLINABLE
TIRE TREAD .....	BANDE DE ROULEMENT
TOE-IN .....	PINCEMENT
TOE-OUT .....	OUVERTURE
TONE WHEEL .....	BAGUE DE CAPTEUR ANTIBLOCCAGE
TOP COAT .....	COUCHE DE FINITION
TORQUE CONVERTER .....	CONVERTISSEUR DE COUPLE
TORSION BAR SPRING .....	RESSORT À BARRE DE TORSION
TORSION BAR .....	BARRE DE TORSION
TRAILER HITCH .....	ATTACHE-REMORQUE
TRAILER .....	REMORQUE

## ENGLISH – FRENCH GLOSSARY

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TRIM INNER .....	PANNEAU DE GARNISSAGE
TRIM PANEL, TRIM PAD.....	PANNEAU DE GARNISSAGE
TRIM RING .....	CONTOUR CHROMÉ
TRIM .....	GARNITURE
TRUNK FLOOR, REAR FLOOR PAN.....	PLANCHER DE COFFRE
TRUNK.....	COFFRE
TURN SIGNAL LEVER .....	MANETTE DE CLIGNOTANT
U-BOLT .....	BRIDE EN « U »
UNDERBODY .....	DESSOUS DE CARROSSERIE
UNDERCOAT .....	COUCHE DE FOND; ENDUIT D'ÉTANCHÉITÉ
UNIBODY (UNITIZED BODY).....	CARROSSERIE MONOCOQUE
UPHOLSTERY (TRIM; SOFTWARE).....	SELLERIE; GARNITURE INTÉRIEURE
UPPER ARM SHAFT KIT.....	AXE DE SUSPENSION SUPÉRIEUR
UPPER CONTROL ARM .....	BRAS DE SUSPENSION SUPÉRIEUR
UPPER CONTROL ARM .....	BRAS SUPÉRIEUR DE SUSPENSION
UPPER WINDOW FRAME MOULDING .....	MOULURE SUPÉRIEURE DE GLACE
URETHANE ADHESIVE .....	COLLE URÉTHANE
VACUUM CHECK VALVE.....	CLAPET DE RETENUE
VALANCE .....	JUPE AVANT
VALVE.....	SOUPAPE
VANITY MIRROR.....	MIROIR DE COURTOISIE
VENT.....	BOUCHE D'AIR, AÉRATEUR
VINYL COVER (ROOF) .....	TOIT DE VINYLE
VOLTAGE REGULATOR .....	RÉGULATEUR DE TENSION
WASHER NOZZLE .....	GICLÉUR DE LAVE-GLACE
WATER PUMP.....	POMPE À EAU
WATER-BASE PAINT .....	PEINTURE AQUEUSE
WEATHER STRIP.....	JOINT D'ÉTANCHÉITÉ
WHEEL ALIGNMENT.....	GÉOMÉTRIE DU TRAIN AVANT
WHEEL COVER.....	ENJOLIVEUR DE ROUE
WHEEL CYLINDER .....	CYLINDRE DE ROUE
WHEEL DISC BRAKE.....	DISQUE DE ROUE
WHEEL DISC, ROTOR.....	DISQUE DE ROUE
WHEEL HOUSE PANEL INNER.....	PASSAGE DE ROUE INTÉRIEUR
WHEEL HOUSE PANEL OUTER.....	PASSAGE DE ROUE EXTÉRIEUR
WHEEL OPENING MOULDING .....	MOULURE D'OUVERTURE DE ROUE
WHEEL TRIM RING.....	ANNEAU DE GARNISSAGE DE ROUE
WHEEL.....	ROUE
WHEELHOUSE.....	PASSAGE DE ROUE
WIND CORD, WEATHER CORD.....	BOURRELET D'ÉTANCHÉITÉ
WINDOW REAR FRAME .....	ENCADREMENT DE LUNETTE ARRIÈRE
WINDOW REGULATOR .....	LÈVE-GLACE
WINDSHIELD OPENING FRAME.....	ENCADREMENT DE BAIE DE PARE-BRISE
WINDSHIELD WASHER HOSES.....	CANALISATIONS DE LAVE-GLACE
WINDSHIELD WASHER .....	LAVE-GLACE
WINDSHIELD WIPER BLADE .....	BALAI D'ESSUIE-GLACE
WINDSHIELD WIPER .....	ESSUIE-GLACE
WINDSHIELD.....	PARE-BRISE
WINDSHIELD GLASS KIT.....	ENSEMBLE POUR LA REPOSE DU PARE-BRISE
WINDSHIELD WASHER JAR.....	RÉSERVOIR D'ESSUIE-GLACE
WINDSHIELD WASHER PUMP .....	POMPE DE LAVE-GLACE
WIPER MOTOR .....	MOTEUR D'ESSUIE-GLACE
WIPER SWITCH .....	COMMANDE D'ESSUIE-GLACE
WIPER .....	ESSUIE-GLACE
WIRE WHEEL COVER .....	ENJOLIVEUR DE ROUE (EN BROCHES)
WOOD GRAIN .....	FINITION BOIS

## FRENCH – ENGLISH GLOSSARY

ACCESSOIRES .....	ACCESSORIES
ACIER ALLIÉ .....	ALLOY, STEEL
ADDITIF ANTICORROSIF .....	ANTI-CORROSIVE ADDITIVE
AGENCEMENT DE COULEURS .....	BLENDING
AILE .....	FENDER
AILETTE DE REFROIDISSEMENT .....	COOLING FIN
ALLIAGE AU SILICIUM .....	ALLOY, SILICON
ALLIAGE .....	ALLOY
ALLUME CIGARE .....	CIGAR LIGHTER
AMORTISSEUR DE PARE CHOCS .....	IMPACT ABSORBER, IMPACT ENERGY ABSORBER
AMORTISSEUR .....	SHOCK ABSORBER
AMPOULE .....	BULB
ANCRAGE .....	ANCHOR
ANNEAU DE GARNISSAGE DE ROUE .....	WHEEL TRIM RING
ANNEAU DE RETENUE .....	HEAD LAMP RETAINING
ANNEAU DE RETENUE .....	RETAINING RING
ANTENNE .....	ANTENNA
ANTIROUILLE .....	ANTI-RUST
APPRÊT PRIMAIRE ÉPOXYDE .....	EPOXY PRIMER
APPUI-BRAS .....	ARMREST
APPUI TÊTE INCORPORÉ .....	BUILT IN HEAD RESTRAINT
APPUI TÊTE, REPOSE-TÊTE .....	HEADREST, HEAD RESTRAINT
ARBRE À CAMES .....	CAMSHAFT
ARBRE DE DIRECTION .....	STEERING SHAFT
ARBRE DE TRANSMISSION .....	DRIVE SHAFT
ARBRE PRIMAIRE .....	MAIN SHAFT
ARCEAU DE SÉCURITÉ .....	ROLL BAR
ARCEAU .....	LISTING WIRE
ASYMÉTRIQUE .....	ASYMMETRICAL
ATELIER DE CARROSSERIE .....	BODY SHOP
ATTACHE D'AILE .....	FENDER BRACE
ATTACHE D'AMORTISSEUR .....	ABSORBER AND STRUT MOUNTING
ATTACHE DE BRAS DE SUSPENSION .....	ARM MOUNTING BRACKET
ATTACHE EXTÉRIEURE .....	OUTER BRACKET
ATTACHE-REMORQUE .....	TRAILER HITCH
ATTELAGE DE REMORQUE .....	HITCH TRAILER
AUTOMOBILE PROTOTYPE .....	CONCEPT CAR
AUVENT, TABLIER .....	COWL DASH
AXE DE SUSPENSION SUPÉRIEUR .....	UPPER ARM SHAFT KIT
AXE DU SECTEUR DENTÉ .....	SECTOR SHAFT
AZOTE .....	NITROGEN
BAGUE DE CAPTEUR ANTIBLOCAGE .....	TONE WHEEL
BAGUE, COUSSINET .....	BUSHING
BAGUETTE DE FLANC .....	BODY SIDE MOULDING
BAGUETTE DE PROTECTION .....	BUMPER STRIP
BALAI D'ESSUIE-GLACE .....	WINDSHIELD WIPER BLADE
BANDE DE ROULEMENT .....	TIRE TREAD
BANDE DÉCORATIVE .....	STRIPE TAPES
BANQUETTE .....	BENCH SEAT
BARILLET DE SERRURE .....	LOCK BARREL, LOCK CYLINDER
BARRE D'ACCOUPEMENT .....	CENTRE LINK, RELAY ROD
BARRE DE TORSION .....	TORSION BAR
BARRE STABILISATRICE .....	STABILIZER BAR, SWAY BAR
BAS DE CAISSE .....	ROCKER PANEL
BATTERIE OU BATTERIE D'ACCUMULATEURS .....	BATTERY
BAVETTE GARDE-BOUE .....	SPLASH GUARD, MUD FLAP
BAVETTE .....	MUD FLAP
BECQUET .....	SPOILER
BIELLE PENDANTE .....	PITMAN ARM

## FRENCH – ENGLISH GLOSSARY

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BIELLETTE DE DIRECTION.....	TIE ROD
BLOC OPTIQUE .....	HEADLAMP
BOÎTE À FUSIBLES .....	FUSE BOX
BOÎTE À GANTS.....	GLOVE BOX
BOÎTE DE RÉCUPÉRATION DES VAPEURS D'ESSENCE .....	CANISTER
BOÎTIER DE DIRECTION .....	STEERING GEARBOX
BOÎTIER DE FEU D'ARRÊT .....	STOP LAMP HOUSING
BOÎTIER DE PHARE.....	HEADLAMP HOUSING
BOSSERER.....	DENT, TO
BOSSÉLURE .....	DENT
BOUCHE D'AIR, AÉRATEUR .....	VENT
BOUCHON DE RÉSERVOIR D'ESSENCE.....	FUEL TANK CAP
BOUCHON DE RÉSERVOIR D'ESSENCE.....	GAS TANK CAP, FILLER CAP
BOUCLIER CENTRAL .....	CENTRE FILLER
BOUCLIER DE PARE-CHOCS .....	BUMPER FILLER
BOUCLIER EXTÉRIEUR .....	BUILT IN HEAD RESTRAINT
BOUCLIER.....	FILLER PANEL, STONE DEFLECTOR
BOUCLIER.....	LINER (FENDER)
BOUCLIER; PARE-CAILLOUX .....	STONE DEFLECTOR
BOULON ET ÉCROU.....	BOLT & NUT
BOULON ÉTOQUIAU .....	SPRING CENTRE BOLT
BOURRELET D'ÉTANCHÉITÉ .....	WIND CORD, WEATHER CORD
BOURRELET .....	IMPACT STRIP
BOUTEILLE DE RÉSERVE ET DE DÉSHYDRATATION .....	RECEIVER/DRYER
BOUTON DE COMMANDE.....	CONTROL KNOB
BOUTON DE VERROUILLAGE .....	PUSH ROD KNOB
BRANCARD DE PAVILLON OU DE TOIT (LONGERON) .....	ROOF RAIL
BRANCARD DE PAVILLON; TRAVERSE DE .....	ROOF PANEL REINFORCEMENT
BRAS DE RENVOI.....	IDLER ARM
BRAS DE SUSPENSION SUPÉRIEUR .....	UPPER CONTROL ARM
BRAS DE SUSPENSION .....	CONTROL ARM
BRAS D'ESSUIE-GLACE.....	WIPER ARM
BRAS INFÉRIEUR DE SUSPENSION.....	LOWER CONTROL ARM
BRAS SUPÉRIEUR DE SUSPENSION .....	UPPER CONTROL ARM
BRIDE EN « U ».....	U-BOLT
BURIN, CISEAU.....	CHISEL
BUTÉE DE CAPOT.....	HOOD BUMPER
BUTÉE DE DÉBATTEMENT.....	RUBBER BUMPER
BUTOIR DE PARE-CHOCS .....	BUMPER GUARD
CÂBLE DE BATTERIE .....	BATTERY CABLE
CÂBLE DE DÉCLENCHEMENT .....	RELEASE CABLE
CACHE-POUSSIÈRE.....	DUST SHIELD
CADRE AVANT.....	STUB FRAME
CADRE.....	FRAME
CAISSON DE PORTE.....	DOOR FRAME, DOOR SHELL
CALANDRE.....	GRILLE
CALE.....	SHIM
CANALISATIONS DE FREIN.....	BRAKE LINES
CANALISATIONS DE LAVE-GLACE .....	WINDSHIELD WASHER HOSES
CAOUTCHOUC DE MONTAGE .....	MOUNTING GROMMET
CAPOT.....	HOOD
CAPOTE DE CABRIOLET .....	CONVERTIBLE TOP
CAPTEUR ANTIBLOCAGE.....	SPEED SENSOR
CAPTEUR DE DÉCÉLÉRATION .....	ARMING SENSOR
CAPTEUR DE DÉCÉLÉRATION .....	SAFING SENSOR
CARROSSAGE.....	CAMBER
CARROSSERIE MONOCOQUE.....	UNIBODY (UNITIZED BODY)
CARROSSERIE SEMI-MONOCOQUE .....	SEMIFRAME CONSTRUCTION
CARROSSERIE.....	BODY
CARTER DE DIFFÉRENTIEL .....	DIFFERENTIAL HOUSING
CARTER D'ESSIEU .....	AXLE BOX OR HUB, AXLE HOUSING

CARTER D'HUILE .....	OIL PAN
CEINTURE DE CAISSE .....	BELT LINE
CEINTURE DE SÉCURITÉ .....	BELT SEAT
CEINTURE DE SÉCURITÉ .....	SEAT BELT
CEINTURE .....	BELT
CENDRIER .....	ASHTRAY
CHAÎNE DE MONTAGE .....	ASSEMBLY LINE
CHAPEAU DE ROUE .....	HUB CAP
CHARNIÈRE DE CAPOT .....	HOOD HINGE
CHARNIÈRE DE HAYON .....	LIFTGATE HINGE
CHARNIÈRE .....	HINGE
CHASSE .....	CASTER
CHÂSSIS .....	FRAME
CHEVAUCHEMENT .....	OVERLAP
CLAPET DE RETENUE .....	VACUUM CHECK VALVE
CLEF, CLÉ .....	KEY
CLIGNOTANT .....	FLASHER
CLIMATISATION .....	AIR CONDITIONING
CLIMATISEUR .....	AIR CONDITIONER
CLOISON, DÉFLECTEUR DE RADIATEUR .....	RADIATOR SUPPORT Baffle
CLOQUAGE .....	BLISTERING
COFFRE .....	TRUNK
COLLE URÉTHANE .....	URETHANE ADHESIVE
COLLECTEUR D'AIR INFÉRIEUR .....	FAN SHROUD LOWER
COLLECTEUR D'AIR SUPÉRIEUR .....	FAN SHROUD UPPER
COLLECTEUR D'ÉCHAPPEMENT .....	EXHAUST MANIFOLD
COLONNE DE DIRECTION À ABSORPTION D'ÉNERGIE .....	COLLAPSIBLE STEERING COLUMN
COLONNE DE DIRECTION RÉGLABLE .....	ADJUSTABLE STEERING COLUMN
COLONNE DE DIRECTION .....	STEERING COLUMN
COMMANDE DE CHAUFFAGE .....	HEATER CONTROL
COMMANDE DE DOSSIER .....	RELEASE HANDLE
COMMANDE D'ESSUIE-GLACE .....	WIPER SWITCH
COMMANDE DU CLIMATISEUR .....	AIR-CONDITIONER CONTROL
COMPRESSEUR D'AIR .....	AIR COMPRESSOR
COMPRESSEUR .....	COMPRESSOR
COMPTEUR KILOMÉTRIQUE .....	OEDOMETER
CONDENSEUR D'AIR .....	AIR CONDENSER
CONDENSEUR .....	CONDENSER
CONDUIT D'AIR .....	AIR DUCT
CONSOLE CENTRALE .....	CENTRE CONSOLE
CONSOLE .....	CONSOL
CONTACTEUR ANNULAIRE .....	CLOCK SPRING
CONTACTEUR ANNULAIRE .....	CONTACT REEL
CONTAMINATION DU FINI .....	BODY PAINT CONTAMINATION
CONTOUR CHROMÉ .....	TRIM RING
CONVERTISSEUR CATALYTIQUE .....	EXHAUST CATALYTIC CONVERTER
CONVERTISSEUR DE COUPLE .....	TORQUE CONVERTER
CORRECTEUR D'ASSIETTE .....	AUTOMATIC LEVEL CONTROL
CÔTÉ D'AUVENT .....	COWL SIDE PANEL
COUCHE D'APPRÊT OU DE FOND OU D'IMPRESSION .....	PRIMER COAT
COUCHE DE BASE/COUCHE TRANSPARENTE .....	BASE COAT/CLEAR COAT
COUCHE DE FINITION .....	TOP COAT
COUCHE DE FOND; ENDUIT D'ÉTANCHÉITÉ .....	UNDERCOAT
COULISSE DE GLACE AVANT .....	FRONT RUN RETAINER
COULISSE .....	GLASS RUN CHANNEL
COUPELLE DE RESSORT .....	SPRING SEAT
COUPLE DU MOTEUR .....	ENGINE TORQUE
COURONNE DENTÉE .....	CROWN
COURROIE DE VENTILATEUR .....	FAN BELT
COUSSIN DE COUPELLE .....	ABSORBER BUMPER, ABSORBER RUBBER MOUNT
COUSSIN DE PARE-CHOCS .....	BUMPER CUSHION

