



DAMAGE APPRAISAL GUIDE FOR **HEAVY VEHICLES AND EQUIPMENT**



INTRODUCTION

[Updated June 1st, 2021]

The Guide outlines appraisal guidelines, standards and procedures established by *Groupement des assureurs automobiles* (GAA) in collaboration with the *Heavy Vehicles and Equipment Appraisal Technical Sub-Committee*. 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 *Heavy Vehicles and Equipment Appraisal Technical Sub-Committee* is composed of representatives from the insurance industry, vehicle repair industry and appraisal firms operating in the heavy vehicles' field.

Given the many categories of trucks and heavy equipment, the Guide was designed for licensed road vehicles that meet the definition of "heavy vehicle" under the [Act Respecting Owners, Operators and Drivers of Heavy Vehicles](#) and whose gross vehicle weight rating (GVWR) exceeds 4,500 kg. The GVWR or "*poids nominal brut d'un véhicule*" (PNBV) indicates the vehicle weight, including its maximum load capacity, according to the manufacturer's specifications.

Moreover, the following vehicles, **regardless of their net weight**, are also considered to be heavy vehicles under the Act:

- Mini-buses and buses
- Tow trucks
- Road vehicles that transport dangerous substances

In addition, certain vehicles are exempt under the Act, **regardless of their weight**, more specifically:

- Tool vehicles (graders, loaders, etc.)
- Farm machines and farm trailers owned by a farmer

However, despite the specific aspects of the Act, the following vehicles and equipment **are subject** to the guidelines, standards and procedures of **this Guide**:

- Tool vehicles (graders, loaders, etc.)
- Farm machines and farm trailers
- Mini-buses and buses
- Tow trucks
- Road vehicles that transport dangerous substances
- Trailers and semi-trailers
- Motorized recreational vehicles, class A (i.e.: Prévost Car, Holiday Rambler, etc.)

Finally, the following vehicles, regardless of their GVWR, **continue to be subject** to the guidelines, standards and procedures of the **Appraiser's Guide (automobile)**:

- Pickups, unless they have been adapted for a specific use and/or have had equipment, such as a cab, a platform, a cube box or a dump box added to them (i.e., Ford 350 4x4 Crew Cab).



The Guide is addressed to all appraisers who carry on their activities in Quebec and who draw up damage appraisals for heavy vehicles and equipment. Refer to information bulletin ERA G2018-08 on the "Appraisal Mandate" issued November 26, 2018 and Automobile Damage Appraisers Framework – Categories "A" and "L".

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This English translation is for convenience purposes. The French version is the sole official version. Consequently, if any contradiction or difference is found between the French version and the English translation, the former shall prevail.

INTRODUCTION	3
INDEX	7
DEFINITIONS	13
GUIDELINES AND PROCEDURES	15
<i>GENERAL</i>	15
<i>PREPARING AN APPRAISAL</i>	16
<i>REMOTE APPRAISAL</i>	22
<i>APPROVAL USING A CONVENTIONAL IMAGING SYSTEM</i>	23
<i>ADDITIONAL CHARGE</i>	23
<i>TOTAL LOSS</i>	24
ALLOWANCES	27
<i>BODY</i>	27
<i>WINDOWS</i>	32
<i>AIR CONDITIONING AND COOLING</i>	32
<i>STEERING AND SUSPENSION</i>	33
<i>MECHANICAL SYSTEMS</i>	34
<i>STRUCTURE AND CHASSIS</i>	34
PAINT	37
<i>PAINTING PER SQUARE FOOT</i>	37
<i>ADDITIONAL PAINT LABOUR TIME</i>	37
DEPRECIATION	41
<i>GENERAL</i>	41
<i>AUDIO-VIDEO</i>	41
<i>BODY</i>	42
<i>WINDOWS</i>	42
<i>AIR CONDITIONING AND COOLING</i>	42
<i>STEERING AND SUSPENSION</i>	42
<i>MECHANICAL SYSTEMS</i>	43
<i>ELECTRICAL SYSTEM</i>	45
<i>INTERIOR/ EXTERIOR TRIM</i>	45
APPRAISAL TECHNIQUES	47
<i>BUMPERS</i>	47
<i>WINDOWS</i>	47
<i>AIR CONDITIONING AND COOLING</i>	47
<i>STEERING AND SUSPENSION</i>	48
<i>MECHANICAL SYSTEMS</i>	51
<i>ELECTRICAL SYSTEM</i>	52
<i>INTERIOR/EXTERIOR FINISHING</i>	52
<i>STRUCTURE AND CHASSIS</i>	53
ENGLISH – FRENCH GLOSSARY	55
FRENCH – ENGLISH GLOSSARY	65
USEFUL LINKS	75
<i>DAMAGE APPRAISAL \ HEAVY VEHICLES AND EQUIPMENT</i>	75

TABLE OF CONTENTS

APPRAISAL SOFTWARE SUPPLIERS..... 75
I-CAR – AUTOMOBILE REPAIR TRAINING 75
AUTOMOBILE PARTS..... 76
CONSUMER ORGANIZATIONS..... 76
GENERAL INSURANCE PARTNERS 76
GOVERNMENT PARTNERS 76

INDEX

Actual cash value.....	24
Additional paint labour time.....	37
Additional charge.....	23
Air bags.....	31
Air conditioning and cooling.....	32, 47
Air conditioning and cooling – Depreciation.....	42
Air conditioning system – Evacuating and recharging.....	33
Air conditioning system condenser repair.....	32
Alignment.....	34
Allowances.....	27
AM/FM radio.....	41
Antifreeze.....	32
Anti-rust treatment.....	27
Anti-rust treatment of untreated sheet metal panels.....	27
Anti-theft protection.....	28
Appareil multimedia.....	41
Appearance.....	15
Appearance allowance.....	13
Appraisal techniques.....	47
Appraiser identification.....	18
Appraiser's Certificate.....	15
Appraising a vehicle that is not registered in the appraisal software or in the Mitchell manuals.....	15
Archives.....	15
Archives – Period of retention.....	15
Assembly of recycled parts.....	29
Assessing market value of current-year vehicle.....	25
Assessing value of vehicle for QST calculation purposes – Archives.....	15
Audio-video.....	41
Automobile damage appraisers framework.....	15
Back plate.....	50
Battery.....	52
Battery – Depreciation.....	45
Body.....	27
Body – Depreciation.....	42
Bonding material.....	38
Broken glass clean-up.....	32
Bulletin ATA G2013-08 – Flooded Road Vehicles.....	23
Bulletin ATE G2002-11 – Status of total loss vehicles.....	24
Bulletin ATE G2006-06 – Transfer of ownership of off-road vehicles declared a total loss.....	24
Bulletin ATE G2010-04 – Appraiser's mandate.....	24
Bulletin ATE G2014-05 – Estimating damages for total loss vehicles.....	24
Bulletin ERA G2018-07 – Reminder of best practices.....	17
Bulletin ERA G2018-08 – The appraisal mandate.....	3
Bulletin ERA G2018-09 – Evacuating and recharging the air conditioning system.....	33
Bulletin ERA G2020-02 – Allowances – Annual update and Bonding material.....	38
Bulletin ERA G2021-01 – Repairable rims.....	51
Bulletin ERA G2023-05 – Rebuilding of damaged vehicles – Reminder from the <i>Société de l'assurance automobile du Québec</i>	17, 24
Bulletin ERA G2024-01 – Replacement parts.....	30
Bumper covers.....	38
Bumper reinforcement.....	31
Bumpers.....	47
Bumpers – Aluminium and stainless steel.....	47
Bumpers – Bumper covers.....	47
Bumpers – Bumper reinforcement.....	31
Bumpers – Chrome.....	47
Bumpers – Painted.....	47
Bumpers – Plastic material (bumper covers).....	47
Bushing.....	29
Carpets – Depreciation.....	45
Center steering wheel.....	34
Chassis – Inspection tools.....	53
Chassis – Potential damage.....	53
Chassis – Potential damage – Diamond.....	53
Chassis – Potential damage – Mash.....	53
Chassis – Potential damage – Sag.....	53

INDEX

Chassis – Potential damage – Sidesway	53
Chassis – Potential damage – Twist	53
Chassis – Tolerance	53
Cleaning and repair of the fuel tank	34
Clear – Two-stage transparent or pearl finish	38
Code of Ethics of Automobile Damage Appraisers	15
Colour matching	37
Condenser	47
Condenser repair	32
Control arm	49
Cover – Depreciation	45
Cracked blocks and housings	51
Cut & trim – See RECYCLED WELDED PARTS	29
Cutting of a quarter panel or assembly of recycled parts	29
Cylinder coding	34
Damage Inspection using photos	22
Damage to chassis	19
Deductible	18
Depreciation	13, 20, 41
Depreciation – General	41
Depreciation – Net replacement cost	41
Depreciation – Replacement cost	41
Determination of labour time	16
Door lock	34
Drag link – Depreciation	43
Dump box, verification	35
Electric and Electronic system – Depreciation	45
Electrical system	52
Electronic ignition key	34
Endorsement 43 (REPLACEMENT COST)	30
Energy-absorbing steering column	49
Engine	51
Engine – Depreciation	43
Engine and Transmission – Depreciation	43
English – French Glossary	55
Engraving	28
Evacuating and recharging the air conditioning system	33
Evaporator	48
Exhaust pipe – Depreciation	45
Fan blade	48
Fiberglass material	27
Fifth wheel	29
Fixed cellular telephone	41
Flat rates	16
Frame inspection	34
Frame straightening	35
Framework for the qualification of Automobile Damage Appraisers	15
French – English Glossary	65
Front-wheel alignment – Camber	50
Front-wheel alignment – Caster	50
Front-wheel alignment – Toe in	51
Fuel pumps – Depreciation	43
Fuel tank	51
Fuel tank – Cleaning and repair	34
GAA e-mail address	75
Gear pinions – Depreciation	43
Glossary – English – French	55
Glossary – French English	65
Guidelines and procedures	15
Hazardous waste disposal	28
Head lamp door	52
Headlamps	52
Headlamps – Head lamp door	52
Headlamps – Repair kit	52
Headlamps – Seal beam	52
Heater core	48
Heater housing	47
Housing	49
Hub	49

Identifying the vehicle and main mechanical parts.....	17
Ignition-starter switch.....	34
Infozone.....	75
Inspecting damage.....	16
Inspection tools for chassis.....	53
Interior finish.....	52
Interior trim – Depreciation.....	45
Interior/ exterior trim – Depreciation.....	45
Interior/exterior finishing.....	52
Invisible or assumed damage.....	19
Key coding.....	34
Laminated or tempered glass windows – Depreciation.....	42
Leaf spring.....	51
Linkage.....	51
Lock Cylinder.....	34
Lock Jaw.....	29
Manual appraisal.....	15
Mechanical systems.....	34, 51
Mechanical systems – Depreciation.....	43
Muffler – Depreciation.....	45
New tires recycling program.....	34
Nitrogen inflated tires.....	34
Notice to the insured.....	20
Notice to the insurer.....	20
OEM parts.....	30
Oil cooler.....	48
Overlap.....	13, 16
Paint – Additional labour time.....	37
Paint – Allowances for painting the inside of panels.....	39
Paint – Bonding material.....	38
Paint – Clear – Two-stage Transparent or pearl finish.....	38
Paint – Colour matching.....	37
Paint – Depreciation.....	42
Paint – Instructions.....	39
Paint – Paint material allowances.....	39
Paint – Plastic Bumper covers.....	38
Paint – Polishing.....	39
Paint – Pre-treating a non-treated aluminium panel (bare).....	38
Paint – Protecting the chassis and engine.....	38
Paint – Stripping.....	39
<i>Painting per square foot.....</i>	<i>37</i>
Part material.....	47
Photographs.....	18
Pipes and other lines – Depreciation.....	43
Plastic windows (Plexiglass) or other synthetic material windows – Depreciation.....	42
Polishing.....	39
Power steering pump.....	50
Preliminary appraisal.....	17
Preparing an appraisal.....	16
Preparing an appraisal – Administrative Data.....	17
Preparing an appraisal – Appraiser’s comments.....	17
Preparing an appraisal – Coding.....	19
Preparing an appraisal – Priorities.....	16
Preparing an appraisal – Sequence.....	16
Pre-treating a non-treated aluminium panel (bare).....	38
Prior damage.....	19
Protecting the chassis and engine.....	38
Q.P.F. No. 1 – Owner’s Form.....	76
Quebec’s Automobile Insurance Policy Q.P.F. No. 1 – Owner’s Form.....	30, 76
Radiator.....	48
Radiator – Depreciation.....	42
Radiator Repair.....	33
Rear hub.....	49
Rear window.....	47
Rear window replacement.....	32
Receiver-dryer.....	48
Recycled OEM parts.....	30
Recycled welded parts.....	29
Recycling program for new tires.....	34

INDEX

Refrigerant R134A.....	33
Refurbished OEM parts (remanufactured).....	30
Remanufactured OEM parts.....	30
Remote appraisal.....	22
Removal and installation.....	16
Removal and installation – Paint.....	16
Removal and installation – Repair.....	16
Repair or replacement.....	19
Repairs.....	20
Replacement cost – See Endorsement 43.....	30
Replacement parts.....	30
Reporting a loss and submitting a claim of Quebec Automobile Policy Form Q.P.F. No. 1 – Owner’s Form.....	30
Retention of records.....	15
Rivets for trucks.....	29
Roadworthy.....	22
Rust – Depreciation.....	42
Seal beam.....	52
Seat covers – Depreciation.....	45
Shock absorber.....	48
Shock absorbers – Depreciation.....	43
Shop Material.....	28
Short circuit or fire.....	52
Side window replacement.....	32
Side windows.....	47
Similar new parts.....	30
Slider, Slider system.....	29
SMC and METTON panel adhesive.....	27
Soundproofing – Self-adhesive tape.....	28
Spindle.....	49
Stabilizer Bar.....	49
Steel wheels.....	51
Steering and suspension.....	33, 48
Steering and suspension – Depreciation.....	42
Steering arm.....	49
Steering knuckle.....	50
Stripe tapes, lettering and vinyl or painted drawings.....	28
Stripping.....	39
Structure and chassis.....	34, 53
Sub-contracting.....	13, 21
Supplemental Restraint System (SRS).....	31
Temporary repair costs.....	20
Thermostatic fan clutch.....	48
Tires.....	50
Tires – Depreciation – Mileage.....	42
Tires – Method for Calculating Tire Depreciation.....	42
Tires – New tires recycling program.....	34
Tires – Nitrogen inflated tires.....	34
Tolerance.....	53
Torsion bar.....	48
Total loss.....	24
Total loss – Actual cash value.....	24
Total loss – Assessing market value of current-year vehicle.....	25
Total loss – Calculation of prior damage.....	25
Towing costs.....	20
Trailer coupler plate.....	29
Transmission.....	52
Transmission – Depreciation.....	43
Transmission - See ENGINE AND TRANSMISSION.....	45
Transparent adhesive tape – Stone deflector.....	28
Unroadworthy.....	22
Useful links.....	75
Useful links – Appraisal 24/24.....	75
Useful links – ARPAC.....	76
Useful links – Audatex.....	75
Useful links – Automobile Protection Association (APA).....	76
Useful links – Autorité des marchés financiers (AMF).....	76
Useful links – CAA - Québec.....	76
Useful links – Chambre de l’assurance de dommages (ChAD).....	76
Useful links – GAA web site.....	75

Useful links – IBC Investigative Services Division –	76
Useful links – I-CAR	75
Useful links – Infoinsurance web site	75
Useful links – Infozone	75
Useful links – Institut d’assurance de dommages du Québec (IADQ)	76
Useful links – Insurance Bureau of Canada	76
Useful links – Insurance Information Centre	75
Useful links – Mitchell/TruckEst	75
Useful links – Regroupement des cabinets de courtage d’assurance du Québec (RCCAQ)	76
Useful links – Société de l’assurance automobile du Québec (SAAQ)	76
Useful links – Transport Canada	76
Useful links – Transports Québec	76
Value added	13
Value added – See DEPRECIATION	41
Vehicle deemed to be dangerous	20
Vent box	47
Verification of the dump box	35
Water pump	48
Wheel alignment	34, 50
Wheel balancing	33
Windows	32, 47
Windows – Depreciation	42
Windows – Windshield – Urethane	32
Windows – Windshield repair	32
Windows – Windshield, side window and rear window replacement	32
Windshield	47
Windshield – Urethane	32
Windshield repair	32
Windshield replacement	32
Wiring	52
Wiring – Short circuit or fire	52
Written appraisal	15

DEFINITIONS

OVERLAP Any operation involving the replacement of two or more parts that warrants deducting labour time.

DEPRECIATION 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.

(See “**VALUE ADDED**”)

APPEARANCE ALLOWANCE 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.

VALUE ADDED 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.

(See “**DEPRECIATION**”)

SUB-CONTRACTING 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.



NON-ROADWORTHY VEHICLE

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

GUIDELINES AND PROCEDURES


GENERAL

CODE OF ETHICS OF AUTOMOBILE DAMAGE APPRAISERS

- The appraiser must respect his Code of Ethics and apply all the principles and rules contained therein.
-

FRAMEWORK FOR THE QUALIFICATION OF AUTOMOBILE DAMAGE APPRAISERS

Categories “A” and “L” *[Added on November 2, 2020]*

- 
- 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 June 1st 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

[Updated June 1st, 2021]

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.
 - Adequately indicate in the “Comments” section the vehicle **used** to determine the labor time.
 - Obtain the price of the parts from the dealer and/or consignee of specialized equipment and, where required, the time required to install and remove parts, including taking into account the overhaul included (o/h).
 - Using reference manuals (i.e. Mitchell) or appraisal software, establish the time required to do paint jobs and factor in overlap.
-

WRITTEN APPRAISAL (“Manual”)

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

FLAT RATES

[Updated June 1st, 2021]

- Flat rates are shown in the reference manuals (i.e. Mitchell) and in 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). The appraiser will be able to produce a more accurate damage report if he or she takes the time to study and refer to this information.
-

REMOVAL AND INSTALLATION

- **Repair**
 - The appraiser may use the time taken for the removal and installation of parts recommended by reference manuals (i.e. Mitchell) or which is automatically calculated by appraisal software, to assess the total labour time required to repair a vehicle.
 - If the appraiser decides to use the removal and installation time generated by the appraisal software to determine the total labour time, he or she will then need only to assess the labour time required **to just make the repair**, without taking into account the access time required for repairs.
The appraiser must therefore check the final version of the appraisal, as this way of doing things risks generating too high a repair time, by twice taking into account the time needed to access the parts to be repaired.
 - **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.
-

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 June 1st, 2021]

- The appraiser must make a complete and **detailed** appraisal by proceeding in an orderly fashion (from front to back).

ADMINISTRATIVE DATA



- 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 June 13, 2023.

APPRAISER'S COMMENTS

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

“PRELIMINARY” APPRAISAL

[Updated June 1st, 2021]



- Except upon request by the insurer, the appraiser must not prepare a “preliminary” computerized appraisal to be sent to the insured or repairer. This is a working document for internal purposes only.
- The appraiser must send the repairer a “closed” appraisal within a reasonable time period.
- Refer to information bulletin ERA G2018-07 “Reminder of best practices,” issued November 20, 2018.

IDENTIFYING THE VEHICLE AND MAIN MECHANICAL PARTS

[Updated June 1st, 2021]

- The appraiser must identify the vehicle as well as its specialized equipment (Vehicle Identification Number (VIN), model, body, odometer and registration) and enter the information on the document to be sent to the insurer. The appraiser must also indicate the **ACTUAL** condition of the vehicle at the time of appraisal.
- The appraiser **must** also enter the following information:

Motorized vehicle

- Engine manufacturer and model
- Type of transmission (automatic or manual) and number of gears
- Number of axles and capacity
- Type of front and rear suspension
- Length of sleeper berth (if applicable);
- Length and type (refrigerated or dry) of cube box (if applicable);
- Length of platform (if applicable).

Trailer

- Length;
- Type (refrigerated, dry, platform, dump, etc.);
- If refrigerated, refrigeration unit brand and model;
- Number of axles and their capacity;
- Type of suspension.

- Where required, to confirm the vehicle model year with a 17-character identification number, the appraiser can do a search using the 10th character position of the Vehicle Identification Number (VIN). For specialized equipment, the appraiser must refer to the identification plate and/or the manufacturer.