**FRENCH – ENGLISH GLOSSARY**

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COUSSIN GONFLABLE .....	AIR BAG
COUSSIN ISOLANT .....	PAD, INSULATOR
COUSSIN .....	CUSHION
COUSSIN; PARTIE MATELASSÉE DU SIÈGE .....	SEAT CUSHION
COUVERCLE DE BOÎTE À GANTS .....	GLOVE BOX DOOR, GLOVE COMPARTMENT
COUVERCLE DE COFFRE .....	DECK LID, TRUNK LID
COUVERCLE DE L'INSTRUMENTATION .....	GAUGE COVER PANEL
COUVERCLE DE PHARE AVANT .....	HEAD LAMP COVER
COUVERCLE OU HOUSSE .....	COVER
COUVERCLE .....	LID
COUVRE-PARE-CHOCS .....	BUMPER COVER
CROCHET DE SÉCURITÉ .....	SAFETY CATCH
CYLINDRE DE CLEF .....	CYLINDER KEY
CYLINDRE DE ROUE .....	WHEEL CYLINDER
CYLINDRE .....	PRESSURE TUBE, CYLINDER TUBE
DÉBOSSELER .....	DENT, TO REMOVE
DÉCAPAGE AU SABLE; SABLAGE .....	SAND BLASTING
DÉFLECTEUR D'AIR .....	AIR DEFLECTOR
DÉGIVREUR DE LUNETTE ARRIÈRE .....	BACK GLASS DEFROSTER
DESSOUS DE CARROSSERIE .....	UNDERBODY
DESSUS DE TABLIER .....	COWL TOP PANEL
DÉTECTEUR DE CHOCS .....	IMPACT SENSOR
DÉTECTEUR DE FUITE .....	LEAK DETECTOR
DILUANT .....	THINNER
DIRECTION À 4 ROUES .....	FOUR WHEEL STEERING
DIRECTION .....	STEERING SYSTEM
DISPOSITIF DE FREINAGE .....	BRAKING SYSTEM
DISQUE DE FREINS .....	BRAKE DISC
DISQUE DE ROUE .....	WHEEL DISC BRAKE
DISQUE DE ROUE .....	WHEEL DISC, ROTOR
DOSSIER RÉGLABLE .....	ADJUSTABLE RECLINING SEAT BACK
DOSSIER .....	BACKREST, SEAT BACK
DOUBLURE D'AILE .....	FENDER SKIRT, FENDER APRON
DOUBLURE D'AILE, FAUSSE-AILE .....	FENDER LINER
DOUBLURE DE CAPOT .....	HOOD INNER PANEL
DOUILLE .....	SOCKET
ÉCHANTILLON DE COULEUR .....	COLOR CHIP
ÉCLAIRAGE D'ACCUEIL .....	COURTESY LIGHTS
ÉCROU .....	NUT
ÉCUSSON, INSIGNE .....	CREST
ÉLECTROLYTE .....	ACID, BATTERY
ÉMAIL .....	ENAMEL
EMBLÈME .....	EMBLEM
EMBLÈME .....	GRILLE CREST, GRILLE EMBLEM
EMBLÈME .....	MEDAILLONS ON WHEEL COVER
EMBOUT DE BIELLETTE DE DIRECTION .....	TIE ROD END
EMBOUT DE BIELLETTE INTÉRIEUR, EXTÉRIEUR .....	OUTER, INNER TIE ROD
EMBOUT INTÉRIEUR .....	INNER TIE ROD
EMBRAYAGE DE VENTILATEUR .....	FAN CLUTCH
EMBRAYAGE THERMOSTATIQUE .....	THERMOSTATIC CLUTCH
EMBRAYAGE .....	CLUTCH
ENCADREMENT DE BAIE DE PARE-BRISE .....	WINDSHIELD OPENING FRAME
ENCADREMENT DE CALANDRE .....	GRILLE FRAME
ENCADREMENT DE GLACE DE CUSTODE .....	QUARTER GLASS FRAME
ENCADREMENT DE GLACE .....	GLASS QUARTER FRAME
ENCADREMENT DE LUNETTE ARRIÈRE .....	WINDOW REAR FRAME
ENCADREMENT DE LUNETTE .....	REAR WINDOW FRAME
ENDUIT .....	SEALER
ENJOLIVEUR DE FEU ROUGE ARRIÈRE .....	TAIL LAMP BEZEL
ENJOLIVEUR DE PHARE AVANT .....	HEAD LAMP DOOR OR BEZEL
ENJOLIVEUR DE PHARE .....	HEADLAMP BEZEL – DOOR



ENJOLIVEUR DE ROUE (EN BROCHES).....	WIRE WHEEL COVER
ENJOLIVEUR DE ROUE.....	WHEEL COVER
ENJOLIVEUR D'ENTRÉE.....	SCUFF PLATE
ENJOLIVEUR D'ENTRÉE.....	SILL PLATE
ENJOLIVEUR.....	BEZEL
ENSEMBLE POUR LA REPOSE DU PARE-BRISE.....	WINDSHIELD GLASS KIT
ESSIEU D'ARBRE DE TRANSMISSION.....	DRIVE AXLE SHAFT ASSEMBLY
ESSIEU.....	AXLE SHAFT
ESSIEU, AXE, ARBRE.....	AXLE
ESSUIE-GLACE.....	WINDSHIELD WIPER
ESSUIE-GLACE.....	WIPER
ÉTABLI.....	BENCH
ÉTRIER DE FREIN.....	BRAKE CALIPER
ÉTRIER.....	CALIPER BRAKE
ÉVAPORATEUR.....	DRYER
EXTENSION DE PARE-CHOCS.....	BUMPER EXTENSION
FABRICATION TOUT ALUMINIUM.....	ALL-ALUMINIUM CONSTRUCTION
FABRICATION TOUT MÉTAL.....	ALL-METAL CONSTRUCTION
FAISCEAU DE RADIATEUR.....	RADIATOR CORE
FERMETURE DE CAPOT (SERRURE).....	HOOD LOCK
FEU D'ARRÊT.....	STOP LAMP
FEU DE GABARIT OU FEU DE POSITION.....	SIDE MARKER LAMP
FEU DE GABARIT.....	MARKER LAMP
FEU DE POSITION, CLIGNOTANT.....	PARK LAMP, SIGNAL LAMP
FEU DE REcul.....	BACK UP LAMP
FEU ROUGE ARRIÈRE.....	STOP LAMP
FEU ROUGE ARRIÈRE.....	TAIL LAMP
FIL FUSIBLE.....	FUSE LINK
FILET DÉCOR.....	STRIPE TAPES
FILTRE À AIR.....	AIR CLEANER
FINITION BOIS.....	WOOD GRAIN
FIXATION DE BOUCLIER.....	FILLER RETAINER
FLUIDE FRIGORIGÈNE.....	REFRIGERANT
FONTE ALLIÉE.....	ALLOY, CAST IRON
FREIN À DISQUE.....	DISC BRAKE
FREIN À TAMBOUR.....	DRUM BRAKE
FREIN DE STATIONNEMENT.....	PARKING BRAKE
FREIN.....	BRAKE
FUSÉE.....	SPINDLE
FUSIBLE.....	FUSE
GÂCHE.....	DOOR STRIKER PLATE
GALVANISÉ.....	GALVANIZED
GARDE AU SOL.....	ROAD CLEARANCE
GARNITURE DE BAS DE CAISSE.....	ROCKER PANEL MOULDING
GARNITURE DE FREIN.....	BRAKE LINING
GARNITURE DE PAVILLON.....	HEAD LINING
GARNITURE DE PAVILLON.....	ROOF HEAD LINING
GARNITURE DE PIED MILIEU.....	CENTRE PILLAR TRIM PANEL
GARNITURE.....	TRIM
GÉOMÉTRIE DU TRAIN AVANT.....	WHEEL ALIGNMENT
GICLEUR DE LAVE-GLACE.....	WASHER NOZZLE
GLACE À COMMANDE ÉLECTRIQUE.....	POWER WINDOW
GLACE ARRIÈRE PIVOTANTE.....	PIVOT TYPE QUARTER WINDOW
GLACE DE CUSTODE.....	GLASS QUARTER
GLACE DE CUSTODE.....	OPERA WINDOW
GLACE DE CUSTODE.....	QUARTER GLASS (OPERA)
GLACE DE CUSTODE.....	QUARTER GLASS, QUARTER WINDOW
GLACE MODULAIRE.....	MODULAR GLASS
GLACE.....	DOOR GLASS, WINDOW
GLACE, VITRE.....	GLASS
GOUJON.....	STUD

## FRENCH – ENGLISH GLOSSARY

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GOUPILLE FENDUE.....	COTTER PIN
GOUTTIÈRE .....	DRIP RAIL
GOUTTIÈRE .....	ROOF DRIP
GRILLE DE CALANDRE .....	GRILLE SCREEN, RADIATOR GRILLE
GRILLE D'AUVENT .....	COWL VENT PANEL, COWL GRILLE
GUIDE DE GLACE .....	RUN CHANNEL
HABITACLE .....	PASSENGER COMPARTMENT
HARMONISATION DE LA PEINTURE .....	MATCHING OF PAINT
HAYON .....	HATCH DOOR
HAYON .....	LIFTGATE
HAYON, COUVERCLE DE COFFRE.....	LIFT, TAILGATE, TRUNK LID
HOUSSE .....	SEAT COVER
HUILE MULTIGRADE .....	MULTI VISCOSITY OIL
INCLINAISON DE PIVOT.....	STEERING AXIS INCLINATION
INDICATEUR DE NIVEAU D'ESSENCE.....	FUEL INDICATOR
INDICATEUR DE TEMPÉRATURE .....	TEMPERATURE INDICATOR
INDICATEUR DE VITESSE .....	SPEEDOMETER
INDICATEUR, JAUGE .....	GAUGE
INTERRUPTEUR D'ALLUMAGE .....	IGNITION SWITCH
INTERRUPTEUR OU COMMUTATEUR.....	SWITCH
INVERSEUR ROUTE-CROISEMENT .....	DIMMER SWITCH
ISOLANT DE RESSORT.....	SPRING INSULATOR
ISOLANT, PLAQUE ISOLANTE.....	INSULATOR PAD
JAMBE DE SUSPENSION MACPHERSON .....	MACPHERSON STRUT
JETABLE.....	DISPOSABLE
JOINT D'ÉTANCHÉITÉ .....	GASKET
JOINT D'ÉTANCHÉITÉ .....	WEATHER STRIP
JOINT ÉTANCHE DE LENTILLE .....	LENS GASKET
JOINT ÉTANCHÉITÉ D'HUILE .....	OIL SEAL
JOINT HOMOCINÉTIQUE .....	CONSTANT VELOCITY JOINT
JUMELLE DE RESSORT.....	SPRING, SHACKLE
JUPE ARRIÈRE .....	REAR VALANCE
JUPE AVANT .....	VALANCE
KLAXON.....	HORN
LAME MAÎTRESSE .....	MASTER LEAF, MAIN LEAF
LAMPE DE COIN .....	CORNERING LAMP
LAQUE .....	LACQUER
LAVE-GLACE.....	WINDSHIELD WASHER
LÈCHE-GLACE.....	BELT LINE WEATHERSTRIP
LENTILLE DE FEU ARRIÈRE.....	TAIL, STOP LENS
LENTILLE DE FEU.....	LENS
LÈVE-GLACE MANUEL.....	MANUAL REGULATOR
LÈVE-GLACE.....	WINDOW REGULATOR
LEVIER DE FUSÉE.....	KNUCKLE ARM
LEVIER DE FUSÉE.....	SPINDLE ARM
LEVIER DE FUSÉE.....	STEERING ARM
LIANT .....	BINDER
LIMITEUR DE FREINAGE .....	BRAKE METERING VALVE
LOGEMENT DE ROUE DE SECOURS .....	SPARE WHEEL PANEL
LONGERON DE CHÂSSIS .....	FRAME SIDERAIL
LONGERON DE PAVILLON .....	SIDE ROOF RAIL
LONGERON SUPÉRIEUR.....	SIDE RAIL UPPER
LONGERON.....	SIDE RAIL
LUNETTE ARRIÈRE .....	BACK GLASS, BACK WINDOW, REAR WINDOW
MAIN DE RESSORT .....	SPRING HANGER
MAÎTRE-CYLINDRE .....	MASTER CYLINDER
MANCHON D'AJUSTEMENT .....	ADJUSTING SLEEVE
MANCHON D'ÉTANCHÉITÉ.....	BOOT, BOOT KIT
MANCHON.....	SLEEVE
MANETTE DE CLIGNOTANT .....	TURN SIGNAL LEVER
MANIVELLE DE LÈVE-GLACE.....	HANDLE REGULATOR

MANOMÈTRE À HUILE.....	OIL PRESSURE GAUGE
MAROQUINAGE .....	ORANGE PEEL (PAINT)
MASTIC DE DÉBOSELAGE .....	FILLER
MASTIC D'ÉTANCHÉITÉ POUR JOINTS .....	DUM DUM
MASTIC .....	PUTTY
MATIÈRE ISOLANTE .....	INSULATING MATERIAL
MATIÈRE THERMODURCISSABLE .....	THERMOSETTING COMPOUND
MATIÈRE THERMOPLASTIQUE .....	THERMOPLASTIC COMPOUND
MIROIR DE COURTOISIE.....	VANITY MIRROR
MODULE DE COMMANDE ÉLECTRONIQUE.....	ELECTRONIC CONTROL MODAL
MODULE ÉLECTRONIQUE DE DIAGNOSTIQUE.....	CONTROL MODULE
MODULE ÉLECTRONIQUE DE DIAGNOSTIQUE.....	DIAGNOSTIC MODULE
MONOGRAMME .....	NAME PLATE
MONTANT DE PORTE.....	DOOR POST
MONTANT DE PORTE; PIED .....	PILLAR
MONTRE, MONTRE DE BORD .....	CLOCK
MONTURE.....	MOUNTING
MOTEUR DE PHARE AVANT .....	HEAD LAMP MOTOR
MOTEUR D'ESSUIE-GLACE.....	WIPER MOTOR
MOULURE DE CEINTURE.....	BELT MOULDING
MOULURE DE CEINTURE.....	QUARTER BELT MOULDING
MOULURE DE GLACE ARRIÈRE.....	REAR WINDOW FRAME MOULDING
MOULURE DE GLACE AVANT.....	FRONT WINDOW FRAME MOULDING
MOULURE DE GOUTIÈRE .....	DRIP MOULDING
MOULURE DE GOUTIÈRE .....	ROOF DRIP MOULDING
MOULURE DE PROTECTION .....	SIDE PROTECT MOULDING
MOULURE D'OUVERTURE DE ROUE.....	WHEEL OPENING MOULDING
MOULURE INFÉRIEURE ARRIÈRE .....	REAR LOWER MOULDING
MOULURE INFÉRIEURE AVANT .....	FRONT LOWER MOULDING
MOULURE INFÉRIEURE .....	LOWER MOULDING
MOULURE INTÉRIEURE .....	GARNISH MOULDING
MOULURE SUPÉRIEURE DE GLACE.....	UPPER WINDOW FRAME MOULDING
MOULURE.....	MOULDING
MOYEU ET ROULEMENT DE ROUE .....	HUB AND BEARING ASSEMBLY
MOYEU.....	HUB
OEIL DE FIXATION .....	MOUNTING EYE
OEIL DE LAME DE RESSORT.....	SPRING EYE
ORIFICE D'ALIMENTATION.....	INLET PORT, BREATHER PORT
ORIFICE D'EXPANSION .....	COMPENSATING PORT
ORNEMENT .....	ORNAMENT
OUVERTURE .....	TOE-OUT
PANNEAU ARRIÈRE.....	REAR END PANEL
PANNEAU DE CALANDRE .....	FRONT END PANEL
PANNEAU DE CALANDRE .....	HEADER PANEL
PANNEAU DE GARNISSAGE.....	INNER TRIM
PANNEAU DE GARNISSAGE.....	TRIM INNER
PANNEAU DE GARNISSAGE.....	TRIM PANEL, TRIM PAD
PANNEAU DE LUNETTE ARRIÈRE .....	BACK GLASS PANEL
PANNEAU DE LUNETTE ARRIÈRE .....	REAR UPPER PANEL
PANNEAU DE SOUTIEN INFÉRIEUR .....	LOWER PANEL
PANNEAU EXTÉRIEUR DE PORTE.....	DOOR REPAIR PANEL
PANNEAU LATÉRAL.....	QUARTER PANEL
PANNEAU LATÉRAL, PANNEAU DE CUSTODE.....	QUARTER PANEL
PANNEAU LATÉRAL; CUSTODE; AILE .....	PANEL, REAR QUARTER
PANNEAU; TABLEAU; PAROI.....	PANEL
PARE-BOUE.....	MUDGUARD
PARE-BRISE EN VERRE FEUILLETÉ.....	LAMINATED WINDSHIELD
PARE-BRISE .....	WINDSHIELD
PARE-CHOCS À ABSORPTION D'ÉNERGIE.....	ENERGY-ABSORBING BUMPERS
PARE-CHOCS.....	BUMPER, FACE BAR
PARE-SOLEIL .....	SUN VISOR

## FRENCH – ENGLISH GLOSSARY

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PARTICULES ABRASIVES .....	GRIT
PASSAGE DE ROUE AVANT .....	FRONT APRON
PASSAGE DE ROUE EXTÉRIEUR .....	WHEEL HOUSE PANEL OUTER
PASSAGE DE ROUE INTÉRIEUR .....	WHEEL HOUSE PANEL INNER
PASSAGE DE ROUE .....	SKIRT, LINER
PASSAGE DE ROUE .....	WHEELHOUSE
PAVILLON .....	ROOF PANEL OUTER
PAVILLON, TOIT .....	ROOF
PÉDALE D'ACCÉLÉRATEUR .....	GAS PEDAL
PÉDALE D'ACCÉLÉRATEUR .....	PEDAL GAS
PÉDALE DE DÉBRAYAGE .....	CLUTCH PEDAL
PÉDALE DE FREIN .....	BRAKE PEDAL
PÉDALE .....	PEDAL
PEINTURE À TEINTES ALTERNÉES .....	MID-TONE (PAINT TREATMENT)
PEINTURE AQUEUSE .....	WATER-BASE PAINT
PÊNE DE VERROUILLAGE .....	LATCH STRIKER
PÊNE DE VERROUILLAGE .....	STRIKER LOCK
PHARE, BLOC OPTIQUE ÉTANCHE .....	SEALED BEAM
PHARES JUMELÉS .....	DUAL HEADLAMPS
PIÈCE ANODISÉE .....	ANODIZED PART
PIED ARRIÈRE .....	LOCK PILLAR
PIED AVANT, PIED D'AUVENT .....	FRONT HINGE PILLAR
PIED D'AUVENT .....	HINGE PILLAR
PIED MILIEU .....	CENTRE PILLAR
PIGNON ENTRAÎNEUR .....	PINION GEAR
PIGNON ET CRÉMAILLÈRE .....	RACK AND PINION
PIGNON .....	PINION
PINCEMENT .....	TOE-IN
PISTON PRIMAIRE .....	PRIMARY PISTON
PISTON .....	PISTON
PIVOT D'ANCRAGE .....	ANCHOR PIN
PIVOT DE FUSÉE .....	KNUCKLE STEERING
PIVOT DE FUSÉE, PORTE-FUSÉE .....	STEERING KNUCKLE
PLAFONNIER .....	DOME LAMP
PLAGE ARRIÈRE .....	PARCEL SHELF
PLANCHER DE COFFRE .....	TRUNK FLOOR, REAR FLOOR PAN
PLANCHER .....	FLOOR PAN
PLANÉTAIRE .....	PLANETARY
PLAQUE ISOLANTE DU CAPOT .....	HOOD INSULATOR
PLAQUE VERTICALE DE SUPPORT DE CHARNIÈRE .....	HINGE PLATE
PLAQUETTE .....	PAD BRAKE
PLATEAU DE FREINS .....	BACKING PLATE
PLATEAU DE FREINS .....	SPLASH SHIELD
PLI .....	PLY
PLISSEMENT .....	SHRINKING
POIGNÉE DE PORTE .....	DOOR HANDLE
POIGNÉE .....	HANDLE
POLISSAGE .....	POLISHING
POMPE À EAU .....	WATER PUMP
POMPE DE LAVE-GLACE .....	WINDSHIELD WASHER PUMP
POMPE DE SERVODIRECTION .....	POWER STEERING PUMP
PONÇAGE (SEC OU HUMIDE) .....	SANDING (WET OR DRY)
PONÇAGE À SEC .....	DRY SANDING
PONCEUSE; SABLEUSE .....	SANDER
PORTE DE RÉSERVOIR À ESSENCE .....	FUEL DOOR
PORTE .....	DOOR
PORTE-BAGAGES .....	LUGGAGE RACK
PORTE-BAGAGES .....	ROOF RACK
PORTE-SKIS .....	SKI RACK
POULIE DE VENTILATEUR .....	FAN PULLEY
POULIE .....	PULLEY

POUSSOIR.....	LINK, PUSH ROD
PRÉJUDICE ESTHÉTIQUE.....	APPEARANCE ALLOWANCE
RADIATEUR.....	RADIATOR
RECTIFIEUSE; AFFÛTEUSE.....	GRINDER
REDRESSAGE DU CHÂSSIS.....	FRAME STRAIGHTENING
REFINITION.....	REFINISHING
RÉGLAGE DES FREINS.....	BRAKE ADJUSTMENT
RÉGULATEUR DE TENSION.....	VOLTAGE REGULATOR
RÉGULATEUR DE VITESSE.....	SPEED CONTROL
REMBOURRAGE DE SÉCURITÉ.....	SAFETY PAD
REMBOURRAGE.....	PAD
REMBOURRAGE.....	PADDING
REMORQUE.....	TRAILER
RENFORT DE PARE-CHOCS.....	BUMPER REINFORCEMENT
RENFORT DE PORTE.....	DOOR REINFORCEMENT
RÉPARTITEUR DE FREINAGE.....	PROPORTIONING VALVE
RÉSERVOIR DE RADIATEUR.....	RADIATOR TANK
RÉSERVOIR DE RÉCUPÉRATION.....	OVERFLOW JAR
RÉSERVOIR D'ESSENCE.....	FUEL TANK
RÉSERVOIR D'ESSUIE-GLACE.....	WINDSHIELD WASHER JAR
RÉSERVOIR DU MAÎTRE-CYLINDRE.....	MASTER CYLINDER RESERVOIR
RÉSERVOIR.....	TANK
RESSORT À BARRE DE TORSION.....	TORSION BAR SPRING
RESSORT À BOUDIN, RESSORT HÉLICOÏDAL.....	COIL SPRING
RESSORT À LAMES.....	LEAF SPRING
RESSORT DE MAINTIEN.....	ANTI-RATTLE SPRING
RESSORT DE RAPPEL.....	RETURN SPRING
RÉTROVISEUR INTÉRIEUR.....	REAR VIEW MIRROR, INSIDE MIRROR
RÉTROVISEUR.....	MIRROR
ROTULE.....	BALL JOINT
ROUE « RALLYE », ROUE STYLISÉE.....	RALLY WHEEL, STYLED WHEEL
ROUE DE SECOURS.....	SPARE
ROUE.....	WHEEL
ROUILLE.....	RUST
ROULEMENT.....	BEARING
SABOT DE FREINS.....	BRAKE SHOE
SECTEUR DENTÉ.....	SECTOR GEAR
SEGMENT DE FREIN.....	BRAKE SHOE
SEGMENT PRIMAIRE.....	PRIMARY SHOE
SEGMENT SECONDAIRE.....	SECONDARY SHOE
SELLERIE; GARNITURE INTÉRIEURE.....	UPHOLSTERY (TRIM; SOFTWARE)
SERRURE DE CAPOT.....	STRIKER
SERRURE DE PORTE.....	DOOR LOCK
SERRURE; VERROU.....	LOCK
SERVO DIRECTION.....	POWER STEERING
SERVOFREIN.....	POWER BOOSTER (BRAKES)
SIÈGE DE BÉBÉ.....	BABY SEAT
SIÈGE OU BANQUETTE.....	SEAT
SIÈGE-BAQUET.....	BUCKET SEAT
SOCLE DE FERMETURE DE CAPOT.....	HOOD LOCK SUPPORT
SOLVANT; DISSOLVANT.....	SOLVENT
SOUBASSEMENT OU PLATE-FORME DE CAISSE.....	LOWER BODY
SOUDAGE À L'ARC.....	ARC WELDING
SOUPAPE.....	VALVE
SOUS-COMPACTS.....	SUBCOMPACT
SUPPORT DE PANNEAU DE CALANDRE.....	GRILLE PANEL SUPPORT
SUPPORT DE PHARE AVANT.....	HEAD LAMP MOUNTING
SUPPORT DE PHARE.....	BAFFLE
SUPPORT DE PHARE.....	LAMP MOUNTING PANEL
SUPPORT DE PHARE.....	SEALED-BEAM MOUNTING RING
SUPPORT DE PLAQUE D'IMMATRICULATION.....	LICENCE BRACKET

## FRENCH – ENGLISH GLOSSARY

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SUPPORT DE RADIATEUR .....	RADIATOR SUPPORT
SUPPORT DE RETENUE; ATTACHE .....	RETAINER
SUPPORT DE SERRURE .....	LATCH SUPPORT
SUPPORT D'ESSIEU .....	AXLE SUPPORT
SUPPORT INFÉRIEUR .....	LOWER SUPPORT
SUPPORT, PATTE DE FINITION .....	BRACKET
SURFACEUR .....	PRIMER SURFACER
SUSPENSION PNEUMATIQUE .....	AIR SUSPENSION
SUSPENSION .....	SUSPENSION, SUSPENSION SYSTEM
SYSTÈME DE RÉGLAGE DE SIÈGE .....	ADJUSTER OPERATING MECHANISM SEAT
SYSTÈME DE RÉGLAGE DU SIÈGE .....	SEAT ADJUSTER
TABLEAU DE BORD .....	DASHBOARD
TABLEAU DE BORD .....	INSTRUMENT PANEL
TABLIER .....	FIRE WALL
TACHYMÈTRE .....	TACHOMETER
TAMBOUR DE FREIN .....	BRAKE DRUM
TAMPON DE BUTOIR .....	GUARD CUSHION, GUARD PAD
TAPIS .....	CARPET
TAQUET .....	DOOR STRIKER
TÉMOIN DE PORTE OUVERTE .....	DOOR AJAR INDICATOR
THERMOSTAT .....	THERMOSTAT
TIGE DE PISTON .....	PISTON ROD
TIGE DE POUSSÉE .....	PUSH ROD
TOIT DE VINYLE .....	VINYL COVER (ROOF)
TOIT DÉCAPOTABLE .....	ROOF DÉCAPOTABLE
TOIT OUVRANT .....	SLIDING ROOF
TOIT OUVRANT .....	SUN ROOF, SUNROOF, SLIDING ROOF
TOIT RECOUVERT DE VINYLE .....	ROOF COVER VINYL
TOIT SOLEIL .....	ROOF SUN
TÔLE DE CARROSSERIE .....	SHEET METAL
TRACTION INTÉGRALE .....	ALL-WHEEL DRIVE
TRAIN ARRIÈRE .....	REAR END
TRAIN AVANT .....	FRONT END
TRAVERSE ARRIÈRE .....	REAR CROSS MEMBER
TRAVERSE AVANT .....	FRONT CROSS MEMBER
TRAVERSE DE SUSPENSION .....	SUSPENSION CROSSMEMBER
TRAVERSE .....	CROSS MEMBER
TROISIÈME OU CINQUIÈME PORTE .....	GATE REAR
TUYAU ARRIÈRE D'ÉCHAPPEMENT .....	EXHAUST TAIL PIPE
TUYAU D'ÉCHAPPEMENT .....	EXHAUST PIPE
TUYAU; BOYAU .....	HOSE
TUYÈRE DE RADIATEUR .....	RADIATOR SHROUD
TUYÈRE DE VENTILATEUR .....	SHROUD
USINE DE MONTAGE .....	ASSEMBLY PLANT
VAPORISATION EXCESSIVE .....	OVER SPRAY
VENTILATEUR DÉBRAYABLE .....	FAN POWER
VENTILATEUR .....	FAN BLADE
VERRE FEUILLETÉ .....	LAMINATED GLASS
VERROU DE CAPOT .....	HOOD LATCH
VERROU; LOQUET; ENCLENCHEMENT .....	LATCH
VIS D'AJUSTEMENT .....	ADJUSTING NUT AND SCREW
VIS DE PURGE .....	BLEEDER SCREW
VITRE ARRIÈRE .....	REAR WINDOW
VOLANT DE DIRECTION .....	STEERING WHEEL
VOLANT INCLINABLE .....	TILT STEERING WHEEL

## USEFUL LINKS

### DAMAGE APPRAISAL

#### GAA

TO ACCESS **Appraisal 24/24**: <https://estimation.gaa.qc.ca/en/standards-procedures.html>

FOR INFORMATION: [estimation@gaa.qc.ca](mailto:estimation@gaa.qc.ca)

**Insurance Information Centre** – The Insurance Information Centre’s mission is to answer consumers’ questions and provide them with accurate and impartial information about their car, home or business insurance..

By phone, from 8 a.m. to 4. 30 p.m..... 514 288-4321 (*Montreal region*)  
 ..... 1 877 288-4321 (*other Quebec regions*)  
 By e-mail..... [cinfo@gaa.qc.ca](mailto:cinfo@gaa.qc.ca)  
 Web site..... [www.gaa.qc.ca/en/information-centre-inform-assist](http://www.gaa.qc.ca/en/information-centre-inform-assist)

**Infoinsurance** – [www.infoinsurance.ca/en/](http://www.infoinsurance.ca/en/)

**GAA web site** for consumers and GAA members (only automobile insurers are members of GAA – [www.gaa.qc.ca/en](http://www.gaa.qc.ca/en))

### APPRAISAL SOFTWARE SUPPLIERS [Updated on November 19, 2012]

#### Audatex

Audatex applications..... <https://www.audatexsolutions.com>  
 On-line Training Centre..... [www.training.audatex.us](http://www.training.audatex.us)  
 Customer service, from 8 a.m. to 5 p.m..... 1 800 652-4031 (*Audatex Claims Manager*)  
 Customer service, from 8 a.m. to 5 p.m..... 1 800 420-2048 (*Audatex Estimating*)  
 By e-mail..... [claimssupport@audatex.com](mailto:claimssupport@audatex.com)

#### Mitchell

Customer service – “INSURANCE”  
 Jérémie Cadieux..... 514 990-0664 (*Montreal region*)  
 ..... 1 877 990-0664 (*other Quebec regions*)  
 By e-mail..... [jeremie.cadieux@mitchell.com](mailto:jeremie.cadieux@mitchell.com)  
 Web site..... [www.mitchell.com](http://www.mitchell.com)

### I-CAR – AUTOMOBILE REPAIR TRAINING

On I-CAR web site – [I-CAR](http://I-CAR)

### AUTOMOBILE PARTS

**ARPAC** – [Association des Recycleurs de Pièces d'Autos et Camions inc.](http://Association des Recycleurs de Pièces d'Autos et Camions inc.):

## USEFUL LINKS

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GAA maintains relations with all agencies and organizations associated with automobile insurance and, more specifically, with the following agencies and organizations in Canada:

### Consumer organizations

Automobile Protection Association (APA) – [www.apa.ca](http://www.apa.ca)

CAA – Québec – [www.caaquebec.com/en/](http://www.caaquebec.com/en/)

### General insurance partners

Insurance Bureau of Canada – Québec (BAC-Québec) – [www.bac-quebec.qc.ca/en/index.asp](http://www.bac-quebec.qc.ca/en/index.asp)

IBC Investigative Services Division – “AUTO THEFT” file – Check of Vehicle Identification Number (VIN).  
[www.ibc.ca/en/Insurance\\_Crime/Contact\\_Investigative\\_Services.asp](http://www.ibc.ca/en/Insurance_Crime/Contact_Investigative_Services.asp)

*Chambre de l'assurance de dommages* (ChAD) – [www.chad.ca/en/index.html](http://www.chad.ca/en/index.html)

*Institut de l'assurance de dommages du Québec* (IADQ) – [www.iadq.qc.ca](http://www.iadq.qc.ca)

*Regroupement des cabinets de courtage d'assurance du Québec* (RCCAQ) – [www.rccaq.com/?sc\\_lang=en](http://www.rccaq.com/?sc_lang=en)

### Government partners

*Autorité des marchés financiers* – [www.lautorite.qc.ca/en/about-amf-corpo.html](http://www.lautorite.qc.ca/en/about-amf-corpo.html)

*Autorité des marchés financiers* – Register of Automobile Insurers  
[www.lautorite.qc.ca/en/list-insurer-automobile-insurance-corpo.html](http://www.lautorite.qc.ca/en/list-insurer-automobile-insurance-corpo.html)

*Autorité des marchés financiers* – Automobile insurance forms  
[www.lautorite.qc.ca/en/approved-forms.html](http://www.lautorite.qc.ca/en/approved-forms.html)

#### Automobile insurance forms

<a href="#">Q.P.F. N° 1</a>	Owner's form and endorsements
<a href="#">Q.P.F. N° 2</a>	Driver's form
<a href="#">Q.P.F. N° 4</a>	Garage form and endorsements
<a href="#">Q.P.F. N° 5</a>	Replacement insurance
<a href="#">Q.P.F. N° 6</a>	Non-owned form and endorsements
<a href="#">Q.P.F. N° 7</a>	Excess liability form
<a href="#">Q.P.F. N° 8</a>	Lessor's contingent form and endorsements

*Société de l'assurance automobile du Québec* (SAAQ) – <https://saaq.gouv.qc.ca/en/>

Customer service, from 8 a.m. to 5 p.m..... 514 873-7620 (*Montreal region*)

..... 418 643-7620 (*Quebec City region*)

..... 1 800 361-7620 (*elsewhere in Quebec, Canada, USA*)

By e-mail from the SAAQ web site ..... <https://saaq.gouv.qc.ca/en/secure-mail/>

Transport Canada – <http://www.tc.gc.ca/eng/menu.htm>

Transports Québec – <https://www.transports.gouv.qc.ca/en/Pages/Home.aspx>



# Automobile Damage Appraisers Framework

## – Categories “A” and “L”

TYPE OF VEHICLE	Allowed for holders of a Category “A “ AUTO Certificate	Allowed for holders of a Category “L“ HEAVY Certificate	Activity allowed even without a Certificate
Automobiles	✓		
Motorcycles	✓		
Pick-up trucks not-modified	✓		
Pick-up trucks modified for specific use or with equipment added (e.g.: Ford 350 with double cab 4x4)	✓	✓	
Trucks – road vehicles 4500 kg or more		✓	
Bus and minibus, regardless of mass		✓	
Tow trucks, regardless of mass		✓	
Vehicles transporting dangerous goods requiring danger placard to be displayed, regardless of mass		✓	
Tool vehicles (graders, loaders, etc.)		✓	
Farm machinery and farm trailers		✓	
Trailers and semi-trailers		✓	
Motorized recreational vehicles <b>Class A</b> (Prévost Car, Holiday Rambler, etc.)		✓	
Motorized recreational vehicles <b>Class B</b>	✓		
Motorized recreational vehicles <b>Class C</b>	✓	✓	
Towable recreational vehicles, utility trailers, travel trailers and off-road vehicles	✓	✓	✓

## NON-ROADWORTHY VEHICLE

A non-roadworthy vehicle is a vehicle that cannot be operated safely for the occupants and for other road users.

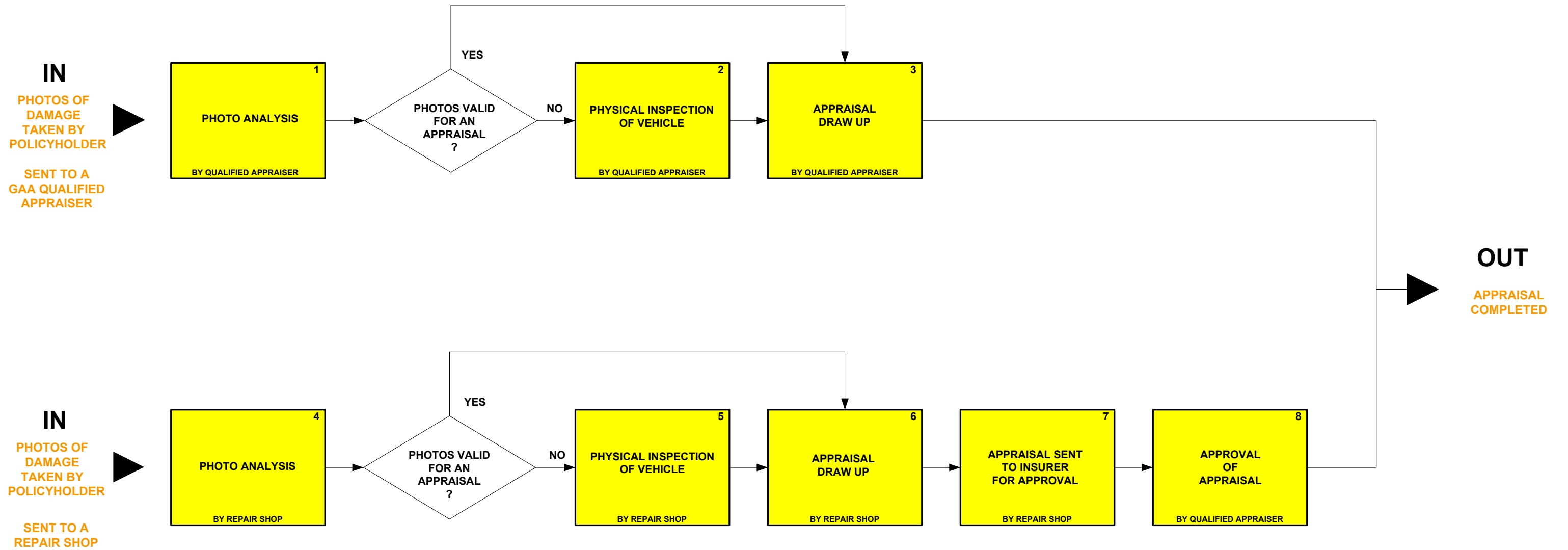
### **Putting vehicle back into operation possible**

Any minor damage that can be corrected with a temporary repair can make the vehicle roadworthy.