Détermination de l'année de fabrication

1980 = A	1990 = L	2000 = Y	2010 = A	2020 = L	2030 = Y
1981 = B	1991 = M	2001 = 1	2011 = B	2021 = M	À suivre
1982 = C	1992 = N	2002 = 2	2012 = C	2022 = N	
1983 = D	1993 = P	2003 = 3	2013 = D	2023 = P	
1984 = E	1994 = R	2004 = 4	2014 = E	2024 = R	
1985 = F	1995 = S	2005 = 5	2015 = F	2025 = S	
1986 = G	1996 = T	2006 = 6	2016 = G	2026 = T	
1987 = H	1997 = V	2007 = 7	2017 = H	2027 = V	
1988 = J	1998 = W	2008 = 8	2018 = J	2028 = W	
1989 = K	1999 = X	2009 = 9	2019 = K	2029 = X	

- Two questions must be raised, since the year shown on the registration certificate can differ from the year of manufacture:
 - The year of manufacture
 - The year it was put into service following the original sale

PHOTOGRAPHS

[Updated June 1st, 2021]

- The appraiser must take photographs of the VIN, odometer and licence plate as well as photographs clearly identifying the damage, and add any relevant comments, particularly for files where the vehicle is declared a total loss.
- In addition, the photographs must permit easy identification of the four corners of the vehicle to obtain an **overall view** of it, i.e.:
 - Each side of the vehicle
 - The front of the vehicle
 - The rear 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

[Updated June 1st, 2021]

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

Note – In certain situations, an appearance allowance may be considered. (See “**DEFINITIONS**” section).

DAMAGE TO CHASSIS

[Updated June 1st, 2021]

- The appraiser must use the services of a specialized technician to assess the damages and properly evaluate the cost of the repairs.

IMPORTANT – The appraiser must never enter the repair cost by presumption.

CODING

[Updated on May 2, 2022]

- 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 factory, the appraiser must note this on the appraisal (e.g. fiberglass, SMC, plastic, etc.).
-

INVISIBLE OR ASSUMED DAMAGE

[Updated June 1st, 2021]

- The appraiser must never include invisible or assumed damage in the appraisal.
 - **CORE** – The appraiser must ensure that there is no possibility of repairing the part to be replaced before approving it. The price must never be indicated by presumption. See the heading “**Additional charge**” in the “**GUIDELINES AND PROCEDURES**” section.
 - **PARTIAL THEFT** – The appraiser must enter all the parts, accessories or equipment declared by the insured and note “Estimate based on the description given by the insured who will provide the insurer with any proof or supporting documents”.
-

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

- 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 the “**GUIDELINES AND PROCEDURES**” section.
-

DEPRECIATION

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

NOTICE TO THE INSURED

[Updated on June 1st, 2021]

- 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 – 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

- The appraiser must attach a note to the insurer if the vehicle is deemed to be dangerous.
 - 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.
-

REPAIRS

- The appraiser must never authorize repairs.

SUB-CONTRACTING

[Updated June 1st, 2021]

- Allowance**20%** of the total cost charged for a sub-contracted repair, up to a maximum of **\$500** per contract awarded.

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

Note 2 – Body and paint operations are excluded. These operations must be listed by line, according to the time indicated by the appraisal software or manuals (e.g. Mitchell).

Note 3 – The repairer must provide supporting documents to the insurer.

Note 4 – 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 5 – If towing is necessary to have a specialized sub-contracted operation done, its cost, adjusted to include a 20% allowance to cover the additional administrative operations, must appear on a separate line in 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.

N.B. – 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(*)

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 ATA G2013-08).
- b) The vehicle was damaged following a 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.

(*) **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.

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

[Updated on April 15, 2016]

DECLARATION OF TOTAL LOSS

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

(*) See heading “Calculation of prior damage”.

The appraiser may consider a truck to be a total loss when the amount of damage reaches 75% of the actual cash value. Although this is not an absolute rule, this procedure allows the insurer to take this option into account.

In the case of a truck which may be reconstructed using a Glider Kit, the vehicle will have the serial number of its Glider Kit and, thus, the original number will be deleted. The mention “UNREBUILDABLE” must be written on the original certificate by the *Société de l'assurance automobile du Québec* (SAAQ).

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 regarding the rebuilding of damaged vehicles, 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. When recommending a status, take into account that most heavy vehicles are built on a conventional type chassis.
7. 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.

- 8. 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 **\$30/hour**

ASSESSING MARKET VALUE OF A VEHICLE

To establish the market value of a 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.

DEPRECIATION APPLICABLE BASED ON LOWEST NEGOTIATED REPLACEMENT COST, WITHOUT REPOSSESSION, FOR CURRENT-YEAR IDENTICAL EQUIPMENT		
DECLINING BALANCE DEPRECIATION METHOD		
(CHECK YEAR OF CONSTRUCTION)		
YEAR	TRUCK	TRAILER AND REFRIGERATOR BOX BODY
1	30%	20%
2	20%	15%
3	15%	10%
4	10%	10%
Following	10%	10%

ALLOWANCES

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

The appraiser must abide by the following standards:

BODY

SMC AND METTON PANEL ADHESIVE

[Updated July 1st, 2023]

- Repair (400 ml cartridge).....\$111/sq. ft.

Note – This allowance includes the repair materials (cloth and adhesive).

- Bonding (400 ml cartridge).....\$8/linear foot
 - Hood fender..... \$216
 - Sleeper cab roof..... \$232

Applies only if the part originally installed at the factory is bonded.

Note – These allowances **do not** include labour time.

FIBERGLASS MATERIAL

[Updated November 6, 2023]

- Allowance\$33.90/sq. ft.
labour **not included**.

Note 1– This allowance factors in the material used to repair fibreglass (cover and resin).

Note 2 – Applies to a broken part or to part of a missing part.

Note 3 – Do not grant for surface damage only.

ANTI-RUST TREATMENT OF UNTREATED SHEET METAL PANELS

[Updated on November 6, 2023]

- Allowance for first panel \$17
- Allowance for each additional panel \$5

Note 1 – The anti-rust treatment is applicable on **steel panels only**.

Note 2 – Same conditions applicable to repairs.

Note 3 – A door without anti-rust treatment, whose panel is replaced, is eligible for an anti-rust allowance (for welding) and a soundproofing.

Note 4 – A door that receives an anti-rust treatment from a specialist, and whose panel is replaced, is not eligible for any treatment, apart from that provided by the specialist.

ANTI-RUST TREATMENT

- See heading “Sub-contracting” in the “**GUIDELINES AND PROCEDURES**” section.

ENGRAVING AND ANTI-THEFT PROTECTION

- See heading “Sub-contracting” in the “GUIDELINES AND PROCEDURES” section.

TRANSPARENT ADHESIVE TAPE – STONE DEFLECTOR

[Updated November 6, 2023]

- Allowance **\$21.58/sq. ft.**

Note – This allowance includes labour time.

- To remove the adhesive tape (part to be repaired)..... **0,1 h/sq. ft.**

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

Note 2 – Additional labour time may be required for removal, particularly if the tape has been deteriorated by the sun.

Replacement by a specialized workshop – Use of a subcontractor

- Allowance The subcontractor’s invoice must be provided

HAZARDOUS WASTE DISPOSAL

- Allowance **\$5.22/file^(*)**

^(*) This amount reflect the automobile calculation costs and is provided for reference only. It is recommended that heavy vehicles special features must be take into account, if applicable.

STRIPE TAPES, LETTERING AND VINYL OR PAINTED DRAWINGS

[Updated June 1st, 2021]

- See heading “Sub-contracting” in the “GUIDELINES AND PROCEDURES” section.

Note – If the replacement cost information is not available when the appraisal is closed, indicate “payable upon presentation of invoice.”

SOUNDPROOFING – SELF-ADHESIVE TAPE

[Updated on November 6, 2023]


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

Note – Do not grant automatically.

SHOP MATERIAL

[Updated on November 6, 2023]

- Allowance **\$9.25/hour**

Note 1 – The shop materials rate is calculated based on the total labour time for body, mechanical and frame in every appraisal, regardless of whether or not shop materials are required. Any non-relevant request for additional materials will be refused. See detailed list. 

Note 2 – Do not grant this allowance for an appraisal involving farm machinery or a farm trailer.

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

- Evaluating the labour time needed to carry out this operation is left to the appraiser’s judgment.

RIVETS FOR TRUCKS

[Updated November 6, 2023]

- “Average cost” rivet **\$1.33/unit**
- Insert rivet..... **\$1.16/unit**
- Huck bolt rivet, 3/16 chromed, including the ring **\$3.19/unit**
- Rear end panel (cab or sleeping compartment)..... **\$211**
- Quarter panel (sleeping compartment) **\$180**
- Cab corner or sleeping compartment..... **\$88**
- Transition panel (sleeping compartment)..... **\$76**
- Side of cab **\$62**
- Cab or sleeping compartment extension **\$46**
- For each panel overlap **deduct \$27**

Note – For trailer rivets, refer to trailer parts distributors.

N.B. The hood, doors, small parts as well as panels riveted at the edge must be counted per unit based on the “average cost” rivet allowance.

FIFTH WHEEL

[Updated February 26, 2024]

- Inspection & cleaning **1.0 hour**

Note – This allowance includes time to verify that each of the following components functions properly :

1. Fifth Wheel
2. Lock Jaw
3. Bushing
4. Slider, if applicable.

TRAILER COUPLER PLATE

[Effective on February 26, 2024]

- Inspection **0.5 hour**

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

[Updated 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.

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.

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

- **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.



The appraiser **must** provide the name and telephone number of the recycler, as well as the name of the clerk, in his appraisal.

- **Similar new parts** – These parts may be used on a vehicle that is **one year old** (365 days or more) from the date it was put into service.

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 – 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](#).

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

SPECIAL FEATURES [Updated on December 17, 2018]**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**.

- **Bumpers** – If a bumper on a current-year vehicle is damaged beyond repair and needs to be replaced, use a new OEM part rather than a refurbished OEM part (remanufactured), provided the vehicle is less than one-year old **and** has less than 120,000 km of mileage. When damage is minor, the bumper must always be repaired, irrespective of the age of the vehicle.
- **Bumpers** – Chromed metal – The part can be repaired, straightened and “rechromed”, in whole or in part, and be replaced by either a new, refurbished or recycled OEM part. Use a new OEM part provided the vehicle is less than one-year old **and** has less than 120,000 km of mileage. A lump sum payment may compensate for damage of a cosmetic nature.

SUPPLEMENTAL RESTRAINT SYSTEM (SRS)

- Replacement with a new OEM part is mandatory.

EXAMPLES OF COMPONENTS:

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

N.B. – The appraiser must check the manufacturer’s recommendations regarding the replacement of parts following the deployment of an SRS component, such as 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.

WINDOWS

BROKEN GLASS CLEAN-UP

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

Note 2 – The appraiser must check what operations are or are not included in the reference manuals (i.e. Mitchell) or in the appraisal software used.