### **Putting vehicle back into operation not recommended**

For severe damage that affects safety, putting the vehicle back into operation should not be allowed. See the [Road Vehicle Mechanical Inspection Guide – SAAQ](#), which contains the defects (minor and major) considered by the enforcement officers.

## REMOTE APPRAISAL PROCESS





# Automobile Appraisal & Repair

April, 27 2018 | GAA Bulletin No. ERA G2018-01 | Automobile Appraisal Division

## RECIPIENTS

GAA Qualified Appraisers and Apprentice Appraisers  
Operators of Appraising Firm  
Automobile Appraisal Officers  
Automobile Claims Officers  
Appraisers Qualification Officers  
Automobile Appraisal Technical Sub-Committee  
Appraiser's Guide Recipients

## FOR INFORMATION

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## Manufacturers' repair guidelines – Invaluable information for appraisers

Referring to the guidelines issued by the manufacturer should be an appraiser's first instinct when preparing an estimate. Indeed, the technology and materials used in vehicle design are evolving very quickly and most times have a direct impact on vehicle safety.

A solid understanding of the vehicle and its component materials, assembly method and equipment along with consultation of the manufacturer's guidelines enables the appraiser to prepare an adequate estimate.

The correct information is essential in particular because:

- New materials and assembly techniques are continually being introduced in the automotive industry.
- Many features, such as driver-assistance systems, are now being added to vehicles. These systems sometimes require calibration to ensure they operate properly and must be taken into account by the appraiser.
- Work involving the vehicle's structure is becoming increasingly complex to perform.

### Information readily available

There are various online sources where these repair guidelines, and all other useful information, can be obtained. The most common are the vehicle manufacturers' websites, which sometimes require a subscription to access the necessary technical data.

Certain other more generic sites, including the information platforms offered by the main estimation software companies, can also provide valuable information for appraisers.

To GAA-Qualified Appraisers and Apprentice-Appraisers  
To Operators of Appraising Firms  
To Automobile Claims Officers  
To Automobile Appraisal Officers  
To Automobile Appraisal Technical Committee Members

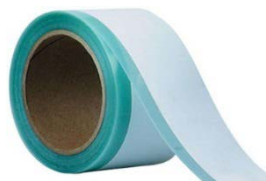
## GUIDELINES AND PROCEDURES – PAINT

### Removal and installation time (R&I) or masking?

The objective of this Groupement des assureurs automobiles (GAA) Bulletin is to make appraisers aware about masking technique and that it is important not to systematically grant an allowance for removal and installation time (R&I) for certain parts, more specifically for windows.

We have, in fact, noted that operations to remove and reinstall certain parts such as windshields, side and rear windows are not necessarily required, and thus not always executed by repairers. In most cases, masking for heavy spraying is enough to make the appropriate repair.

Masking operation consists of applying a self-adhesive tape on the outside surface of the trim and window. Therefore, this method appears an alternative to removal and installation time in many cases. Here are some examples:



Under the heading “REMOVAL AND INSTALLATION” in the section GUIDELINES AND PROCEDURES of the Appraiser’s Guide:

**Paint** – When a vehicle is being partially or completely repainted, the time taken for the removal and installation of parts must not be systematically allowed. In fact, in many cases, there is enough space for heavy spraying without having to remove any parts and trim. The appraiser must also consider the overall condition of the vehicle.

For information on the course offered by I-CAR Canada on this subject:

- [Surface Preparation and Masking \(REF02\)](http://www.i-car.ca) ([www.i-car.ca](http://www.i-car.ca))


#### For information

Mr. Mario Lépine, Supervisor, Automobile Appraisal Standards and Practices, ext. 201, [mlepine@gaa.qc.ca](mailto:mlepine@gaa.qc.ca)

 [www.gaa.qc.ca](http://www.gaa.qc.ca)  
[www.infoinsurance.ca](http://www.infoinsurance.ca)

 514.288.1537

 514.288.0753

 Groupement des assureurs automobiles  
800, Place-Victoria, suite 2410  
P.O. Box 336, Stock Exchange Tower  
Montreal (Québec) H4Z 0A2

## Rebuilding of damaged vehicles / Reminder from the Société de l'assurance automobile du Québec

First, we wish to remind you that a vehicle declared a “total loss”, with the status of “seriously damaged”, is likely to be rebuilt and put back into operation. Moreover, before the rebuilt vehicle can be put into operation, it must first undergo a technical appraisal as required by the *Société de l'assurance automobile du Québec* (SAAQ) and obtain a certificate of technical competency, as well as certificate of technical inspection, stating that it meets the requirements of the Highway Safety Code. Lastly, any person who rebuilds a seriously damaged vehicle must maintain a record of the rebuilding and this record must contain certain documents and information including, more specifically, the insurer's estimate of repairs, which is mandatory.

The SAAQ has asked *Groupement des assureurs automobiles* (GAA) to help it remind appraisers and insurers of the importance of making complete and detailed appraisals of vehicles declared a total loss and which are likely to be rebuilt.

In fact, the SAAQ noted that key information allowing it to identify the insurer frequently did not appear on the appraisals submitted in the rebuilding records and that, consequently, these appraisals did not meet their requirements.

For the rebuilding record to be accepted by a SAAQ authorized agent, the SAAQ's position is that it must contain the original appraisal made by the insurer. A copy cannot replace the original document, unless the insurer certifies that this copy is a true copy, by affixing its seal and signature. Obviously, the seal must identify the insurer.

In addition, an appraisal sent by e-mail cannot replace the original document, but a copy sent by fax directly from the insurer to the SAAQ authorized agent, at the latter's request, may be accepted provided that the agent confirms this fact on the damage appraisal, writes down the name of the insurer's contact person and affixes its seal and signature.

Lastly, the SAAQ also wishes to remind those concerned that each appraisal must contain the following information:

- Contact information of the insurance company (name, address, telephone, name of the person in charge of the file)
- Claim file number
- Vehicle description (vehicle identification number, make, model, year)
- Detailed list of the parts to be replaced or repaired
- Seal of the insurer certifying that the copy is a true copy
- Signature of the insurer's representative and date

It is therefore essential that appraisers always completely and appropriately fill out the administrative sections of the appraisal software used, to make sure that the appraisal contains all the relevant information, including the information regarding the insurer.

When complete and detailed appraisals are drawn up in accordance with the instructions issued by GAA, appraisers and insurers help reduce not only delays in processing the records concerned, but also the risk that consumers will find themselves with a rebuilding record that is not compliant and thus a vehicle that neither meets legal nor security requirements.

For additional information, insurers and appraisers can contact the *Service de l'ingénierie des véhicules* at the SAAQ at 418 528-3214.

**Consult:**

**APPRAISAL**  
24/24



[Standards and Procedures | GAA](#)

*FOR INFORMATION*

*Denis Janelle, Expert Council, Automobile Appraisal, [djanelle@gaa.qc.ca](mailto:djanelle@gaa.qc.ca), ext. 2295*

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To Chief Executive Officers  
To Senior Québec Officers  
To Branch Managers

c.c.: To GAA Certified Automobile Damage Appraisers  
To Operators of GAA Approved Appraisal Firms  
To Operators of GAA Accredited Appraising Firms  
To Operators of Independent Appraising Firms  
To Automobile Appraisal Technical Subcommittee Members  
To Automobile Appraising Officers  
To Automobile Underwriting Officers  
To Automobile Claims Officers  
To GAA Automobile Insurance Standards and Practices Committee

## FLOODED ROAD VEHICLES

On May 3, 2013, the Groupement des assureurs automobiles issued a bulletin (GAA ATA N° G2013-05) to inform you, in accordance with a Ministerial Order published on March 27, 2013, that the repairs to a flooded vehicle are impossible whenever the level of water reaches a major component of its electrical system. On September 23, 2013, the Quebec Minister of Transport, Mr. Sylvain Gaudreault, issued a revised Ministerial Order following a consultation to which the Insurance Bureau of Canada (IBC) participated.

The SAAQ accepted several IBC's proposals, namely the possibility to repair the flooded vehicle if the components of its electrical system that could have been affected by water were situated outside the passenger compartment. However, all of the following conditions must be met:

- The vehicle should not come from outside Quebec;
- The vehicle should not have been flooded in salty water;
- The damages are covered by an insurance contract;
- In order for the repairs to eliminate risks related to flooding :
  - the insurer must implement control mechanisms to make sure that the damaged major components are replaced by new original equipment manufacturer (OEM) parts;
  - the expertise and knowledge of the repairer must be deemed sufficient by the insurer.

You will find hereto attached the final version of the Ministerial Order issued on September 23, 2013, as well as an interpretation guide (in french only) and frequently asked questions drafted by the Société de l'assurance automobile du Québec.

The frequently asked questions is available at the following link:

[http://www.saaq.gouv.qc.ca/immatriculation/vehicule\\_inonde/index.php](http://www.saaq.gouv.qc.ca/immatriculation/vehicule_inonde/index.php)

Encl. (3)

**For information** Mr. Alain Champagne, Director, Automobile Appraisal, Ext. 2210, [achampagne@gaa.qc.ca](mailto:achampagne@gaa.qc.ca)



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## Regulations and other Acts

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**M.O., 2013**

**Order number 2013-10 of the Minister of Transport  
dated 5 September 2013**

Highway Safety Code  
(chapter C-24.2)

Use on public highways of flooded road vehicles

THE MINISTER OF TRANSPORT,

CONSIDERING the first paragraph of section 633.1 of the Highway Safety Code (chapter C-24.2),

— which provides that the Minister of Transport may, by order, after consultation with the Société de l'assurance automobile du Québec, restrict or prohibit, for up to 180 days, the use on public highways of any model or class of vehicle that endangers the safety of persons and property;

— which provides the right for any interested party to submit comments to the person designated in the order within 90 days after its publication in the *Gazette officielle du Québec*;

— which provides that, at the expiry of 180 days, the Minister may, by order, make the restriction or prohibition permanent;

— which provides that a restriction or prohibition under that paragraph comes into force on the date the order is published in the *Gazette officielle du Québec*;

CONSIDERING the fourth paragraph of that section, which provides that the publication requirement set out in section 8 of the Regulations Act (chapter R-18.1) does not apply to an order made under that section;

CONSIDERING the publication in Part 2 of the *Gazette officielle du Québec*, on 27 March 2013, of Minister's Order 2013-02 dated 11 March 2013 temporarily prohibiting the use on public highways of immersed road vehicles;

CONSIDERING section 3 of that Minister's Order, which provided that any interested party could submit comments on the Order before 25 June 2013 to the person designated therein;

CONSIDERING that comments were received following that Minister's Order;

CONSIDERING that it appears, after consultation with the Société, that it is expedient to permanently prohibit the use of road vehicles that have been flooded on public highways, because they endanger the safety of persons or property;

CONSIDERING that it is expedient to permanently prohibit the use on public highways of road vehicles that have been flooded for the reasons raised by the Société;

ORDERS AS FOLLOWS:

1. The use on public highways is prohibited for the following road vehicles manufactured after 1980 and registered or having to be registered in Québec:

- (1) vehicles that were flooded to the junction of the engine wall and the floor of the passenger compartment or up to a higher level;
- (2) vehicles that were flooded up to a level that could have affected one of the major components of their electrical system, subject to section 2;
- (3) vehicles that were flooded and that represent a health hazard, particularly because of the presence of mold or bacteria;
- (4) vehicles that were flooded and that were declared total loss by the insurer or by the person referred to in paragraph 4 of section 2;
- (5) vehicles of which a part has been replaced by a similar part that comes from a vehicle referred to in subparagraphs 1 to 4 and that may represent a health hazard, such as a part made of foam or fabric;
- (6) vehicles of which a major component of the electrical system has been replaced by a similar component from a vehicle referred to in subparagraphs 1 to 4.

For the purposes of the first paragraph, a vehicle from outside Québec is considered as having been flooded if it shows signs of damage attributable to a flood or if it is described by another jurisdiction as having been flooded, in all cases, regardless of the flood level.

2. The prohibition provided for in section 1 does not apply to vehicles referred to in subparagraph 2 of the first paragraph of that section where the following conditions are met:

- (1) the vehicle does not come from outside Québec;
- (2) the vehicle was flooded by unsalted water;
- (3) only major components of the vehicle's electrical system located outside the passenger compartment were damaged;
- (4) the damage to the vehicle is covered by an insurance contract or the owner of the vehicle is a person exempt under section 101 of the Automobile Insurance Act (chapter A-25) or a regulation made under that Act from the obligation to hold the insurance contract provided for therein;
- (5) the repair of the vehicle eliminated any risk related to the flooding and, for that purpose,
  - (a) the damaged major components have been replaced by new genuine components and the insurer or the person referred to in paragraph 4 has implemented control mechanism to make sure that that is the case;
  - (b) the vehicle has been repaired by a person whose expertise and knowledge have been deemed sufficient by the insurer or the person referred to in paragraph 4 for the repair to be carried out according to the rules of the trade.

3. For the purposes of this Order,

- (1) "flooded road vehicle" means a road vehicle that has been impregnated with water or another liquid as a result of a flood, an accident, rain, a sewer overflow, or any other sinister;
- (2) "major component of the electrical system of a vehicle" means
  - (a) a fuse panel or breaker panel;
  - (b) an electronic component of the occupant supplemental restraint system;
  - (c) an electronic component of the compartment's heating, air conditioning or ventilation system;
  - (d) an electronic component of the defogging or defrosting system;
  - (e) an electronic component that controls an element of the drivetrain system;

(f) an electronic component of the self-diagnostic system;

(g) an electronic component of the braking, acceleration or steering system or of any other system affecting the drivability of the vehicle, its stability or safety; or

(h) electrical wiring with unsealed connections inside the passenger compartment.

4. This Order does not apply to

(1) tool vehicles, farm tractors, snowblowers as well as trailers and semi-trailers other than those laid out, in whole or in part, for dwelling or office purposes; and

(2) vehicles registered in Québec that have been rebuilt in accordance with the standards provided for in the Highway Safety Code (chapter C-24.2) and for which a certificate of technical compliance and a certificate of mechanical inspection have been issued before 27 March 2013.

5. This Order comes into force on the date of its publication in the *Gazette officielle du Québec*.

SYLVAIN GAUDREULT,  
*Minister of Transport*

2953

## Guide d'interprétation

### Article 1 :

- 1° La jonction du tablier et du plancher de l'habitacle est habituellement à la hauteur du plancher du véhicule ou légèrement au-dessus de celui-ci. Dès que l'eau atteint ce point, le véhicule est visé par l'interdiction.
- 2° Le terme à un niveau ayant pu affecter est utilisé puisque dans certains cas l'eau peut ne pas avoir touché directement ou avec certitude le composant. Ainsi, l'humidité ou la condensation à l'intérieur du véhicule peut être suffisante pour endommager le composant électronique. Dans certains cas, ces composants sont situés à un niveau inférieur au niveau mentionné au paragraphe précédent.
- 3° Ce paragraphe vise les véhicules contaminés par des fluides pouvant causer des risques pour la santé et ceux dans lesquels des bactéries ou des moisissures auraient pu se développer à la suite d'une inondation.
- 4° Ici on désire que tous les véhicules inondés qu'un assureur décide de ne pas réparer, et ce, même si les critères de l'arrêté ne sont pas respectés, soient déclarés inondés (irrécupérable).
- 5° Les pièces des véhicules inondés pouvant contenir des moisissures et bactéries ne peuvent être récupérées.
- 6° Les composants majeurs du système électrique des véhicules inondés ne peuvent être réutilisés.

### Article 2 :

Il s'agit ici d'une exemption pour les véhicules qui rencontrent uniquement le paragraphe 2 de l'article 1. Toutes les conditions doivent être remplies afin de pouvoir réparer ce véhicule.

5°

- a) Le terme mécanisme de contrôle n'a pas pour but d'exiger une vérification systématique des pièces remplacées, mais plutôt d'avoir un système de contrôle de la qualité avec des vérifications sporadiques.

L'assureur ou la personne visée au paragraphe 4 n'a pas d'obligation de se prévaloir de cette exemption.

### Explications pour l'article 3 :

On a défini le terme véhicule routier inondé, il est maintenant clair que peu importe la provenance du liquide ou de l'eau l'arrêté s'applique.

Par exemple : dans les cas où un véhicule est inondé par le toit ou à la suite d'un bris de plomberie dans un véhicule récréatif.

Les composants sont les mêmes que lors du dernier arrêté. Toutefois, nous tenons à préciser que les capteurs ABS de par leur conception scellée et étanche sont considérés comme ne faisant pas partie des composants majeurs puisqu'une inondation ne peut les endommager.

## **Explications de l'article 4 :**

Nous avons exempté certains types de véhicules.

### **Comment s'applique l'arrêté aux motos?**

#### Article 1

- 1° Puisque les motos n'ont pas de tablier, ni de plancher, ce critère ne s'applique pas.
- 2° Ce critère s'applique. Les pièces électriques d'une motocyclette sont considérées comme étant à l'extérieur de l'habitacle.
- 3° Ce critère s'appliquerait qu'exceptionnellement.
- 4° Ce critère s'applique.