WINDSHIELD REPAIR

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

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 reference manuals (i.e. Mitchell) or the appraisal software.

URETHANE

- 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.

Note – Do not grant automatically.

AIR CONDITIONING AND COOLING

ANTIFREEZE

[Updated on November 6, 2023]

- Allowance **\$15 /4 liters**
- Top up – Minimum quantity **2 liters**
- Full amount – Quantity AS PER VEHICLE MODEL

Note – Allow antifreeze recommended by manufacturer.

AIR CONDITIONING SYSTEM CONDENSER REPAIR

- See heading “Sub-contracting” in the “**GUIDELINES AND PROCEDURES**” section.

Note – Allowance does not include removal and installation time, or evacuation time.

RADIATOR REPAIR

- See heading “Sub-contracting” in the “GUIDELINES AND PROCEDURES” section.

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

Note 2 – To verify radiator pressure, allot 0.5 hour.

Note 3 – For the “Air to Air” refrigerant, allot 1.0 hour.

Note 4 – Do not systematically allot removal and installation time for a straightforward inspection.

AIR CONDITIONING SYSTEM – EVACUATING AND RECHARGING – REFRIGERANT R134A

[Updated on November 6, 2023]

Open system (gas cannot be recovered)

- Allowance for single unit air conditioning system..... **\$301**
- Allowance for dual unit air conditioning system **\$330**

Includes full gas recharge and top-up of lubricant

Closed system (gas can be recovered)

- Allowance for single unit air conditioning system..... **\$280**
- Allowance for dual unit air conditioning system **\$287**

Includes time for gas recovery as well as top-up of lubricant and gas

Note 1 – The appraiser must remove the allowance for labour which is generated automatically by the appraisal software when one or more of the following allowances is granted.

Note 2 – Allowance for labour: only if dismantling the system is necessary to make repairs. Check removal and installation time in the reference manuals (i.e. Mitchell) or the appraisal software.

Note 3 – Further damage may have been caused to the air conditioning system, more specifically if garage mechanics did not plug the ends of the system when the condenser was being repaired.



Note 4 – Refer to information bulletin ERA G2018-09 “Evacuating and recharging the air conditioning system”, issued December 17, 2018.

STEERING AND SUSPENSION

WHEEL BALANCING

[Updated on May 13, 2019]

- First wheel..... **0.4 hour**
- Each additional wheel **0.3 hour**

Note 1 – Do not grant automatically.

Note 2 – The absence of weights or traces of these weights indicates that the wheel was not balanced before the accident.

Note 3 – Have the wheel balanced if the wheel or tire has been impacted to check whether these two components suffered damages.

Note 4 – Rear wheels rarely need to be balanced.

ALLOWANCES

NITROGEN INFLATED TIRES

Note – Apply nitrogen-inflation cost, if needed.

NEW TIRES RECYCLING PROGRAM

[Updated on July 1, 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 May 13, 2019]

- Each axle **1.0 hour**

Note 1 – Applies to all vehicles makes.

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

MECHANICAL SYSTEMS

CYLINDER CODING – LOCK CYLINDER

[Updated on November 6, 2023]

Replacement by a specialized workshop – Use of a subcontractor

- Allowance The subcontractor’s invoice must be provided
-

FUEL TANK – CLEANING AND REPAIR

- See heading “**Sub-contracting**” in the “**GUIDELINES AND PROCEDURES**” section.

Note 1 – In case of major damage, full replacement is possible by replacing all damaged sections, and this, for a lower price than a new fuel tank.

Note 2 – Allowance does not include removal and installation time.

Note 3 – Time needed to empty the fuel tank is not included.

Note 4 – Reparable in most cases by a specialized workshop.

STRUCTURE AND CHASSIS

FRAME INSPECTION

[Updated on May 13, 2019]

- Allowance **2.0 hours**
- An allowance may also be granted for handling an unroadworthy vehicle.

Note – No inspection allowance if the frame is clearly damaged.

VERIFICATION OF THE DUMP BOX

[Effective July 1, 2023]

- When the analysis of the accident strongly suggests damage to the dump box but there is none visible to the naked eye, an allowance may be granted to measure the box.
- Determine the time necessary based on the length of the dump box.

Note – Do not grant this allowance if the damage is apparent.

FRAME STRAIGHTENING

- For slight damage, establish the repair cost by hourly unit. Where the work is sub-contracted, the appraiser must control the proposal and establish the allowances based on the repairs made using supporting documents (invoices). The appraiser must make sure that overlap times were taken into account where required (i.e.: certain repairs or operations included in the estimate).

PAINT



HEAVY VEHICLES AND EQUIPMENT PAINT MATERIAL ALLOWANCE TABLE
 EA-EB colour group table
 EX-EY colour group table

The “Heavy vehicles and equipment paint material allowance table” is available at [APPRAISAL 24/24](#)

PAINTING PER SQUARE FOOT

[Updated on February 26, 2024]

For each part, do the following calculation:

Number of sq. ft of the part X 0.13 hr = + 1.0 hr =

Overlap (when there is more than one part)

For each adjacent panel **deduct 0.6 hr**

For each non-adjacent panel **deduct 0.2 hr**

Note 1: This calculation method is based on single-stage paint. In a case where a clear coat is required, use the method indicated in the HVE Guide.

Note 2: This calculation method concerns only the surface to be prepared and repainted without taking into account its complexity: rounded shape, edges and corners, etc. All of these details may necessitate more time for preparation and result in more loss when spraying the paint. Consult the insurer.

Note 3: This calculation method was developed for average-size surfaces of less than 100 square feet. Its use on parts with a larger surface area is not recommended.

ADDITIONAL PAINT LABOUR TIME

COLOUR MATCHING

- Allowance.....**50% of the paint time**

Note 1 – This allowance **includes** the following operations:

- Cleaning with a detergent, solvent.
- Sanding with water, deglossing (ScotchBrite) or removing the gloss from a panel with a paste and cleaning it.
- Masking the adjacent panels up to 36”.
- Applying a bonding material, if needed.
- Applying the colour.
- Cleaning the surface and removing dust with a tack cloth.
- Applying the clear coat.

However, this allowance **does not include** the following operations:

- Repairing surface imperfections.
- Removing and installing, or masking parts, trim, stripe tapes or decals affixed to the panel, or the matched surface.
- Sanding the body paint and polishing.

Note 2 – Do not grant automatically.

CLEAR – TWO-STAGE(*) TRANSPARENT OR PEARL FINISH

[Updated on February 26, 2024]

- ▶▶
 - Whole truck, whole cab, sleeping compartment.....20% of the paint time
 - First major panel (See list of major panels)..... **40% of the paint time**
..... (including edges and interior) maximum 2.5 hours

Note – The above allowances **includes** the following operations:

- Mixing the products.
- Cleaning the surface and removing dust with a tack cloth.
- Applying the products.
- Cleaning the equipment.

- Each additional panel**20% of the paint time**
(including edges and interior)

(*) **APPLICABLE TO MAJOR PANELS, HOOD OR BUMPERS.**

Note 1 – For each additional panel, **subtract overlap**, if applicable.

Note 2 – This allowance **includes** cleaning the surface and applying the products.

PRE-TREATING A NON-TREATED (BARE) ALUMINIUM PANEL

[Updated on June 1st 2021]

- Allowance – 15 % of the labour time for the base coat, excluding clear coat, for each surface treated.

Note 1 – To establish the labour time, use the equivalent of the refinish times generated by the appraisal software (rate 4).

Note 2 – Do not deduct refinish time overlap.

Note 3 – New (OEM part) FREIGHTLINER and INTERNATIONAL model panels are generally made of non-treated aluminium.

BONDING MATERIAL

[Updated on November 6, 2023]

- **COMPLETE APPLICATION: UNCOATED NEW PART OR PART STRIPPED BY SANDING:**
 - Bumpers.....**\$34/part**
 - Bumper extension **\$7 per part**
 - Deflectors..... **\$19 per part**
- **PARTIAL APPLICATION:**
 - Bumpers and other parts **\$7 per repaired part**



Note 1 – The material in the “HEAVY VEHICLES AND EQUIPMENT PAINT MATERIAL ALLOWANCE” does not include the bonding material on the bumper covers.

Note 2 – The bonding material must not be granted automatically.



Note 3 – Refer to information bulletin ERA G2020-02 issued April 21, 2020.

PROTECTING THE CHASSIS AND ENGINE

[Updated November 6, 2023]

- Allowance**3.0 hours**

Note 1 – Do not grant automatically.

Note 2 – Does not apply to class-A RVs.

INSTRUCTIONS

- Paint material allowances are based on the study of the product quantity used and the time required to refinish the exterior of each of the main panels of a vehicle.
- The type of vehicle, type of paint and number of panels to be refinished have been taken into consideration. However, the user should remember that there are exceptions that may increase or decrease the cost of the materials used.

N.B.

- To ensure consistent results in applying the “HEAVY VEHICLES AND EQUIPMENT PAINT MATERIAL ALLOWANCE” (hereafter “Table”) and to ensure that the amounts are fair and just for the various parties, it is very important that the appraisers establish the appropriate refinish time when making the appraisal.

Note – Allowances for painting the inside of panels: the allowance time must be indicated separately, where possible using the reference manuals (i.e. Mitchell) or appraisal software.

STRIPPING

- To establish labour time, use the equivalent of refinish times recommended by the reference manuals (i.e. Mitchell) or generated by the appraisal software. Example:

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



Note – For more information, see the “HEAVY VEHICLES AND EQUIPMENT PAINT MATERIAL ALLOWANCE”.

POLISHING

[Effective November 9, 2015]

- 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

[Updated June 1st, 2021]

When depreciation cannot be calculated using precise guidelines or measurable factors, the appraiser shall use his best judgment when applying the depreciation. The appraiser must always know the service life of the part to be replaced in order to apply an accurate and fair depreciation amount.

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.
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AUDIO-VIDEO

[Updated June 1st, 2021]

AM/FM RADIO

There is no depreciation for the first year. Subsequently, 0.5% per month from the date of purchase, subject to a maximum of 50% of the replacement cost.

FIXED CELLULAR TELEPHONE

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.

MULTIMEDIA DEVICE

[Updated June 1st, 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.

BODY

PAINT

[Updated June 1st, 2021]

There is no depreciation for the first year. After a year, the appraiser must deduct between 10% and 20% per year (labour and materials), based on condition, subject to a maximum of 75% of the net replacement cost. No depreciation for partial paint jobs (e.g. touching up the corner of a hood).

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%.

WINDOWS

PLASTIC WINDOWS (Plexiglass) OR OTHER SYNTHETIC MATERIAL WINDOWS

Depreciation must be based on the condition and deducted from the net replacement cost.

LAMINATED OR TEMPERED GLASS WINDOWS

Depreciation must be based on the condition and deducted from the net replacement cost.

AIR CONDITIONING AND COOLING

[Updated June 1st, 2021]

RADIATOR CONDENSER, OIL COOLER, AIR COOLER (AIR TO AIR)

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

STEERING AND SUSPENSION

[Updated June 1st, 2021]

TIRES – MILEAGE

- **Mileage** – In case of theft or fire when it is not possible to determine usage, the appraiser must deduct a percentage that is proportional to the mileage done versus the **average tire life (see table below)**.
- **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 **18/32"**.
No depreciation until **20,000** kilometres are reached but, subsequently, calculate from the first kilometre.
Example: For a tire valued at \$612, every 1/32" of wear represents 5.55% or \$34.

Average tire life:

- **New** tire on a **road vehicle** 100,000 to 120,000 km
 - **Retread** tire on a **road vehicle** 70,000 to 80,000 km
 - **New** tire on a **construction site vehicle** 50,000 to 60,000 km
 - **Retread** tire on a **construction site vehicle** 35,000 to 40,000 km
-

MECHANICAL SYSTEMS

A number of items do not appear in the Guide, more specifically, the drag link, gear pinions, shock absorbers, fuel pumps, pipes and other lines, which may sometimes show signs of wear or deterioration that has nothing to do with the accident. In such cases, only wear or deterioration in an item that shortens the life of a vehicle should be subject to a deduction.

ENGINE AND TRANSMISSION

- 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 part: refer to the chart.
- Replacement by a refurbished (remanufactured) part: apply one half of the depreciation percentage mentioned in the chart.
- Replacement by a used part: no depreciation.

DEPRECIATION APPLICABLE TO NEW OEM PARTS

ROAD VEHICLE

(based on a longevity of **1,200,000 km**)

	85,000 km	0%
85,001 to	170,000 km	5%
170,001 to	255,000 km	10%
255,001 to	340,000 km	15%
340,001 to	510,000 km	20%
510,001 to	595,000 km	25%
595,001 to	680,000 km	30%
680,001 to	765,000 km	35%
765,001 to	850,000 km	40%
850,001 to	935,000 km	45%
935,001 to	1,020,000 km	50%
1,020,001 to	1,105,000 km	55%
1,105,001 to	1,190,000 km	60%
1,190,001 to	1,275,000 km	65%
1,275,001	<u>and over</u>	70%

CONSTRUCTION SITE VEHICLE

(based on a longevity of **400,000 km**)

0	30,000 km	0%
30,001 to	60,000 km	5%
60,001 to	90,000 km	10%
90,001 to	120,000 km	15%
120,001 to	150,000 km	20%
150,001 to	180,000 km	25%
180,001 to	210,000 km	30%
210,001 to	240,000 km	35%
240,001 to	270,000 km	40%
270,001 to	300,000 km	45%
300,001 to	330,000 km	50%
330,001 to	360,000 km	55%
360,001 to	390,000 km	60%
390,001 to	420,000 km	65%
420,001	<u>and over</u>	70%

Note – For a part or a set of refurbished parts, including the engine or the transmission, use 50% of the scale.

MUFFLER AND EXHAUST PIPE

- The appraiser must deduct a percentage of the replacement cost based on age and condition. There is no depreciation for the first year.
 - There is no claim payment for rusty mufflers and exhaust pipes.
 - Check for prior damage.
-

TRANSMISSION

The appraiser must apply the procedure outlined in the heading "Engine and transmission".

ELECTRICAL SYSTEM

[Updated June 1st, 2021]

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%.

ELECTRIC AND ELECTRONIC SYSTEM

[Updated June 1st, 2021]

The service life of some electronic parts is difficult to determine. The appraiser must, with the help of specialists, determine the service life of the damaged part to apply the appropriate depreciation.

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.

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%.

COVER

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

PART MATERIAL

[Updated June 1st, 2021]

Aluminium and stainless steel – The part may be repaired and polished. On aluminium, the “Anodize” treatment must be repeated in a manner identical to the original one.

Plastic material (bumper cover) – The part may be repaired at a garage or in a specialized workshop. 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.

WINDOWS

[Updated June 1st, 2021]

SIDE WINDOWS AND REAR WINDOW

All of these windows are generally made of tempered safety glass, which turns into granulates if broken.

WINDSHIELD

All windshields are laminated; that is, a plastic sheet is placed between two sheets of glass to prevent the windshield from shattering into tiny pieces. To obtain a tinted windshield, the manufacturer uses a tinted sheet of plastic between two sheets of glass. It should be noted that plate glass can be repaired or polished. Slight damage to a windshield, such as a chip or crack is repairable.

AIR CONDITIONING AND COOLING

[Updated June 1st, 2021]

HEATER HOUSING

Reparable depending on extent of damage.

VENT BOX

Reparable. Some models are available in sections.

CONDENSER

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

THERMOSTATIC FAN CLUTCH

No repair.

EVAPORATOR

Very seldom damaged. Can be repaired in the same way as a condenser (used to cool the passenger compartment).

ELECTRIC MOTOR SUPPORT

[Updated June 1st, 2021]

Slight adjustment of electrical component support is possible.

FAN BLADE

No repair.

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.

RADIATOR, HEATER CORE AND OIL COOLER

Visual inspection. Repair can be done by workshops specializing in radiator repair.

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.

STEERING AND SUSPENSION

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.

TORSION BAR

Visual inspection. A bar which appears bent when inspected will generally resume its shape when adjacent parts are disassembled. No repair.

STABILIZER BAR

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

CONTROL ARM

Visual inspection. No repair.

HOUSING

[Updated June 1st, 2021]

Consult a specialist for review. See heading “Sub-contracting” in the “**GUIDELINES AND PROCEDURES**” section.

Tolerance is 1/8" (3mm). Specialized workshops repair this part.

ENERGY-ABSORBING STEERING COLUMN

No repairs. See manufacturer’s recommendations about replacing this part if air bags were deployed. See heading “Replacement parts” in the “**ALLOWANCES**” section.

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.

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.

REAR HUB

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

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.

STEERING KNUCKLE

Visual inspection.

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.

BACK PLATE

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

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. 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.

POWER STEERING PUMP

Visual inspection. Pulleys are available separately for certain models.

WHEEL ALIGNMENT

[Updated June 1st, 2021]

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. If damage to the rear section of a vehicle indicates damage to the rear rigid axle suspension allow the axle alignment, if appropriate. This work is done on the premises in 90% of cases.

The only adjustment allowed for a vehicle with twin I beams is that for toe-in. If the camber and caster do not meet specifications, it is because the axle and the radius arms have been bent.

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.

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.

FRONT-WHEEL ALIGNMENT – TOE IN

This is the inward convergence of the front wheel section.

LEAF SPRING

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

STEEL WHEELS

[Updated June 1st, 2021]

Reparable. (minor damage only).

ALLOY WHEELS

[Added June 1st, 2021]



Some aesthetic damage can be repaired by a specialized workshop. Refer to information bulletin ERA G2021-01, issued February 23, 2021, on repairing rims.

LINKAGE

Visual inspection. No repairs. It is sometimes very hard to determine whether a linkage part has been damaged without comparing it to a new part.

MECHANICAL SYSTEMS

CRACKED BLOCKS AND HOUSINGS

Can be repaired by a specialized workshop.

FUEL TANK

Can be repaired in most cases in a radiator repair workshop or is sold by recyclers (similar parts available). Some recyclers clean their tanks before selling them; if this is not done, give an allowance for that operation.

ENGINE

[Updated June 1st, 2021]

If the vehicle overturned, the manufacturer may recommend checking the crankshaft bearings, depending on the results of the computer analysis, which is **necessary in this case**.

However, the vast majority of insurers require that the repairer visually inspect the bearings, regardless of the result of the computer analysis. The appraiser must check the procedure recommended by the insurer before making a decision.

TRANSMISSION

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

ELECTRICAL SYSTEM

[Updated June 1st, 2021]

BATTERY

[Updated June 1st, 2021]

Slight external damage without loss of liquid can be ignored. A battery should not be changed following a theft. A recharge should suffice in cases where the battery was in good condition before the theft of the vehicle. A loss of charge is a sign of wear, which has nothing to do with thieves.

Internal damage to a battery may not be visible as a result of an impact, spill or freezing. An impact or spill may dislodge the active material, separate it from the plates, break the grid's metal structure and break off the individual plates of an element. As for freezing, as the battery discharges, its freezing point rises. Thus, a battery that has lost its charge can freeze or suffer damage before it can be charged. The appraiser must check each battery individually and allow replacement only of those damaged by the accident. (See "**DEPRECIATION**" section).

WIRING AND CONNECTORS

[Updated June 1st, 2021]

Unless otherwise indicated by the manufacturer, damaged connectors and cuts in one or more wires can be repaired. In case of a short circuit or fire, replace the damaged section. However, sealed units and SRS components are exceptions. (See the heading "Replacement parts" in the "**ALLOWANCES**" section.)

HEADLAMPS

[Updated June 1st, 2021]

It should be noted that some manufacturers do not supply the seal beam in the headlamp package, while others will include a head lamp door with the package. The supplier should be contacted to find out what the package includes. Some housings are made of plastic material and can easily be repaired with glue or polishing, without affecting their quality.

INTERIOR/EXTERIOR FINISHING

INTERIOR FINISH

May be cleaned, repaired, repainted or partially or completely replaced. Different materials may be used: synthetic fabric, plastic, vinyl and genuine leather. Repairs can be made by a specialized workshop. (See "**DEPRECIATION**" section).

STRUCTURE AND CHASSIS

CHASSIS – INSPECTION TOOLS

1. Tram gauge
 2. Self-centering gauge
 3. Frame straightening rack
 4. Tape measure
 5. Laser equipment
-

CHASSIS – POTENTIAL DAMAGES

[Updated June 1st, 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.
-

CHASSIS – TOLERANCE

Since most conventional chassis are mass-assembled pieces of steel, the manufacturer allows a margin for error of **3/8” (10mm)** for Sidesway, Diamond and Sag.