Par exemple, une moto ayant été inondée dans l'eau salée jusqu'à un niveau ayant pu affecter un composant majeur de son système électrique sera visée pas l'arrêté. Si elle avait été inondée dans l'eau douce, cette moto aurait pu être réparée à condition de rencontrer les critères de l'article 2.

### **Comment s'applique l'arrêté aux roulottes et aux tentes-roulottes?**

#### Article 1

- 1° Ces véhicules sont munis d'un plancher, dès que l'eau a atteint le plancher de ce type de véhicule, nous considérons que ce critère est rencontré.
- 2° S'applique, bien qu'il y ait moins de composants majeurs sur ce type de véhicule.
- 3° S'applique, il est fréquent que ce type de véhicule présente un risque pour la santé.

### **Comment s'applique l'arrêté aux véhicules récréatifs motorisés?**

#### Article 1

- 1° Ces véhicules sont munis d'un plancher, dès que l'eau a atteint le plancher de ce type de véhicule nous considérons que ce critère est rencontré.
- 2° S'applique, il y a beaucoup de composants majeurs situés à l'extérieur de l'habitacle sur ce type de véhicule.
- 3° S'applique, il est fréquent que ce type de véhicule présente un risque pour la santé.

### **Est-ce qu'un véhicule décapotable qui serait resté ouvert lors d'une averse est visé par l'arrêté?**

#### Article 1

- 1° Est-ce que l'eau s'est accumulée dans le véhicule au point d'atteindre la jonction du tablier et du plancher? Oui = véhicule visé par l'interdiction.
- 2° Est-ce que l'eau a affecté les composants majeurs du véhicule? Oui = véhicule visé par l'interdiction.
- 3° Est-ce que le véhicule présente un risque pour la santé? Oui = véhicule visé par l'interdiction.

Si le véhicule ne rencontre pas les points 1 à 3, il n'est pas visé et peut être réparé. Si toutefois l'assureur décide de ne pas réparer le véhicule, celui-ci devra être déclaré inondé (irrécupérable) en fonction du paragraphe 4.

## Frequently Asked Questions

### Q1: What is a flood damaged vehicle?

A flood damaged vehicle is a road vehicle that has been immersed in water or another liquid during a flood, accident, rainfall, sewer backup or any other disaster.

### Q2: Which vehicles are prohibited?

All flood damaged road vehicles manufactured after 1980, except for tool vehicles, farms tractors, snowblowers, trailers and semitrailers other than those that have been laid out, in whole or in part, for dwelling or office purposes.

### Q3: Does the prohibition apply to motorcycles and recreational vehicles?

Yes, motorcycles and recreational vehicles (motor homes and trailers) are subject to the prohibition.

### Q4: Does the prohibition apply only to vehicles from Québec?

All vehicles that are registered or have to be registered in Québec are subject to the prohibition, regardless of where they are from.

### Q5: Which criteria determine whether a flood damaged vehicle is subject to the prohibition?

A road vehicle that meets at least **one of the following criteria** is subject to the prohibition:

- The vehicle has been immersed in water up to the junction of the engine wall and the floor of the passenger compartment or up to a higher level;
- The vehicle has been immersed in water up to a level that could have affected one of the major components of its electrical system (with certain exceptions);
- The vehicle has been flooded and presents a health risk, in particular due to mould or bacteria;
- The vehicle has been flooded and declared a “total loss” by the insurer.

### Exceptions

A vehicle may benefit from an exception if:

- It has been flooded up to a level that could have affected one of the major components of its electrical system

### AND

- All the following conditions are met:
  - The vehicle does not come from outside Québec;
  - The vehicle was flooded by unsalted water;
  - Only major components of the vehicle's electrical system located outside the passenger compartment were damaged;
  - The damage to the vehicle is covered by an insurance contract or the owner of the vehicle is a person exempt under section 101 of the *Automobile Insurance Act* (RSQ, chapter A-25) or a regulation made under that Act from the obligation to hold the insurance contract provided for therein;
  - The repair of the vehicle eliminated any risk related to the flooding and, for that purpose:
    - the damaged major components have been replaced by new genuine components and the insurer or the person referred to in paragraph 4 has implemented control mechanisms to make sure that that is the case;
    - the vehicle has been repaired by a person whose expertise and knowledge have been deemed sufficient by the insurer or the person referred to in paragraph 4 for the repair to be carried out according to the rules of the trade.

### Q6: Can a flood damaged vehicle that is subject to the prohibition be rebuilt if it has not been declared a total loss?

No, the prohibition applies to all vehicles that are subject to it, regardless of whether they have been declared a total loss or not.

### Q7: Why aren't flood damaged vehicles safe?

Because electronics are an integral part of a vehicle, flooding may cause damage that could result in malfunctioning electronic parts, which constitutes a risk to road safety. Putting these vehicles back into operation

could also result in malfunctions or health problems due to mould or bacteria living in absorbent materials (fabric, foam, etc.).

**Q8: What is the purpose of the prohibition?**

During the past few years, several climatic catastrophes have resulted in flooding of large numbers of vehicles (500,000 vehicles during hurricane Katrina in 2006 and 250,000 during hurricane Sandy in 2012). The prohibition is meant to prevent unsafe vehicles from ending up on our road network.

**Q9: Is Québec the only province to prohibit putting flood damaged vehicles back into operation?**

No, putting flood damaged vehicles back into operation is already prohibited in the following provinces and territories: Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick, Ontario, Saskatchewan, British Columbia and Yukon.

**Q10: When did these provisions come into effect?**

On September 18, 2013, after publication of a permanent order in the *Gazette officielle du Québec*. A temporary ministerial order had already come into effect on March 27, 2013.

**Q11: If my vehicle was rebuilt and received a certificate of technical compliance and a compliant certificate of mechanical inspection before March 27, 2013, is it subject to the ministerial order?**

No, vehicles that have already been rebuilt in compliance with *Highway Safety Code* standards and that have received the required certificates before March 27, 2013 are not subject to the order.

**Q12: Is it possible to finish rebuilding my vehicle if it was not finished by March 27, 2013?**

No, vehicles that have not finished being rebuilt (including obtaining a certificate of technical compliance and a certificate of mechanical inspection) may not be registered.

**Q13: What can I do with a flood damaged vehicle that has not finished being rebuilt?**

Use it for recyclable parts (see next question).

**Q14: Which parts of a flood damaged vehicle can be recycled?**

All parts are recyclable, except major components of the electrical system and parts that could pose a health risk such as those made up in whole or in part of absorbent material (fabric, foam, etc.) because they could harbour bacteria or mould.

**Q15: What are the major components of a vehicle's electrical system?**

- A fuse panel or breaker panel;
- Electrical wiring with unsealed connections inside the passenger compartment;
- An electronic component:
  - of the occupant supplemental restraint system;
  - that controls an element of the drivetrain system;
  - of the self-diagnostic system;
  - of the compartment's heating, air condition or ventilation system;
  - of the defogging or defrosting system;
  - of the braking, acceleration or steering system or of any other system affecting the drivability of the vehicle, its stability or safety.

**Q16: Can I import a flood damaged vehicle from another province in order to rebuild it and register it?**

No, no flood damaged vehicle may be rebuilt, regardless of:

- its origin;
- its status, regardless of whether it appears on the registration certificate;
- its title or registration certificate.

**Q17: What status will be given to flood damaged vehicles?**

Flood damaged vehicles will be declared unbuildable (may be used only for their parts).

To Chief Executive Officers  
To Senior Québec Officers  
To Branch Managers  
To Automobile Claims Officers  
To Automobile Appraisal Officers

cc: To GAA-Qualified Automobile Damage Appraisers and  
Apprentice-Appraisers  
To Operators of Appraising Firms  
To Automobile Appraisal Technical Committee Members

## REBUILDING OF DAMAGED VEHICLES

### Reminder from the *Société de l'assurance automobile du Québec*

First, we wish to remind you that a vehicle declared a “total loss”, with the status of “seriously damaged”, is likely to be rebuilt and put back into operation. Moreover, before the rebuilt vehicle can be put into operation, it must first undergo a technical appraisal as required by the *Société de l'assurance automobile du Québec* (SAAQ) and obtain a certificate of technical competency, as well as certificate of technical inspection, stating that it meets the requirements of the Highway Safety Code. Lastly, any person who rebuilds a seriously damaged vehicle must maintain a record of the rebuilding and this record must contain certain documents and information including, more specifically, the insurer's estimate of repairs, which is mandatory in the case of a seriously damaged vehicle originating in Quebec.

The SAAQ has asked *Groupement des assureurs automobiles* (GAA) to help it remind appraisers and insurers of the importance of making complete and detailed appraisals of vehicles declared a total loss and which are likely to be rebuilt.

In fact, the SAAQ noted that key information allowing it to identify the insurer frequently did not appear on the appraisals submitted in the rebuilding records and that, consequently, these appraisals did not meet their requirements.

For the rebuilding record to be accepted by a SAAQ authorized agent, the SAAQ's position is that it must contain the original appraisal made by the insurer. A copy cannot replace the original document, unless the insurer certifies that this copy is a true copy, by affixing its seal and signature. Obviously, the seal must identify the insurer.

In addition, an appraisal sent by e-mail cannot replace the original document, but a copy sent by fax directly from the insurer to the SAAQ authorized agent, at the latter's request, may be accepted provided that the agent confirms this fact on the damage appraisal, writes down the name of the insurer's contact person and affixes its seal and signature.

**For information** Mr. Alain Champagne, Director, Automobile Appraisal, ext. 210, [achampagne@gaa.qc.ca](mailto:achampagne@gaa.qc.ca)



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Lastly, the SAAQ also wishes to remind those concerned that each appraisal must contain the following information:

- Contact information of the insurance company (name, address, telephone, name of the person in charge of the file)
- Claim file number
- Vehicle description (vehicle identification number, make, model, year)
- Detailed list of the parts to be replaced or repaired
- Seal of the insurer certifying that the copy is a true copy
- Signature of the insurer's representative and date

It is therefore essential that appraisers always completely and appropriately fill out the administrative sections of the appraisal software used, to make sure that the appraisal contains all the relevant information, including the information regarding the insurer.

When complete and detailed appraisals are drawn up in accordance with the instructions issued by GAA, appraisers and insurers help reduce not only delays in processing the records concerned, but also the risk that consumers will find themselves with a rebuilding record that is not compliant and thus a vehicle that neither meets legal nor security requirements.

For additional information, insurers and appraisers can contact the *Service de l'ingénierie des véhicules* at the SAAQ at 418 528-3214.



To Chief Executive Officers  
To Senior Québec Officers  
To Branch Managers  
To Automobile Claims Officers  
To Automobile Appraisal Officers

cc: To GAA-Certified Automobile Damage Appraisers and  
Apprentice-Appraisers  
To Operators of Appraising Firms  
To Automobile Appraisal Technical Sub-Committee Members  
To Qualification of Automobile Appraisers Officers

## REBUILDING OF DAMAGED VEHICLES

### Estimating Damages for “Total Loss” Vehicles

Inspections carried out by GAA’s quality control staff revealed several inconsistencies in files involving vehicles declared a “total loss”. In fact, some appraisers do not make a detailed appraisal of damages and thus omit to enter key parts which have been damaged following a collision. It should be noted that a vehicle that has been declared a “total loss”, whose status is that of “seriously damaged”, is likely to be rebuilt and put back into operation.

However, a record of rebuilding must be maintained by any person who chooses to rebuild a seriously damaged vehicle. In addition to the record of rebuilding, the vehicle in question cannot be put back into operation without first having it submitted to a technical appraisal, as required by the *Société de l’assurance automobile du Québec* (SAAQ), and without having obtained a certificate of technical compliance, as well as a certificate of technical inspection stating that the vehicle meets the requirements of the Highway Safety Code.

Section 546.4 of the Highway Safety Code reads as follows:

*546.4. Every person rebuilding a damaged vehicle shall maintain a record on the rebuilding of the vehicle on the form provided by the Société. The record must contain the following documents and information:*

- 1) the name and address of the rebuilder, of the owner of the vehicle and of its insurer together with the file number of the claim;*
- 2) the identification of the vehicle;*
- 3) a list of the major components used, including the name of the supplier, the date of purchase and the identification number of the original vehicle;*
- 4) the insurer’s estimate of repairs;*
- 5) the purchase invoice for the vehicle carcass and invoices for major components needed for the rebuilding;*
- 6) colour photographs showing the front, rear and sides of the vehicle taken before rebuilding and a colour photograph taken on a frame alignment bench;*
- 7) an attestation that such information and documents are true;*
- 8) any other document or information required by regulation.*

*When the rebuilding of the vehicle is completed, the person who rebuilt the vehicle must give the record of rebuilding to the owner of the vehicle.*

*1990, c. 83, s. 213; 1993, c. 42, s. 26.*

**For information** Mr. Mario Lépine, Expert-counsel, Automobile Appraisal Standards and Practices, ext. 2201, [mlepine@gaa.qc.ca](mailto:mlepine@gaa.qc.ca)



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The technical appraisal is, in large part, based on the documents and information contained in the record of rebuilding, which includes the damage appraisal made by the insurer that declared the vehicle a “total loss” and gave it the status of “seriously damaged” vehicle.

Consequently, an incomplete and approximate appraisal could allow certain individuals to commit illegal acts when rebuilding a seriously damaged vehicle.

For example, airbags that do not comply with the regulation in effect may have been installed on a rebuilt vehicle without the SAAQ inspection agent’s knowledge who, given no indication, might not notice them during the technical appraisal. It is therefore very important that the appraiser clearly indicate on his appraisal which parts must be repaired or replaced, more specifically after a component of the supplemental restraint system (SRS) has deployed.

**This GAA intervention is aimed at making the various industry stakeholders aware of the importance of establishing a complete and detailed damage appraisal by identifying the major parts that have been damaged, in accordance with the guidelines, standards and procedures of the Appraiser’s Guide.**

## Status of "Total Loss" Vehicles

Whenever an insurance company pays an insured for the “total loss” of his or her vehicle, it must inform the *Société de l'assurance automobile du Québec*, upon the transfer of ownership, about the appropriate status of the vehicle, i.e. either “severely damaged” or “unrebuildable”.

Section 546.2 of the Highway Safety Code provides that: “Any insurer who compensates the owner of a vehicle so seriously damaged that it cannot be rebuilt or must be rebuilt before being driven again, shall upon payment of the indemnity to the owner, notify the Société and indicate whether or not the vehicle may be rebuilt.”

Under section 188 of the Regulation respecting safety standards for road vehicles, “a damaged road vehicle with a monocoque body may not be rebuilt where the compartment floor or front bulkhead cannot be repaired following a collision, a fire or an immersion. The same applies to a motorcycle or moped whose frame cannot be repaired as a result of a collision, fire or immersion.”

According to the law, a vehicle whose floor or front bulkhead is damaged but repairable should be reported as “severely damaged”. However, if the total damage to the vehicle is considered, it may well be impossible to legally rebuild the vehicle with authorized parts in an economical way.

**In order to prevent a vehicle from being reported as “severely damaged” in instances where it cannot be rebuilt without incurring costs greater than its value, the Groupement des assureurs automobiles recommends that appraisers consider the cost factors in order to determine the appropriate status.**

**Thus, the final decision will rest with the appraiser or the insurer and such a decision will be based on the damage to the vehicle, the availability of parts and the feasibility (both economic and legal) of the required repairs.**

**For information:** Alain Champagne, Manager, Standards and Practices, ext. 210



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## Transfer of ownership of off-road vehicles declared a total loss

The GAA wishes to reiterate the content of its bulletin ATE no. G98-03 issued on March 27, 1998.

Since the *Act Respecting Off-Road Vehicles* came into force on October 2, 1997, these vehicles are no longer subject to the provisions of Title IX.1 - Rebuilding of damaged vehicles of the *Highway Safety Code*. Consequently, these files are no longer required to be marked "**SEVERELY DAMAGED VEHICLE**" or "**UNREBUILDABLE**" when being processed.

In order to ensure adequate processing for the transfer of ownership of off-road vehicles declared a total loss, the procedure outlined below should be followed:

- Use the transfer of ownership form to be submitted to the SAAQ;
- At the top of the transfer of ownership form, the mention "**OFF-ROAD VEHICLE**" (snowmobiles and ATVs only) must appear clearly;
- Neither the box "**VÉHICULE GRAVEMENT ACCIDENTÉ**" (SEVERELY DAMAGED VEHICLE) NOR the box "**IRRÉCUPÉRABLE**" (UNREBUILDABLE) should be checked.

### FOR INFORMATION

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cc: To GAA-Certified Automobile Damage Appraisers and  
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To Operators of Appraising Firms  
To Automobile Damage Appraisers' Disciplinary Committee  
Members  
To Automobile Appraisal Technical Committee Members  
To Qualification of Automobile Appraisers Officers

## Appraiser's Mandate

On April 9, 2010, Groupement des assureurs automobiles (GAA) published a decision by the Automobile Damage Appraisers' Disciplinary Committee (the Committee), confirming that, under the guidelines of the Appraiser's Guide and the Code of Ethics of Automobile Damage Appraisers, an appraiser must never negotiate a settlement (ref.: GAA Bulletin DD No. G2010-01, available at <https://infozone.gaa.qc.ca/en/>).

With respect to this file, the complaint more specifically states that the appraiser negotiated a lump sum agreement with the repairer and the owner of the vehicle which, given its market value, constituted a total loss. Further to the Committee's investigation, GAA's Board of Directors adopted the Committee's recommendation and decided to reprimand the appraiser for having contravened his/her Code of Ethics.

Consequently, an appraiser may not negotiate lump sum repair agreements when the insurer declares the vehicle a total loss. This type of agreement constitutes a method of settling a claim and is not part of the appraiser's responsibility.