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
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 DE GAZ
CARPET	TAPIS
CASTER	CHASSE
CENTRE CONSOLE	CONSOLE CENTRALE
CENTRE FILLER	BOUCHON DE RÉSERVOIR D'ESSENCE
CENTRE LINK, RELAY ROD	BARRE D'ACCOUPLEMENT
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 REFROIDISSEMENT
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
CYLINDER LOCK BARREL, LOCK CYLINDER, KEY CYLINDER.....	BARILLET DE SERRURE
DASHBOARD	TABLEAU DE BORD
DECK LID, TRUNK LID	COUVERCLE DE COFFRE
DENT	BOSSELURE
DENT, TO REMOVE.....	DÉBOSELER
DENT, TO	BOSSELER
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 GOUTIÈRE
DRIP RAIL	GOUTIÈRE
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

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	EMBAYAGE 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
FIFTH WHEEL	SELLETTE D'ATTELAGE
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 CARBURANT
FUEL INDICATOR	INDICATEUR DE NIVEAU DU CARBURANT
FUEL TANK CAP	BOUCHON DE RÉSERVOIR À CARBURANT
FUEL TANK	RÉSERVOIR À CARBURANT
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 À CARBURANT
GASKET	JOINT D'ÉTANCHÉITÉ
GATE LIFT	HAYON
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 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
JAW	MÂCHOIRE
KEY	CLEF
KEY CYLINDER	BARILLET DE SERRURE
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
LATCH SUPPORT	SUPPORT DE SERRURE
LATCH	VERROU; LOQUET; ENCLÈNEMENT
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
LIFT GATE HINGE	CHARNIÈRE DE HAYON
LIFT GATE	HAYON
LIFT, TAIL GATE, TRUNK LID	HAYON, COUVERCLE DE COFFRE
LINER (FENDER)	BOUCLIER
LINK, PUSH ROD	POUSSOIR
LISTING WIRE	ARCEAU
LOCK PILLAR	PIED ARRIÈRE
LOCK	SERRURE; VERROU
LOCK CYLINDER	BARILLET DE SERRURE
LOCK JAW	VERROUILLAGE DES MÂCHOIRES
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
MEDALLIONS 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
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
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'IMPRESSION
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
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
SLIDER, SLIDING SYSTEM.....	DISPOSITIF COULISSANT
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 ANTIBLOCAGE
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	PÈNE 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	BIELLETTE 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
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
BAGUE DE CAPTEUR ANTIBLOCAGE.....	TOPE 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 CYLINDER, KEY CYLINDER, CYLINDER LOCK BARREL
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

BIELLETTE DE DIRECTION.....	TIE ROD
BLOC OPTIQUE	HEADLAMP
BOÎTE À FUSIBLES.....	FUSE BOX
BOÎTE À GANTS.....	GLOVE BOX
BOÎTE DE RÉCUPÉRATION DES VAPEURS DE GAZ	CANISTER
BOÎTIER DE DIRECTION	STEERING GEARBOX
BOÎTIER DE FEU D'ARRÊT	STOP LAMP HOUSING
BOÎTIER DE PHARE.....	HEADLAMP HOUSING
BOSSER.....	DENT, TO
BOSSURE	DENT
BOUCHE D'AIR, AÉRATEUR	VENT
BOUCHON DE RÉSERVOIR À CARBURANT	FUEL TANK CAP
BOUCHON DE RÉSERVOIR À CARBURANT	GAS TANK CAP, FILLER CAP
BOUCLIER CENTRAL	CENTRE FILLER
BOUCLIER DE PARE-CHOC	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-CHOC.....	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	LIFT GATE HINGE
CHARNIÈRE	HINGE
CHASSE	CASTER
CHÂSSIS	FRAME
CHEVAUCHEMENT	OVERLAP
CLAPET DE RETENUE	VACUUM CHECK VALVE
CLEF	KEY
CLIGNOTANT	FLASHER
CLIMATISATION	AIR CONDITIONING
CLIMATISEUR	AIR CONDITIONER
CLOISON, DÉFLECTEUR DE RADIATEUR	RADIATOR SUPPORT BAFFLE
CLOQUAGE	BLISTERING
COFFRE	TRUNK
COLLE URÉTHANNE	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
COUSSIN GONFLABLE	AIR BAG
COUSSIN ISOLANT	PAD, INSULATOR

COUSSIN	CUSHION
COUSSIN; PARTIE MATELASSÉE DU SIÈGE	SEAT CUSHION
COUSSINET, BAGUE	BUSHING
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
DÉBOSSÉLER	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 COULISSANT	SLIDER, SLIDING 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
EMBOUIT DE BIELLETTE DE DIRECTION	TIE ROD END
EMBOUIT DE BIELLETTE INTÉRIEUR, EXTÉRIEUR	OUTER, INNER TIE ROD
EMBOUIT 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-CHOC	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
GROUPILLE 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	GATE LIFT
HAYON	HATCH DOOR
HAYON	LIFT GATE
HAYON, COUVERCLE DE COFFRE	LIFT, TAIL GATE, TRUNK LID
HOUSSE	SEAT COVER
HUILE MULTIGRADE	MULTI VISCOSITY OIL
INCLINAISON DE PIVOT	STEERING AXIS INCLINATION
INDICATEUR DE NIVEAU DU CARBURANT	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
MÂCHOIRE	JAW
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 GOUTTIÈRE	DRIP MOULDING
MOULURE DE GOUTTIÈRE	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
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
PÈNE DE VERROUILLAGE.....	LATCH STRIKER
PÈNE 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
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 CARBURANT.....	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 À CARBURANT	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)
SELLETTE D'ATTELAGE	FIFTH WHEEL
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
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
VERROUILLAGE DES MÂCHOIRES.....	LOCK JAW
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 \ HEAVY VEHICLES AND EQUIPMENT

GAA

TO ACCESS **Appraisal 24/24**: <https://estimation.gaa.qc.ca/en/standards-procedures.html>
 FOR INFORMATION: 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-mailcinfo@gaa.qc.ca
 Site Internet.....<https://gaa.qc.ca/en/information-centre/inform-and-assist/>

Infoinsurance – <https://infoassurance.ca/en/home.aspx>

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

APPRAISAL SOFTWARE SUPPLIERS

Audatex

Audatex applications.....www.audatexsolutions.com
 On-line Training Centre.....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.....1 800 477-4226 (*in French*)
1 800 462-3853 (*in English*)
 By e-mailclaimssupport@audatex.com

Mitchell / TruckEst / Heavy Duty Truck

Customer service – “INSURANCE”
 Jérémie Cadieux514 990-0664 (*Montreal region*)
1 877 990-0664 (*other Quebec regions*)
 By e-mailjeremie.cadieux@mitchell.com
 Web sitewww.mitchell.com

I-CAR – AUTOMOBILE REPAIR TRAINING

On the **Appraisal 24/24**: <https://estimation.gaa.qc.ca/en/standards-procedures.html>
 On I-CAR web site – www.i-car.ca

AUTOMOBILE PARTS

ARPAC – Association des Recycleurs de Pièces d'Autos et Camions inc. – <https://arpac.org/en/?welcome.html>

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

CAA – Québec – www.caaquebec.com/en/

GENERAL INSURANCE PARTNERS

Insurance Bureau of Canada – Québec (BAC-Québec) – www.bac-quebec.qc.ca

IBC Investigative Services Division – “AUTO THEFT” file – Check of Vehicle Identification Number (VIN). <http://www.ibc.ca/nl/auto/branding/vin-verify-service>

Chambre de l'assurance de dommages (ChAD) – www.chad.ca/en/index.html

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

Regroupement des cabinets de courtage d'assurance du Québec (RCCAQ) – [RCCAQ](http://www.rccaq.ca)

GOVERNMENT PARTNERS

Autorité des marchés financiers – <https://lautorite.qc.ca/en/general-public/>

Autorité des marchés financiers – Register of Automobile Insurers
<https://lautorite.qc.ca/en/general-public/registers/register-insurers/>

Autorité des marchés financiers – Automobile insurance forms
<https://lautorite.qc.ca>

Approved forms

Q.P.F. N° 1	Owner's form
Q.P.F. N° 2	Driver's form
Q.P.F. N° 4	Garage form and endorsements
Q.P.F. N° 5	Replacement insurance
Q.P.F. N° 6	Non-owned form and endorsements
Q.P.F. N° 7	Excess liability form
Q.P.F. N° 8	Lessor's contingent form and endorsements

Société de l'assurance automobile du Québec (SAAQ) – www.saaq.gouv.qc.ca

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 – www.tc.gc.ca

Transports Québec – www.mtq.gouv.qc.ca



Automobile Appraisal & Repair

November 26, 2018 | GAA Bulletin No. ERA G2018-08 | 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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THE APPRAISAL MANDATE



At first glance, this vehicle appears to belong in the heavy vehicles category. However, looking closer, we realize that it is in fact an automobile (pickup) that has been adapted to use a dump box. So when an accident occurs who should be given the damage appraisal mandate?

The answer is an appraiser with a Category "L" (Heavy Vehicles & Equipment) Certificate of Qualification in automobile damage appraisal since it is considered a heavy vehicle. However, in this particular situation, there is a grey area depending on which part of the vehicle is damaged.



Clearing up the grey area

A

If the damage is **limited to area A**, the appraisal **could** be done by an appraiser with a Category "A" (Automobile) Certificate of Qualification.

B

If the damage is **limited to area B**, the appraisal **should** be done by an appraiser with a Category "L" Certificate of Qualification.

A & B

If areas A and B are both damaged, the appraisal **should preferably** be done by an appraiser with a Category "L" Certificate of Qualification, **but** for logistical reasons and subject to compliance with the Code of Ethics, a Category "A" appraiser could do it.

In addition to the above, damage to an area not covered by an appraiser with an "L" Certificate would be other exceptional circumstances allowed by GAA.

Knowledge above all

The appraiser must be able to identify the appropriate repair techniques that are consistent with good practices and comply with the vehicle manufacturer's recommendations and current regulations. Taking notes and photos that clearly show the damage can be a prudent option to be able to consult an appraiser whose speciality it is.

Under the Code of Ethics, before accepting or continuing a mandate, appraisers must take into account the limitations of their Certificate of Qualification in automobile damage appraisal along with their abilities, **knowledge and experience and the means at their disposal.**

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 Class A (Prévost Car, Holiday Rambler, etc.)		✓	
Motorized recreational vehicles Class B	✓		
Motorized recreational vehicles Class C	✓	✓	
Towable recreational vehicles, utility trailers, travel trailers and off-road vehicles	✓	✓	✓



Automobile Appraisal & Repair

November 20, 2018 | GAA Bulletin No. ERA G2018-07 | 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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Heavy Vehicles and Equipment Reminder of best practices

To accelerate the start of repairs

Preparing a preliminary appraisal

According to the *Damage Appraisal Guide for Heavy Vehicles and Equipment*, appraisers must not provide a "preliminary" computerized appraisal to the insured or repairer unless asked to do so by the insurer. However, this document can be very useful to appraisers for communicating their intentions to the repairer so the repairer can begin researching and ordering parts (similar, new, used) while awaiting the closed appraisal.