The objective of this Bulletin is to remind automobile damage appraisers that their main responsibility is the preparation of an appraisal of the amount of damage to an automobile on behalf of an appraisal firm or an authorized insurer in order to determine the amount payable and, as part of this activity, their mandate is to:


- Note the damage to the vehicle
- Assess the amount of the damage
- Draw up and send the appraisal report to the mandatory along with a report of total loss and recommendations, where applicable
- Check the vehicle after the repairs are completed, where applicable

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Given the preceding and in order not to exceed their mandate, appraisers must never:

- Discuss the amount of a lump sum repair agreement with the repairer or the insured
- Draw up repair contracts, nor sign a form confirming such an agreement

However, in such a file, the insurer may ask the appraiser to discuss the issues and recommendations that appear in the appraisal report and, where applicable, to check the vehicle after the repairs are completed, since this latter activity is part of the appraiser's responsibility.

The objective of GAA's intervention is to make automobile damage appraisers aware of the importance of assessing the situation correctly before accepting or refusing to carry out an activity as part of a mandate, and this, in order to respect their duties and obligations under the Code of Ethics of Automobile Damage Appraisers.

1. **Conditions d'acceptation ou de refus d'un tel mandat :**

- a) **ACCEPTATION** – L'estimateur ne doit accepter de préparer une évaluation que si, et uniquement si, le **consommateur** qui achète le véhicule, accidenté ou non, est identifié sur le contrat d'achat.
- b) **REFUS** – Demande de modification du nom de l'acheteur ou de la date de l'évaluation sur des documents qui ont déjà été remplis pour évaluer la valeur d'un véhicule aux fins du calcul de la TVQ : **l'estimateur doit refuser toute demande de cette nature.**

Dans un tel cas, la demande **doit** être traitée comme un nouveau dossier et l'estimateur **doit** revoir le véhicule et suivre la procédure établie pour procéder à une évaluation de la valeur aux fins du calcul de la TVQ, que ce véhicule soit :

- un **véhicule accidenté** dont les réparations à réaliser n'ont pas été effectuées;
- un **véhicule non accidenté** présentant une usure inhabituelle;
- un **véhicule accidenté** dont les réparations à réaliser ont été effectuées (reconstruit).

**AUTRE RAISON DE REFUS**

- un **véhicule** dont le statut déclaré est erroné.

2. **Rubrique « Évaluation de la valeur d'un véhicule aux fins du calcul de la TVQ » du Guide de l'estimateur :** l'estimateur doit se référer à cette procédure pour connaître les guides de références qui sont reconnus en vertu de l'article 17.0.1. de la *Loi sur la taxe de vente du Québec* et suivre les directives de cette procédure lors de la préparation d'une évaluation pour établir la valeur d'un véhicule aux fins du calcul de la TVQ.

3. **Formulaire « Évaluation de la valeur d'un véhicule aux fins du calcul de la taxe de vente du Québec »** (ci-après « Formulaire ») : l'estimateur doit s'assurer de bien remplir **toutes les sections** du Formulaire.

4. **Pièces justificatives :** l'estimateur doit conserver au dossier une copie des photos, factures et de tous les documents identifiant le véhicule et justifiant les déductions appliquées et la valeur établie (ex. : immatriculation, contrat d'achat, page du guide de référence utilisé, véhicules comparables, estimation des dommages, etc.).

5. **Préparation de l'évaluation :** l'estimateur doit **toujours** finaliser son évaluation, remplir le Formulaire et inscrire la date de l'évaluation à l'endroit approprié sur le Formulaire, et ce, dans les jours suivant l'inspection du véhicule, que le véhicule soit accidenté ou non.

6. **Signature du consommateur :** l'estimateur **doit** faire signer le **consommateur** qui achète le véhicule, accidenté ou non, à l'endroit approprié sur le Formulaire.

7. **Identification du véhicule et prise de photos :** dans tous les cas, prendre des photos des dommages et/ou de l'usure inhabituelle constatée et valider le numéro de série du véhicule avec le certificat d'immatriculation ou, dans le cas d'un véhicule importé qui est accidenté, le **TITLE**<sup>(2)</sup>, si disponible.

8. **Identification du statut du véhicule** : l'estimateur **doit** toujours indiquer, à la section « STATUT DU VÉHICULE » du Formulaire, le statut inscrit sur le certificat d'immatriculation ou sur le TITRE<sup>(2)</sup> du véhicule faisant l'objet de l'évaluation (GRAVEMENT ACCIDENTÉ, IRRÉCUPÉRABLE, RECONSTRUIT).

**Particularités** – L'estimateur **doit** souligner, à la section COMMENTAIRES du Formulaire, les situations suivantes :

- le statut inscrit sur le certificat d'immatriculation ou sur le TITRE<sup>(2)</sup> ne reflète pas les dommages constatés;
- le véhicule devrait être considéré comme étant une perte totale et aucun statut n'est inscrit sur le certificat d'immatriculation ou sur le TITRE<sup>(2)</sup>;
- le véhicule est considéré comme étant non sécuritaire et l'estimateur **doit** en exposer les raisons avec pièces justificatives à l'appui.

Dans de tels cas, l'estimateur **doit** aviser le consommateur qui achète le véhicule en conséquence et il doit se rappeler qu'il ne peut ni inscrire ni modifier un statut puisqu'en vertu du *Code de la sécurité routière*, l'obligation de statuer un véhicule revient à l'assureur.

9. **Justification des réductions de la valeur** : l'estimateur doit toujours justifier la ou les déductions appliquées pour réduire la valeur estimative du véhicule provenant des guides de référence prescrits par la *Loi sur la taxe de vente du Québec* en inscrivant au Formulaire tous les dommages résultant d'une usure inhabituelle ou d'un accident constaté sur le véhicule faisant l'objet de l'évaluation et joindre l'estimation détaillée en vertu de la procédure inscrite à la rubrique « Évaluation de la valeur d'un véhicule aux fins du calcul de la TVQ » du Guide de l'estimateur.

**IMPORTANT** – Soyez avisé que le Formulaire est susceptible d'être révisé par Revenu Québec et que tout estimateur qui effectue une évaluation de complaisance encourt une pénalité et est passible d'une amende en vertu de la *Loi sur l'administration fiscale*.

10. **Contrat d'achat** : l'estimateur **doit** inscrire le montant de la transaction déclaré par le consommateur qui achète le véhicule à l'endroit approprié sur le Formulaire et, si disponible, l'estimateur doit annexer au Formulaire la copie du contrat d'achat.

L'estimateur **doit** également annexer au Formulaire la copie du contrat d'achat, sauf s'il s'agit d'une transaction entre particuliers qui n'a pas fait l'objet d'un contrat d'achat.

11. **Véhicule gravement accidenté qui a été reconstruit** : l'estimateur **doit** seulement déduire de la valeur estimative du véhicule provenant des guides de référence prescrits par la *Loi sur la taxe de vente du Québec* un pourcentage représentant la diminution de valeur résultant du fait qu'il s'agit d'un véhicule reconstruit. Le pourcentage applicable peut varier selon le type, le modèle, de même que l'étendue et la sévérité des dommages avant sa reconstruction. L'estimateur doit toujours justifier le pourcentage appliqué.

12. **Autres déductions à considérer** : l'estimateur **doit** inscrire les montants représentant la diminution de valeur résultant du fait qu'il s'agit d'un véhicule **reconstruit** et d'un kilométrage élevé à la section « E. AUTRES DÉDUCTIONS À CONSIDÉRER » du Formulaire, avec justification à l'appui. L'estimateur doit se rappeler que **ces montants ne doivent jamais être inclus dans l'estimation des dommages**.

13. **Véhicule non accidenté** : l'estimateur doit appliquer seulement les déductions qui résultent de **l'usure inhabituelle** et non de l'usure normale compte tenu de l'âge et du kilométrage du véhicule pour réduire la valeur estimative du véhicule provenant des guides de référence prescrits par la *Loi sur la taxe de vente du Québec*.

[Voir exemples de ce qui ne peut être qualifié d'usure inhabituelle à rubrique « Valeur d'un véhicule aux fins du calcul de la TVQ » du Guide de l'estimateur.](#)

Tous les ajustements doivent être inscrits de façon détaillée à la section appropriée du Formulaire avec photos et pièces justificatives à l'appui. L'estimateur doit se rappeler que l'objectif n'est pas d'établir le coût de la restauration du véhicule ou de le dévaluer pour arriver au montant de la transaction déclaré par le consommateur qui achète le véhicule, **mais bien de déterminer sa juste valeur**.



14. **Bris mécaniques** : l'estimateur doit inscrire les bris mécaniques seulement s'il est possible d'en confirmer l'existence, notamment à l'aide de pièces justificatives qui doivent être conservées au dossier (ex. : une évaluation des réparations à effectuer fournie par le consommateur et qui a été préparée par un centre de réparation mécanique certifié). L'estimateur doit toutefois se rappeler qu'il doit tenir compte de l'usure inhabituelle seulement.

[Voir exemples de ce qui ne peut être qualifié d'usure inhabituelle à rubrique « Valeur d'un véhicule aux fins du calcul de la TVQ » du Guide de l'estimateur.](#)

15. **Type de pièces à utiliser aux fins de l'estimation des dommages** : l'estimateur **doit** rédiger l'estimation des dommages au véhicule à partir de pièces usagées ou similaires seulement, sauf si une directive du Guide de l'estimateur indique le remplacement obligatoire de la pièce par une pièce neuve d'origine (ex. : composants SRS). Dans l'éventualité où il serait impossible d'obtenir un prix, même approximatif, pour des pièces usagées ou similaires, l'estimateur peut alors utiliser des pièces neuves d'origine, mais il doit alors appliquer une dépréciation. L'estimateur doit se rappeler qu'il ne s'agit pas d'une estimation préparée en vue d'une indemnisation par un assureur agréé et qu'il n'y a donc aucune « valeur à neuf » sur ces véhicules, ce qui entraîne l'application de la dépréciation, et ce, peu importe l'âge du véhicule.

16. **Tarif horaire** : l'estimateur doit inscrire un tarif horaire qui tient compte du fait qu'il ne s'agit pas d'une estimation préparée en vue d'une indemnisation par un assureur agréé et qui reflète les pratiques en vigueur dans l'industrie dans une telle situation. Le tarif horaire inscrit ne devrait pas excéder 35 \$.

17. **Évaluation des dommages** : l'estimateur doit **toujours** finaliser son évaluation, et ce, même si le montant des dommages excède la valeur estimative du véhicule provenant des guides de références prescrits par la *Loi sur la taxe de vente du Québec* ou le montant inscrit au contrat d'achat. Dans les cas où la valeur obtenue est inférieure au montant inscrit au contrat d'achat, la TVQ sera calculée à partir du montant inscrit à ce contrat.

## 18. PRÉCISIONS DE REVENU QUÉBEC

Une évaluation peut également être effectuée alors que la TVQ a été payée sur la valeur estimative d'un véhicule routier usagé présentant un endommagement ou une usure inhabituelle dans le but de demander un remboursement de la TVQ payée en trop à l'égard de ce véhicule à Revenu Québec. Cette évaluation, pour être recevable, doit avoir été effectuée dans un délai raisonnable suivant la vente du véhicule. Généralement, Revenu Québec estime que ce délai ne devrait pas excéder 10 jours. Bien entendu, un délai plus long pourrait être acceptable dans la mesure où la personne qui réclame le remboursement peut faire la preuve de son incapacité à faire établir cette évaluation plus tôt, ainsi que la preuve démontrant que le véhicule n'a pas été endommagé depuis la date d'acquisition.

**Guides de référence non disponibles** : lorsqu'il n'existe aucun guide de référence pour établir la valeur estimative du véhicule faisant l'objet de la transaction parce qu'il est, par exemple, trop récent pour y figurer, la SAAQ détermine alors le montant sur lequel la TVQ payable pour sa vente sera calculée.

### NOTES

- a) Si l'acheteur de ce véhicule jugeait que le montant déterminé par la SAAQ ne représente pas la véritable valeur du véhicule en raison d'une usure inhabituelle ou des dommages qu'il a subis, il pourrait alors demander une évaluation de la valeur d'un véhicule à un estimateur qui se qualifie aux fins de l'application de la *Loi sur la taxe de vente du Québec*. L'estimateur doit alors prendre en considération le montant qui a été déterminé par la SAAQ, tel que mentionné au paragraphe précédent et l'inscrire à l'endroit approprié du Formulaire (section G).
- b) Une évaluation ne sera généralement pas utile lorsqu'il n'existe aucun guide de référence parce que le véhicule faisant l'objet de la transaction est trop âgé pour y figurer, car, dans une telle situation, la TVQ payable sera calculée sur le montant de la transaction, hormis quelques cas particuliers comme, par exemple, s'il s'agit d'un véhicule de collection ou d'un véhicule haut de gamme.

(1) **ESTIMATEUR AUTORISÉ** : le détenteur d'un Certificat de qualification d'estimateur en dommages automobiles émis par le GAA qui est employé par un Centre d'estimation agréé par le GAA est autorisé, en vertu de l'article 55.0.3 de la *Loi sur la taxe de vente du Québec*, à rédiger, pour le compte de son employeur seulement, des évaluations de la valeur de véhicules aux fins du calcul de la taxe de vente du Québec (« TVQ »).

(2) **TITLE** : est appelé TITLE, un certificat d'immatriculation provenant de l'extérieur du Québec. En ce qui concerne le titre de propriété, aux États-Unis – à défaut du TITLE, une copie certifiée conforme à l'original par l'Agence des services frontaliers du Canada est requise.



# Automobile Appraisal & Repair

April, 27 2018 | GAA Bulletin No. ERA G2018-01 | Automobile Appraisal Division

## RECIPIENTS

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Automobile Claims Officers  
Appraisers Qualification Officers  
Automobile Appraisal Technical Sub-Committee  
Appraiser's Guide Recipients

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## Manufacturers' repair guidelines – Invaluable information for appraisers

Referring to the guidelines issued by the manufacturer should be an appraiser's first instinct when preparing an estimate. Indeed, the technology and materials used in vehicle design are evolving very quickly and most times have a direct impact on vehicle safety.

A solid understanding of the vehicle and its component materials, assembly method and equipment along with consultation of the manufacturer's guidelines enables the appraiser to prepare an adequate estimate.

The correct information is essential in particular because:

- New materials and assembly techniques are continually being introduced in the automotive industry.
- Many features, such as driver-assistance systems, are now being added to vehicles. These systems sometimes require calibration to ensure they operate properly and must be taken into account by the appraiser.
- Work involving the vehicle's structure is becoming increasingly complex to perform.

### Information readily available

There are various online sources where these repair guidelines, and all other useful information, can be obtained. The most common are the vehicle manufacturers' websites, which sometimes require a subscription to access the necessary technical data.

Certain other more generic sites, including the information platforms offered by the main estimation software companies, can also provide valuable information for appraisers.



# Automobile Appraisal & Repair

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## New Allowance Generic Adhesive – Panel bonding adhesive

It's a fact that vehicle design is constantly evolving, which brings its own set of challenges. One example is the increasing use of adhesive when replacing exterior door panels. Note that panel adhesive is not included when calculating the shop material allowance. Therefore, where the manufacturer permits the use of adhesive, the repairer must refer to the insurer.

The *comité sur les normes et pratiques en assurance automobile* (Automobile Insurance Standards and Practices Committee) approved the new allowance when generic adhesive is allowed to replace an exterior door panel, effective **March 1, 2017**. This new standard will greatly simplify the work of the various stakeholders. The *Appraiser's Guide* was updated to reflect this and is available on the [Appraisal 24/24](#) site.

Please note that the new allowance includes a **single fixed rate**, regardless of vehicle category or model, type of exterior door panel to be replaced, or size. It can only be used for the exterior door panel.

Before granting this allowance, you must refer to the manufacturer's repair guidelines more specifically to validate if the adhesive operation is permitted and, if applicable, identify the adhesive authorized by the manufacturer.

### This allowance cannot be used:

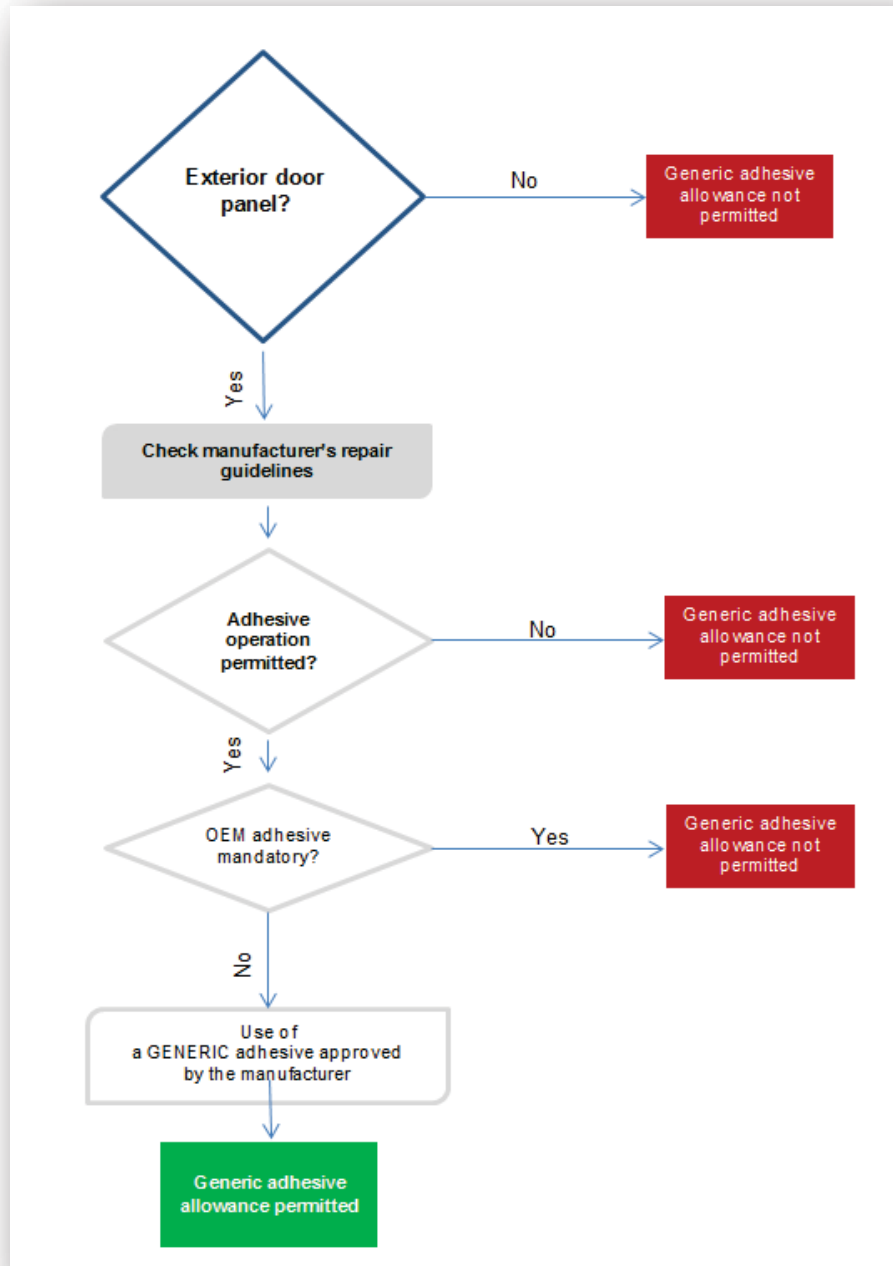
- When an **OEM adhesive is required by the manufacturer**
- To replace other panels, refer to the insurer first



# Automobile Appraisal & Repair

February 21, 2017 | GAA Bulletin No. ERA G2017-01 | Automobile Appraisal Division

## Making the right decision:



We would like to remind you that you always need to consult the vehicle manufacturer's repair guidelines to ensure that estimate comply with those instructions. See bulletin PM G2016-01.

To GAA-Qualified Appraisers and Apprentice-Appraisers  
To Operators of Appraising Firms  
To Automobile Claims Officers  
To Automobile Appraisal Officers  
To Automobile Appraisal Technical Committee Members

## REPLACEMENT PARTS

### Labour time not available in appraisal software

Increasingly more complex vehicle design and greater use of new steel alloys in the manufacturing process have meant that some car makers do not recommend replacing a vehicle section with an assembly of recycled parts. Consequently, appraisal software does not always contain the information about the labour time required to make such repairs.

In this bulletin, Groupement des assureurs automobiles (GAA) wishes to inform appraisers that recycled parts should not be considered when making repairs to a vehicle where the appraisal software does not provide information about labour time.

Where the information is available, the use of such parts can be considered. However, before deciding whether or not to make such repairs, a number of elements including, more specifically, safety and respecting the manufacturers' recommendations and repair procedures must absolutely be taken into account by all players involved in the file. In fact, to ensure that consumer safety is not compromised, the repairs must respect the manufacturer's instructions and be adequately supervised.

We would like to specify that the final decision to go ahead and replace a vehicle section by an assembly of recycled parts is always left to the insurer, who must look at the merits of such a file.

Lastly, we wish to remind appraisers that they must always check the procedures pages of the appraisal software used, as these contain key information on repair techniques. They should also be careful given that, in certain cases, the information generated by the software may not be exact or may not take into account certain situations.

More technical information is available in the I-CAR site:

[http://www.i-car.com/html\\_pages/technical\\_information/advantage.shtml](http://www.i-car.com/html_pages/technical_information/advantage.shtml)

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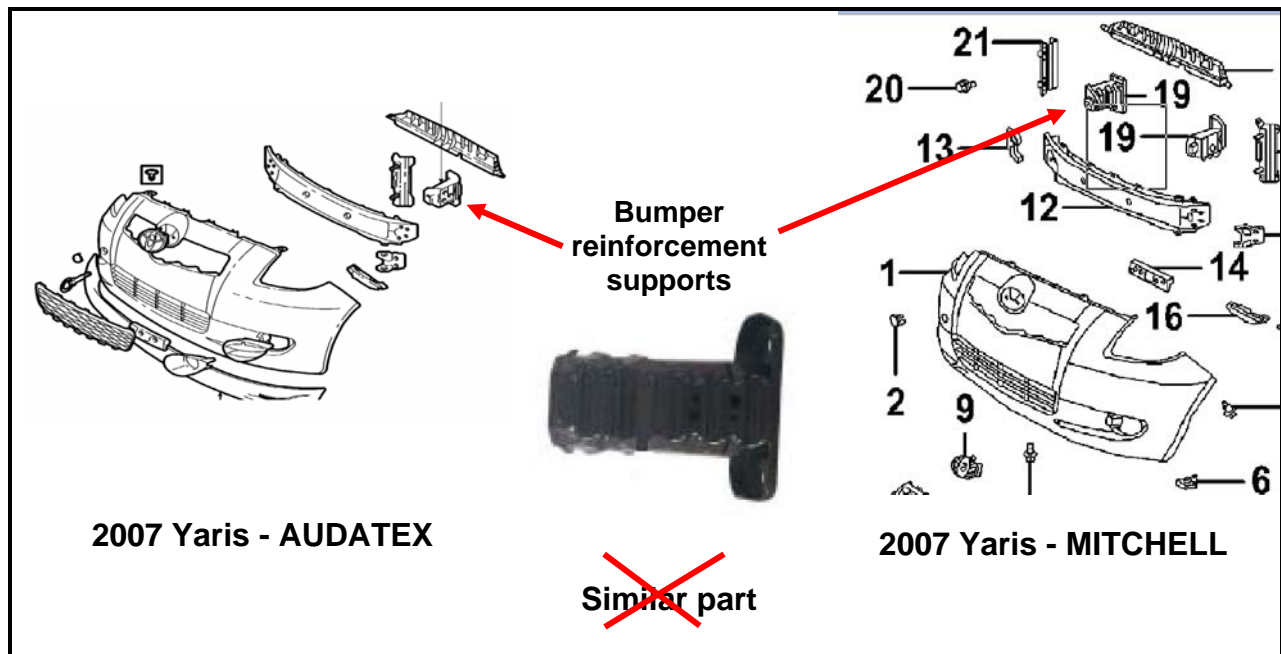
To GAA-Qualified Appraisers and Apprentice-Appraisers
   
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## REPLACEMENT PARTS

### Bumper reinforcement supports – Side rail extension

The objective of Groupement des assureurs automobiles (GAA) in issuing this Bulletin is to inform appraisers that it is important not to replace a structural part with a similar part, even if that part is available on the market. This is clearly stipulated on page 27 of the *Appraiser's Guide*.

In fact, no part that is part of the vehicle structure can be replaced by a similar part. Because of their design and as an extension of the side rail, some bumper reinforcement supports have energy absorbing properties. Therefore, these are structural parts and they must only be replaced by new or recycled (used) **OEM parts**.




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# Automobile Appraisal & Repair

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## Gravel Guard – Update

In an ongoing effort to maintain realistic allowances, GAA has reviewed the method for determining the “Gravel Guard / Protecteur antiéclats” allowance.

### Allowance now in two parts

Since the number and types of panels can vary, the allowance is now divided into two parts:

- **Product:** All of the panels that can have Gravel Guard applied are listed.
- **Labour:** The labour time corresponds to the time suggested in a recognized appraisal software application and reflects the reality in the field.

\*\*Note that there is no longer an applicable maximum.\*\*

#### GRAVEL GUARD [Updated on July 9, 2019]

##### Product

- Rocker..... \$A
- Lower door..... \$B
- Lower pickup bed side..... \$C
- Front Fender..... \$D
- Quarter panel..... \$E

##### Labour

- First Panel..... X hour
- Each additional panel..... Y hour

The allowance takes effect **July 9, 2019**. The Appraiser's Guide has been updated accordingly.

### Application examples

	Panel	Product	Labour
Automobile	Rocker	\$A	X hr (1 <sup>st</sup> panel)
	Front fender	\$D	Y hr (2 <sup>nd</sup> panel)
Light truck (pickup)	Rocker (cab)	\$A	X hr (1 <sup>st</sup> panel)
	Front fender	\$D	Y hr (2 <sup>nd</sup> panel)
	Lower pickup bed side	\$C	Y hr (3 <sup>rd</sup> panel)

Visit:

**APPRAISAL**  
24/24





# Automobile Appraisal & Repair

June 19, 2018 | GAA Bulletin No. ERA G2018-04 | Automobile Appraisal Division

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## Air Conditioning System Evacuating and Recharging – Update Refrigerant R134a

Effective July 2, 2018

The allowances for evacuating and recharging air conditioning systems have been revised to better reflect the reality, particularly with respect to the *air conditioning recharge stations* used by most repairers in the industry.

Modern recharge stations are designed to comply with the new environmental standards aimed at increasing the efficiency of air conditioning systems and limiting the emission of polluting substances. Some devices even exceed the requirements and are efficient enough to recover more than 95% of the refrigerant.

These stations enable quick, efficient evacuation of the air conditioning system with minimal manual intervention. In fact, they automatically control each step of the process, including recovery, recycling and recharging of lubricant and refrigerant, without any input from the technician.

Furthermore, the stations are generally equipped with a database containing information on the quantity of lubricant and refrigerant each vehicle's system requires.

### Elements factored into the allowances

1. The labour time for evacuating, leak testing and recharging the system.
2. The average quantity of R134a refrigerant needed to completely recharge the system or, where applicable, simply top it up.
3. The average quantity of lubricant necessary for an adequate top-up.
4. The labour time required to recover the refrigerant in the system before carrying out repairs.

When air conditioning system parts must be removed in order to replace an adjacent part, such as the radiator support, and the system parts are not damaged or are damaged without any loss of refrigerant, additional operations must be performed since the refrigerant that is in the system must be recovered before the system can be recharged once the repair is completed.

The revised allowances, which take effect July 2, 2018, can be found on page 31 of the Appraiser's Guide: [Air Conditioning System Evacuating and Recharging – R134a Refrigerant](#).

Consult:

**APPRAISAL**  
**24/24**







# Automobile Appraisal & Repair

March 18, 2021 | GAA Bulletin No. ERA G2021-02 | Automobile Appraisal Division

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## New edition of Appraiser's Guide available

### Plastics Recovery – New allowance

**Effective April 5, 2021**

Automobile appraisal is taking a giant step for the environment by tackling the recovery of plastics.

While these polymers help reduce the weight of today's vehicles, they are nonetheless major pollutants when they cannot be repaired.

So, following a full year's work, the completely new *Plastics Recovery* allowance has been created and will be added to the Appraiser's Guide.

Similar to the *Hazardous Waste Disposal* allowance, it will be payable for each appraisal to assist the repairers, who are now responsible for disposing of this plastic waste at a recycling site instead of the landfill.

### Wheel Alignment – Revised allowance

**Updated April 5, 2021**

The Wheel Alignment allowance has been split into three to take into account the "Standard," "Midsize" and "Full-size" categories. The operation comprises several steps, such as "centring the steering wheel," which is a basic operation included in this allowance.

#### Note

Do not confuse the operation for "centring the steering wheel" with the "steering angle" operation, which is not part of the wheel alignment. Remember that the steering angle operation is necessary when, for example, the steering rack, tie rod, steering knuckle, control arm or clock spring has been replaced. It may also be performed following a collision on a vehicle equipped with an advanced driver assistance system (ADAS) that requires calibration.

For more information, refer to the manufacturer's instructions and the procedure pages (P pages) which indicate the operations included and excluded.

### Consult the Appraiser's Guide:

**APPRAISAL**  
24/24





# Automobile Appraisal & Repair

April, 27 2018 | GAA Bulletin No. ERA G2018-01 | Automobile Appraisal Division

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## Manufacturers' repair guidelines – Invaluable information for appraisers

Referring to the guidelines issued by the manufacturer should be an appraiser's first instinct when preparing an estimate. Indeed, the technology and materials used in vehicle design are evolving very quickly and most times have a direct impact on vehicle safety.

A solid understanding of the vehicle and its component materials, assembly method and equipment along with consultation of the manufacturer's guidelines enables the appraiser to prepare an adequate estimate.

The correct information is essential in particular because:

- New materials and assembly techniques are continually being introduced in the automotive industry.
- Many features, such as driver-assistance systems, are now being added to vehicles. These systems sometimes require calibration to ensure they operate properly and must be taken into account by the appraiser.
- Work involving the vehicle's structure is becoming increasingly complex to perform.

### Information readily available

There are various online sources where these repair guidelines, and all other useful information, can be obtained. The most common are the vehicle manufacturers' websites, which sometimes require a subscription to access the necessary technical data.

Certain other more generic sites, including the information platforms offered by the main estimation software companies, can also provide valuable information for appraisers.



# Automobile Appraisal & Repair

April, 27 2018 | GAA Bulletin No. ERA G2018-01 | Automobile Appraisal Division

## RECIPIENTS

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# Automobile Appraisal & Repair

February 23, 2021 | GAA Bulletin No. ERA G2021-01 | Automobile Appraisal Division

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## Can rims be repaired? Yes, but....



It is true that some decisions should not be made lightly and such is the case for repairing a rim.

Firstly, the manufacturer's standards should be checked, especially if the wheel is made of aluminum alloy.

Secondly, bear in mind section 121 of the *Regulation respecting safety standards for road vehicles – Highway Safety Code*, which states that a wheel:

*3° [...] signs of repair or welds other than force bands for a spoked wheel and the manufacturer's original welds;*

A visual inspection can sometimes be sufficient to make a decision. The damage in figure 1 is only aesthetic, whereas figure 2 shows that the rim is cracked. The appraiser's decision is easy in these situations. See below for more examples.



Figure 1 - Repairable



Figure 2- Not repairable

## Integrity of the part and fractures

### Replacement

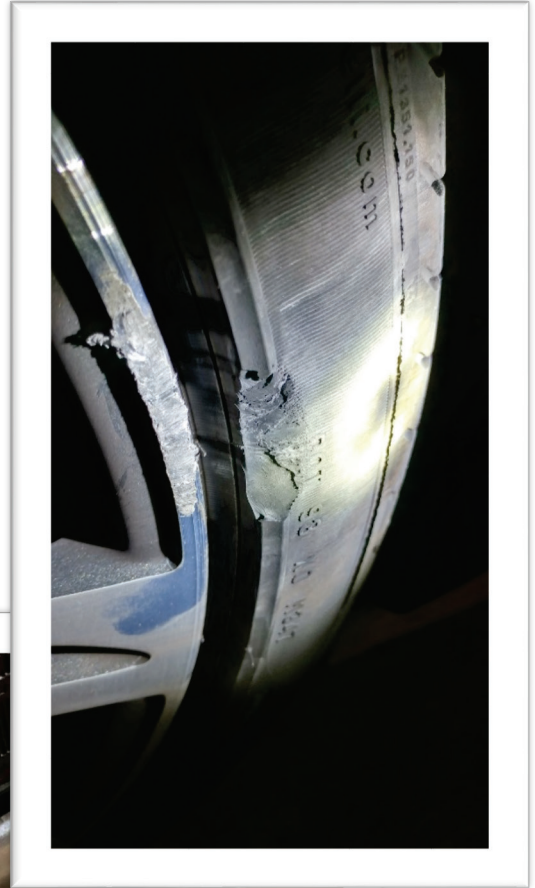
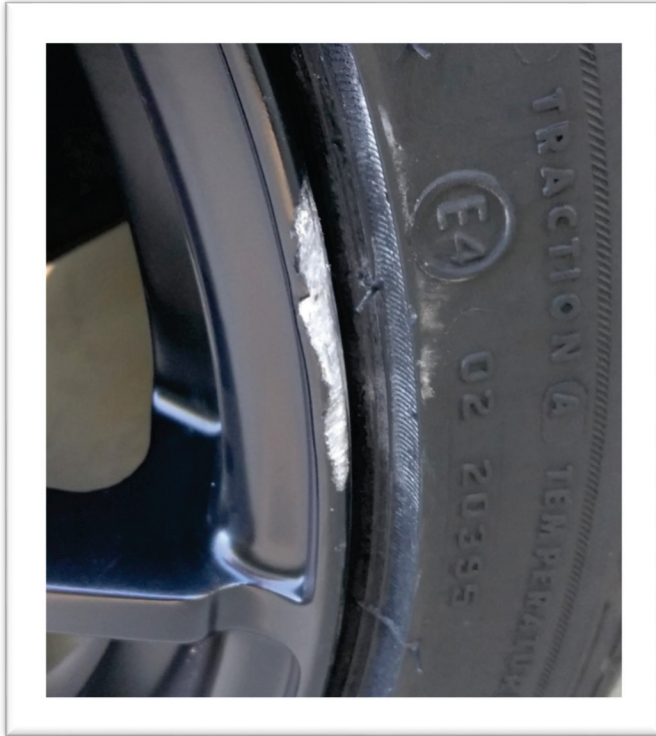
Following a minor collision, the damage may at first glance seem only aesthetic. When in doubt, it is important to investigate further to be sure. A compressed or twisted rim can be identified using a dial indicator to detect excessive runout. Furthermore, a fracture detection test can be done using products (e.g. liquid penetration test) and an appropriate procedure to make sure there are no fractures. If either of these conditions exist, the rim must be replaced with an identical rim, and if the model in question is no longer available, the appraiser must inform the insurer of the situation.

### Repair

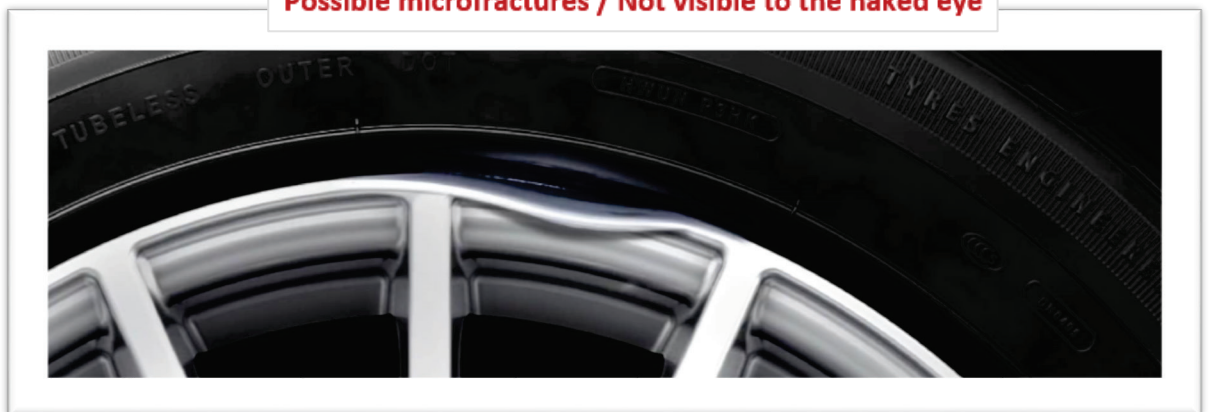
Here again, before recommending repair, it is important to ensure the integrity of the part, confirm the extent of the damage and make sure that it can be repaired in full compliance with the manufacturer's standards and the *Regulation respecting safety standards for road vehicles*.