NOTE

The closed appraisal should be sent to the repairer as quickly as possible.

Preparing a budget summary

Special (non-standard) machinery is difficult to appraise, particularly with respect to obtaining technical information and parts prices. So when it comes to determining whether or not a vehicle is repairable, it can be useful for appraisers to assess the market value and prepare a budget summary.

NOTE

The final decision to declare a vehicle a total loss always rests with the insurer.

To close a file faster

Preparing an additional charge from photos

Appraisers should always consider the possibility of an additional charge when repairs are made. When an additional charge is unavoidable, **a remote appraisal can be a solution to consider — with the insurer's authorization** and in certain situations only, such as:

- The appraiser has a heavy workload and the additional charge is deemed minimal
- The distance to travel is significant and the additional charge is deemed minimal
- The file involves a remote area.

NOTE

The photographs must clearly show the nature of the additional damages claimed and that they are indeed related to the same event.

Visit: **APPRAISAL
24/24**



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

Encl. (3)

For information Mr. Alain Champagne, Director, Automobile Appraisal, Ext. 2210, achampagne@gaa.qc.ca

Regulations and other Acts

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?

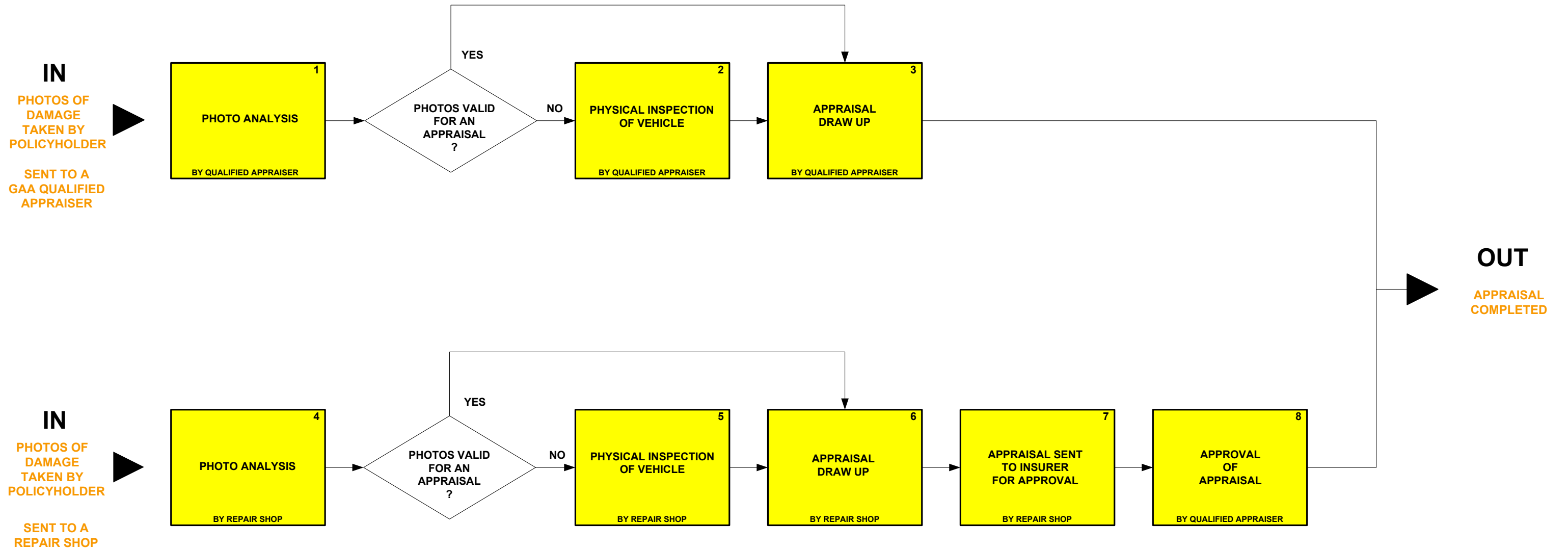
No, no flood damaged vehicle may be rebuilt, regardless of:

- 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).

REMOTE APPRAISAL PROCESS



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, ext. 2295

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Groupement des assureurs automobiles

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gaa.qc.ca | www.infoassurance.ca | [LinkedIn GAA](#)

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

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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Fax: (514) 288-0753

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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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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 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.



Automobile Appraisal & Repair

December 10, 2018 | GAA Bulletin No. ERA G2018-09 | Automobile Appraisal Division

RECIPIENTS

GAA Qualified Appraisers and Apprentice Appraisers
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 Appraisers Qualification Officers
 Automobile Appraisal Technical Sub-Committee
 Appraiser's Guide Recipients

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Air Conditioning System Evacuating and Recharging – Update: Refrigerant R134a



The *Air Conditioning System Evacuating and Recharging* allowances for heavy vehicles and equipment have been updated and will take effect **December 17, 2018**.

For the sake of uniformity, the method used to establish these allowances is the same as the one employed for the automobile allowances.

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.

Times are changing...

These days, most repairers in the industry use recharge stations designed to comply with the new environmental standards aimed at increasing the efficiency of air conditioning systems and limiting the emission of polluting substances. What's more, some devices even exceed the requirements and are efficient enough to recover more than 95% of the refrigerant.

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

Consult:

APPRAISAL
24/24



Heavy Vehicles and Equipment Paint Material Allowance Table – May 13, 2024

N.B. – The allowances for polyurethane paint factor in the paint materials used (polyurethane-base, varnish, primer coat, thinners, masking products, paint preparation systems (PPS), etc.). They do not take into account the cost of the infrastructure or equipment, such as paint booths, ventilation and filtrations systems, spray guns, etc.

Hino or Motorized recreational vehicles (RV) class A SEE Information Bulletin ERA G2020-06.

▶▶ Automotive Paint – Allowances

HOURLY RATES - POLYURETHANE PAINT		
CATEGORIES	COLOUR GROUPS	
REGULAR – SINGLE STAGE		
POLYURETHANE NO CLEAR <i>(Single stage)</i>	EA	\$73.77
	EAH	\$83.53
	EAM	\$101.71
	EAW	\$129.06
REGULAR – TWO-STAGE		
POLYURETHANE WITH CLEAR <i>(Base coat, clear coat)</i>	EB	\$87.62
	EBH	\$94.90
	EBM	\$108.09
	EBW	\$128.91
	EBX1	\$143.06
	EBX2	\$164.88
	EBX3	\$199.81
INDUSTRIAL <i>(Frame, tipper, heavy machinery, cistern, container, etc.)</i>	Coated part	\$100.97
	Uncoated part (bare)	\$142.39
STRIPPING	\$38.54	

SPECIAL FEATURES

N.B. – The appraiser must enter the vehicle colour code and colour group in the appraisal.

Note 1 – For the same appraisal, make a separate manual entry for each paint rate that is different, and enter the total amount, including material and labour. Also, state the number of paint hours.
Example:

$$(20\text{hrs paint} \times \text{hourly shop rate}) + (20\text{hrs} \times \text{hourly paint rate } \$) = \$ \text{ total material and labour}$$

Note 2 – In addition to the regular methods used to obtain the colour group, appraisers can also check out this web site^(*):

http://www.axaltacs.com/ca/en_CA.html

Steps to follow / Axalta

Member login: [ajusteurs](#)

Password: [quebec](#)

(*) GAA assumes no responsibility for the web site's content. Contact the site webmaster in case of technical difficulty.

Heavy Vehicles and Equipment Paint Material Allowance Table – May 13, 2024

N.B. – The allowances for polyurethane paint factor in the paint materials used (polyurethane-base, varnish, primer coat, thinners, masking products, paint preparation systems (PPS), etc.). They do not take into account the cost of the infrastructure or equipment, such as paint booths, ventilation and filtrations systems, spray guns, etc.

Hino or Motorized recreational vehicles (RV) class A. SEE Information Bulletin ERA G2020-06.

▶▶ Automotive Paint – Allowances

HOURLY RATES - POLYURETHANE PAINT		
CATEGORIES	COLOUR GROUPS	
RÉGULIÈRE – UNE ÉTAPE		
POLYURETHANE NO CLEAR <i>(Single stage)</i>	EXA	\$52.86
	EXB	\$61.63
	EXC	\$82.71
	EXD	\$100.55
	EXE	\$108.66
REGULAR – TWO-STAGE		
POLYURETHANE WITH CLEAR <i>(Base coat, clear coat)</i>	EYA	\$82.12
	EYB	\$88.34
	EYC	\$99.24
	EYD	\$113.28
	EYE	\$114.73
	EYX1	\$125.57
	EYX2	\$147.56
	EYX3	\$157.82
INDUSTRIAL <i>(Frame, tipper, heavy machinery, cistern, container, etc.)</i>	Coated part	\$100.97
	Uncoated part (bare)	\$142.39
STRIPPING	\$38.54	

SPECIAL FEATURES

N.B. – The appraiser must enter the vehicle colour code and colour group in the appraisal.

Note 1 – – For the same appraisal, make a separate manual entry for each paint rate that is different, and enter the total amount, including material and labour. Also, state the number of paint hours. Example:

(20hrs paint x hourly shop rate) + (20hrs x hourly paint rate \$) = \$ total material and labour

Note 2 – In addition to the regular methods used to obtain the colour group, appraisers can also check out this web site(*):

http://www.axaltacs.com/ca/fr_CA.html	Steps to follow / Axalta
Member login : ajusteurs	Password: quebec

(*)GAA assumes no responsibility for the web site’s content. Contact the site webmaster in case of technical difficulty.