# NON-REPAIRABLE RIMS

Welding required



Possible microfractures / Not visible to the naked eye



# REPAIRABLE RIMS

## Surface scratches

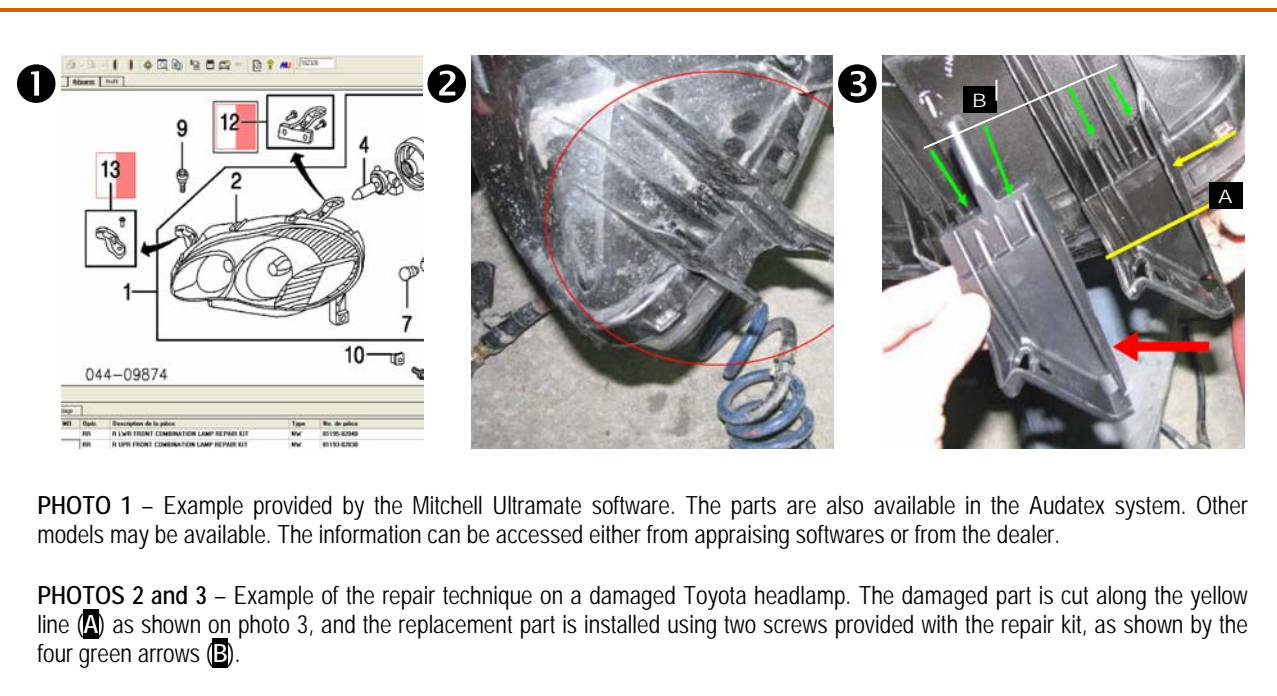


To GAA-Qualified Appraisers and Apprentice-Appraisers
   
 To Operators of Appraising Firms
   
 To Automobile Claims Officers
   
 To Automobile Appraisal Officers
   
 To Automobile Appraisal Technical Committee Members

## Headlamp Repair

Several manufacturers offer headlamp repair kits for certain vehicle models. This may be a useful option for many parties and consumers, as it:

- Conserves the original component part;
- Saves money, since the repair kit is cheaper than a used or similar headlamp;
- Offers better repair consistency as it does not affect the glass face and the repaired headlamp will have the same wear as the headlamp on the opposite side which, in many cases, will not be replaced.




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# Automobile Appraisal & Repair

November 23, 2021 | GAA Bulletin No. ERA G2021-09 | Automobile Appraisal Division

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## APPRAISER'S GUIDE

### New allowance and changes

#### Heading – Structure and Chassis

The new allowance Installation on frame straightening rack, applicable depending on the type of vehicle chassis damaged, comes into effect on **November 29, 2021**. Note that the allowance concerns installing a vehicle on a rack when the appraiser is able to confirm frame damage with a simple visual inspection.

With this revision, the allowance Attachment of a vehicle to straighten a damaged part has been moved under the heading **Replacement Parts**, and the allowance Installation of frame straightening portable equipment has been removed.

As for the allowance *Installation on frame straightening rack (frame set up)*, it has been modified as follows:

#### Installation on frame straightening rack

Allowance (integrated body and chassis / unibody) ..... **x.x hr**  
 Allowance (separate body and chassis / conventional (e.g. pick-up)) ..... **x.x hr**

**Note 1** – These allowances concern the operations for installing the vehicle on the rack and removing it, the operation for measuring and evaluating, which includes set-up for automatic centering, damage measurement and analysis before and during the straightening, a final measurement, and printing documents.

**Note 2** – These allowances do not include the removal of accessories and/or parts that could impede installation or repair (e.g. rocker panel mouldings, floor protector).

#### Installation of jigs/clamps to straighten or replace a side rail

**Allowance** ..... **x.x hr / jig/clamp**

**Note:** All of these allowances must be indicated under “chassis operation” (rate 3).

To determine the applicable Installation on frame straightening rack allowance, the appraiser must know the design of the vehicle being appraised (unibody or conventional chassis).

The extent of the damage and the straightening/replacement procedure are determined by taking measurements. So, regardless of the rack or process used (manual measurements using a mechanical device, or computerized measurements), the allowance includes the necessary time to take three-dimensional measurements (height, length and width). And remember that the manufacturer's procedures must always be consulted.





# Automobile Appraisal & Repair

November 23, 2021 | GAA Bulletin No. ERA G2021-09 | Automobile Appraisal Division

The following steps were used to establish this time allowance:

Prepare the fastening equipment ■ perform the complete installation ■ analyze the manufacturer's specifications ■ take measurements and analyze the damage before and during straightening, including set-up for automatic centering ■ take a last measurement confirming the final straightening ■ print the information, remove, clean and store away the equipment ■ place the vehicle back on its wheels.

Note that the allowance is not intended for cases where a verification is essential because the appraiser suspects chassis damage that is not otherwise visible. In such cases, consult the insurer first.

## A few clarifications

Installation of jigs/clamps to straighten or replace a side rail

Allowance ..... x.x hr / jig/clamp

## Straightening or replacing a side rail

Once the appraiser knows that a side rail is bent to the point of needing to be straightened or replaced, jigs/clamps must be installed to do the work. The time allowance should be allocated and granted based on the number of jigs/clamps required for the operation.

### Straightening

One or more jigs/clamps may be necessary to immobilize the part and do the required straightening in the correct location. So it is the repairer who will determine, **when the situation warrants it**, the number of jigs/clamps needed for the operation concerned.

### Replacement

The number of jigs/clamps required for the replacement operation will be indicated in the manufacturer's specifications. They are used to secure the part so it is perfectly aligned for an accurate installation.

Finally, help the insurer fully understand your estimate by including photos. It will facilitate settling the case.



# Automobile Appraisal & Repair

November 23, 2021 | GAA Bulletin No. ERA G2021-10 | Automobile Appraisal Division

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## APPRAISER'S GUIDE New allowance

### Used door – Removal of accessories

This completely new allowance has been added to the Appraiser's Guide and comes into effect on **November 29, 2021**. It applies every time a used door (recycled OEM) is allocated by the appraiser.

#### Used door – Removal of accessories

Allowance (removal of accessories from the used door, regardless of how many) ..... **x.x hr**

**Note 1** – Applies only if a used door is allocated.

### Why? Time not included in software

The times in the appraisal software were established based on replacement with a new door, which does not have any accessories. So the time required to remove accessories from a used door is not included.

Since the intention is to return the vehicle to its pre-accident condition, its accessories are retained and transferred to the used door, provided they still function as before.

Remember that:

- The used door must be repainted. To do a quality job, the repairer must remove all of the accessories.
- The used door's storage conditions are unknown and its accessories might have been exposed to the elements.
- For a different year of the same vehicle model, the accessories may vary somewhat.

**NOTE** – Upon determining that the damaged door cannot be repaired economically, the appraiser must first check:

- That the insured's policy allows for replacement with a recycled (used) OEM door.
- The manufacturer's related standards.
- That the replacement cost does not exceed the cost of a new OEM door.

It is impossible to cover all situations; there will be cases where this allowance is insufficient. In such cases, consult the insurer.



# Automobile Appraisal & Repair

December 14, 2021 | GAA Bulletin No. ERA G2021-11 | Automobile Appraisal Division

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## MANUFACTURERS' STANDARDS

### The use of structural adhesive for repairs

Automobile manufacturers' standards often include the use of structural adhesive for repairs. So it's important for appraisers to refer to them to determine each manufacturer's requirements.

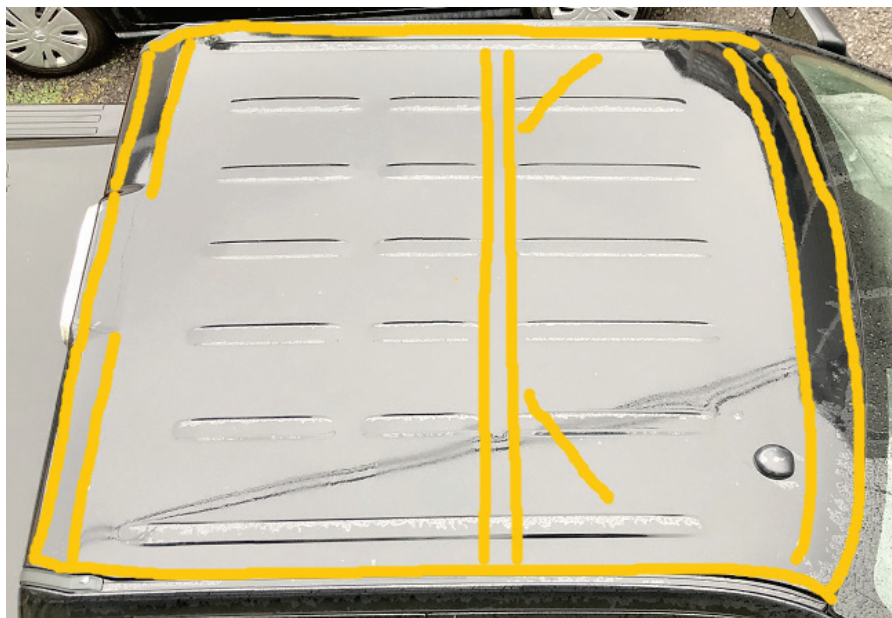
### Two reasons for indicating it in the estimate

1. In some cases, structural adhesive is applied in addition to welding and in others, it is used on its own. Regardless, it is important to follow the recommended procedure because only the manufacturer can attest to the exact role the adhesive plays (safety, sealing or accessibility, etc.). Some manufacturers go so far as to specify the product to be used, such as type E epoxy, type A acrylic or type E/U urethane.
2. Note that structural adhesive is not included in the shop materials. So the required product must be added as a separate item.

### Usage examples

The following photos illustrate with yellow lines possible required locations and amounts of adhesive.





To be sure not to overlook anything, refer to the information platforms provided by the main appraisal applications and the automobile manufacturers' websites.



# Automobile Appraisal & Repair

May 17, 2022 | GAA Bulletin No. ERA G2022-02 | Automobile Appraisal Division

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## APPRAISER'S GUIDE

# Clarification for liftgates/tailgates *Used door – Removal of accessories allowance*

In response to several questions, this is to confirm that the *Used door – Removal of accessories* allowance can be allocated for used liftgates (or hatch doors). However, it does not apply to pickup truck tailgates.

## Appraiser's Guide

A second note has been added to the existing allowance wording to reflect this clarification.

**Note 2:** *Use of a used liftgate (or hatch door) – refer to the insurer beforehand. – Additional time should be added to this allowance if the removal of a bonded rear window and resulting clean-up of urethane adhesive is necessary. Attention: Does not apply to a pickup truck tailgate.*

If a used liftgate is chosen, the appraiser must first determine if the window needs to be removed and if it is bonded or detachable. The window might also be in perfect condition and easily masked, meaning no extra time needs to be added. However, in perfect condition or not, if the window has to be removed and was installed with adhesive, the time to remove it and clean up the urethane adhesive must be added to the *Used door – Removal of accessories* allowance time. See page 2 for examples.

**ATTENTION** – If it is determined that the damaged liftgate cannot be adequately and economically repaired, the appraiser must first:

- Verify if the insured's policy allows for replacing it with a recycled (used) OEM part.
- Check the related manufacturer's standards.
- Ensure that the replacement cost is not more than that for a new OEM part.

### Note on the study

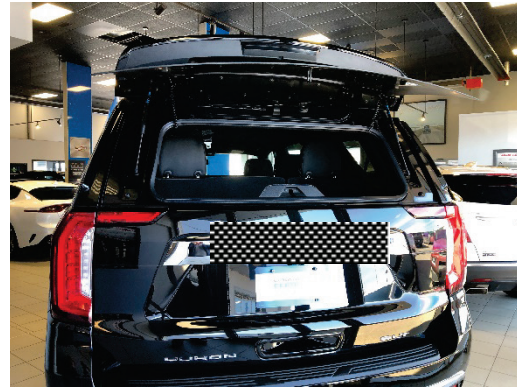
The decision not to include the time for removal of liftgate accessories in the study used to create the allowance or to develop a specific allowance for liftgates is mainly due to the small sample size obtained.

In fact, the data are very limited because, for reasons of cost, replacing a damaged liftgate with a used one is not a very common practice in the Industry. Indeed, the statistics show that appraisers much more often opt for a new OEM part. The high cost of the recycled parts along with price-matching policies no doubt contribute to this situation.

## Exclusion – Pickup truck tailgates

Although the French versions of the appraisal software applications use the term *hayon* for "liftgate," "tailgate" and "back door," pickup truck tailgates are not strictly speaking the same thing. The allowance does not apply to pickup trucks.

## Liftgate with detachable window



## Liftgate with bonded window



## Pickup truck tailgate



## Shop material allowance – Clarification on clips



We would like to provide clarification about the clips covered in the shop material allowance.

After a number of verifications, we have determined that there seems to be confusion about **the exclusion of clips costing \$36 or more**, resulting in incorrect appraisals.

### Clearly distinguishing between clips based on their unit cost

Remember that for the purposes of determining the shop material allowance:

- Clips that **cost \$35 or less per unit are included** in the allowance in effect since December 2022, whether or not they have a part number. They cannot be added separately to the estimate.
- Clips that **cost \$36 or more per unit are excluded** from the shop material allowance. They must be entered separately on the estimate.

For example, it would be incorrect to find the following entry (per-unit cost of \$5.52) on an appraisal:

Ret Mldg Frt Right Dr	Replace OEM	R1	\$55.20
Batch of 10 @ \$5,52 each			

The Appraiser's Guide has been updated to specify that the exclusion concerns clips whose unit cost is more than \$35 and which, when required, must be specifically indicated on the appraisal since they were not taken into account in determining the shop material allowance.

### Law of large numbers

The “law of large numbers” served as a basis in developing this allowance. In fact, repairers do not use all of the products included in the allowance for each repair. For example, a repairer will not use degreaser, an eraser wheel to clean the moulding or a razor blade every time, and will not necessarily need five or ten clips or even a single one, yet the allowance amount paid comprises all these products. Furthermore, it is important to remember that some operations which generate “body, mechanics and frame” time involve little or no shop material.

**Consult:**

**APPRAISAL**  
24/24



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## Automotive paint – Work completed

We are pleased to announce that the work on automotive paint is finished and that new allowances as well as uniform industry standards will be added to the Appraiser's Guide and take effect on January 1, 2024.

<b>IMPORTANT</b> – Regardless of the number of panels to be repainted, the <u>appraisal software must be used completely</u> since that was the basis of the calculation tool's development.
--

### Overview of the calculation tool

Evaluation of the paint requirements takes into account several factors necessary for the operation of the calculation tool used to determine the paint allowances in the form of an hourly rate paid for each hour of painting in an appraisal.

- Identification, by category, of the vehicles most involved in accidents, according to the Automobile Statistical Plan (25 vehicles), and their claims percentage so that the calculations consider the appropriate share for each one (weighting).
- Measurement of each vehicle's panels.
- Compilation of the times, using both software applications, for each panel and combination of panels for those same vehicles.
- Identification of the products comprising the paint shop material and evaluation of the quantity needed for each panel and combination of panels.
- Addition of the prices for the paint, clear coat and primer-sealer products, etc. for each supplier, based on the manufacturer's suggested retail price.

Note that only **each manufacturer's line of premium products** was used.

### Two annual updates

There will be two annual updates (spring and fall), based on the price increases for the product line used in the calculation tool. So, any comparison should be done with the line of paint products used by the shop and not the increase announced by its supplier, which corresponds to all of its products.

### Upcoming

Watch for bulletins and Appraiser's Guide updates, as applicable, since more work is planned.

### Consult:

**APPRAISAL**  
24/24



[Standards and Procedures | GAA](#)

FOR INFORMATION

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## Replacement parts – Two important changes

There have been two important changes affecting the **Replacement Parts guidelines** in the **ALLOWANCES** section.

The *Appraiser's Guide* and the *Damage Appraisal Guide for Heavy Vehicles and Equipment* have been modified accordingly. **These changes take effect immediately.**

### Recycled OEM parts (used)

A used part, from a vehicle of previous years, may be used only if a used part of the same year as the vehicle cannot be found within a reasonable time. The part chosen must be of the same kind (same material/model, etc.) and of equal or better quality.

However, remember that none of this applies if the insured has the “Replacement Cost” endorsement.

### Similar new parts

It is no longer prohibited to install a similar bolted radiator support. When the radiator support is replaced by a similar part, the part must be certified by CAPA or another recognized organization.

However, regardless of the part, if the appraisal software indicates that the one to be replaced is “structural,” it is still prohibited to replace it with a similar one.

Appraisal software	Code indicating a structural part
Audatex	07
Mitchell	-S

### Consult:

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