Obtaining colour group codes
STEPS TO FOLLOW

http://www.axaltacs.com/ca/en_CA.html

User Name

ajusteurs

Password

quebec

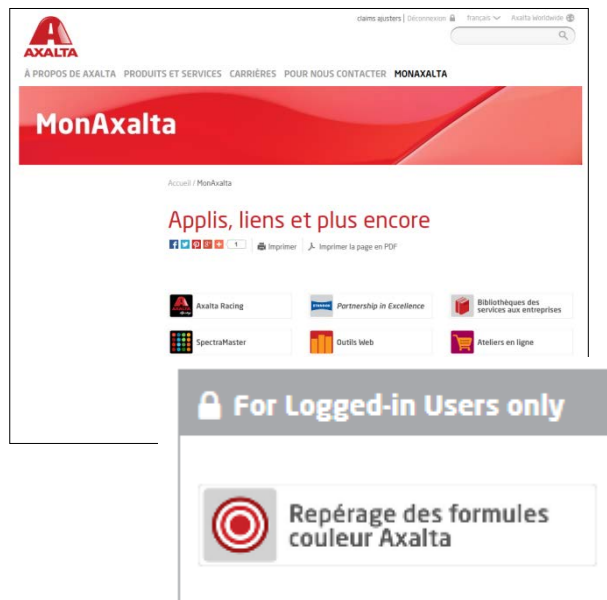
To help facilitate your work, the steps to follow on the Axalta site are illustrated. GAA is not responsible for the content on this site. Please contact the site webmaster if you experience technical difficulties.

Available in French only

1 Login



2 Finding Axalta colour codes



To complete the following stages, please read the terms and conditions.

3

Begin your search:

1. Select Transportation
2. Enter Form No. [No Formule]
3. Search [Chercher]

Ex.:

The screenshot shows a search form with the following elements:

- Dropdown menu: Tous les fabricants
- Text input: Code contient
- Text input: Couleur contient
- Dropdown menu: Année = Toutes
- Text input: No Formule No225
- Dropdown menu: Toutes les applications
- Buttons: Effacer, Chercher
- Category buttons: Cromax, nason, Transportation (highlighted), General Industrial

The screenshot shows a search form with the following elements:

- Dropdown menu: Tous les fabricants
- Text input: Code contient
- Text input: Couleur contient
- Dropdown menu: Année = Toutes
- Text input: No Formule
- Dropdown menu: Toutes les applications
- Buttons: Effacer, Chercher
- Category buttons: Cromax, nason, Transportation (highlighted), General Industrial

4

Choose one the search results

Ex.:

N0225 WHITE	NATIONAL FLEET COLOR
N0225 WHITE	BELL TELEPHONE
N0225 WHITE	PENNA POWR & LIGHT
N0225 WHITE	PACCAR

N0225 WHITE	NATIONAL FLEET COLOR
N0225 WHITE	BELL TELEPHONE
N0225 WHITE	PENNA POWR & LIGHT
N0225 WHITE	PACCAR

5

Select one of the results obtained

Ex.:

The screenshot shows three color selection options:

- IMRON ELITE SS (highlighted in yellow)
- IMRON ELITE BC
- IMRON ELITE EXPRESS SS

6 Select the **unit** and **quantity**, and confirm

Chercher Résultats Qualité Alt Format
7372EA - IMRON ELITE SS

Unités

Ounces **Tasse** Chopine Pinte Gallon

Contenant à rendements mixtes 75% plein

Quantité

- 1 +

O.K.

7 Jot down the group and close

7372EA - **IMRON ELITE SS**
Alt: (2003) CC: **CC: H**
Couleur: **WHITE**
MCY: **FLEET**
1 Tasse Imprimer

Colorant	Couleur	Montant
7200E	IMRON ELITE SINGLE STAGE	27.0
PT198	POWER TINT BINDER	50.9
PT199	POWER TINT BALANCER	79.3
PT181	YELLOW OXIDE	79.4
PT133	BLUE SHADE GREEN LS	79.6
PT107	LOW STRENGTH BLACK	81.6
PT101	WHITE	194.3
PT195	ADDITIVE FOR SOLIDS	199.0
7285S	REDUCER FOR SINGLE STAGE	225.5

Cum.

COV: 3.7
moins ex: 3.8

PDSEMB: 10.59 VS 1

Messages:

LA QUANTITE OBTENUE CORRESPOND AUX 3/4 D'UNE BOITE (SAUF
POUR LES GAL)

Conseils sur le nuançage: (Aucun conseil de nuançage disponible.)



AUTOMOTIVE PAINT

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.



Automobile Appraisal & Repair

Replaces Bulletin
ATE G2015-03

August 25, 2020 | GAA Bulletin No. ERA G2020-06 | Automobile Appraisal Division

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Heavy Vehicles and Equipment Appraisal Technical Sub-Committee

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Hino or Motorized recreational vehicles (RV), class A DID YOU KNOW THAT...

1 The original paint on Hino or RV class A is automobile paint

In the event of a loss involving such a vehicle that still has its original paint, the hourly “two-stage” refinish insurer’s rate must be used for the appraisal.

IMPORTANT : For the clear and matching application, refer to the “Paint” section of the Damage Appraisal Guide for Heavy Vehicles and Equipment.

2 Some Hino or RV class A replacement parts can be ordered form the manufacturer already painted in the right colour

You must first check with the supplier before allocating labour time for refinish these parts.

Note that the appraiser must not replace parts that can be economically and satisfactorily repaired. Priority should always be given to repairing parts as indicated under the heading “REPAIR OR REPLACEMENT” in the section “GUIDELINES AND PROCEDURES” of the Damage Appraisal Guide for Heavy Vehicles and Equipment.

Visit:

**APPRAISAL
24/24**





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

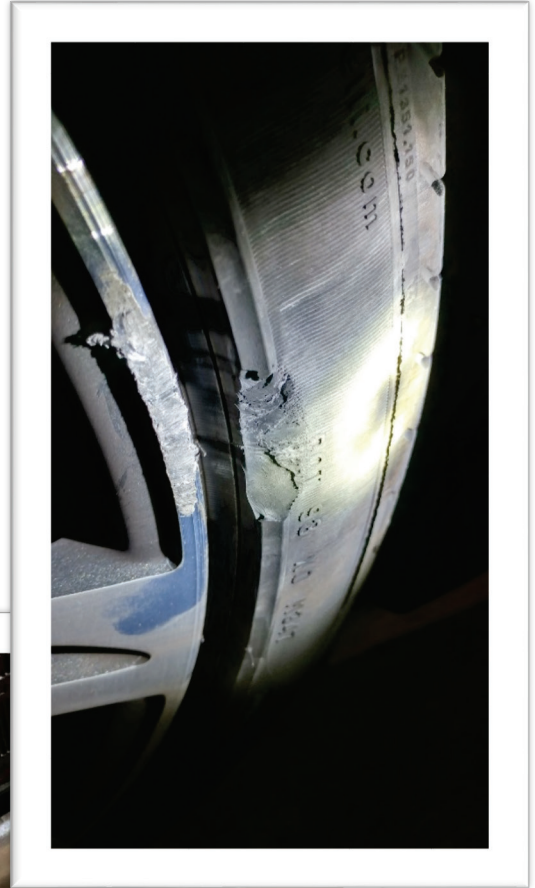
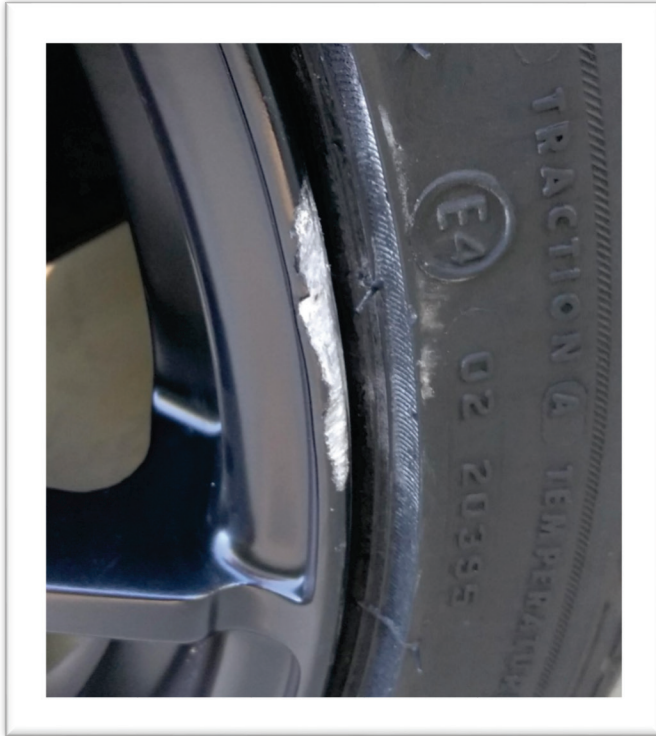
Following a minor collision, the damage may at first glance seem only aesthetic. When in doubt, it is important to investigate further to be sure. A compressed or twisted rim can be identified using a dial indicator to detect excessive runout. Furthermore, a fracture detection test can be done using 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

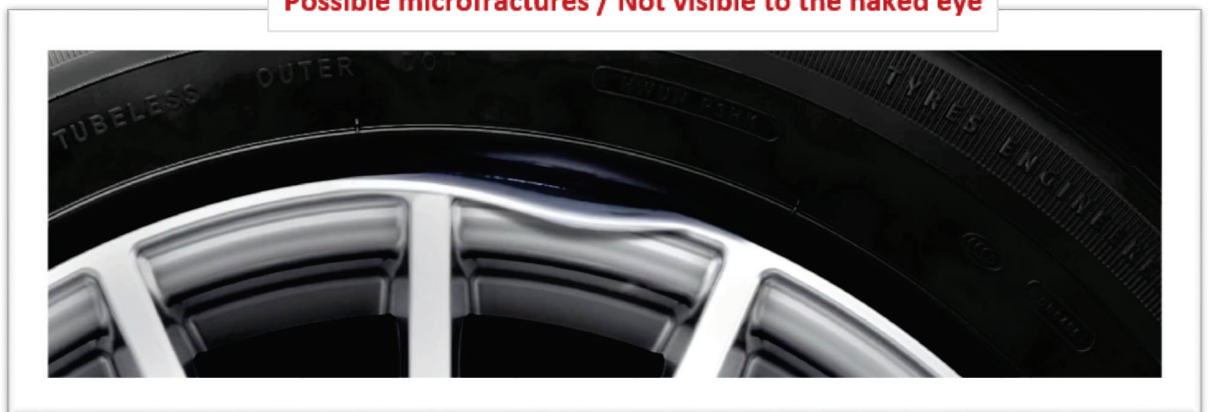
Here again, before recommending repair, it is important to ensure the integrity of the part, confirm the extent of the damage and make sure that it can be repaired in full compliance with the manufacturer's standards and the *Regulation respecting safety standards for road vehicles*.

NON-REPAIRABLE RIMS

Welding required



Possible microfractures / Not visible to the naked eye



REPAIRABLE RIMS

Surface scratches





Automobile Appraisal & Repair

April 21, 2020 | GAA Bulletin No. ERA G2020-02 | 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
 Heavy Vehicles and Equipment Appraisal Technical Sub-Committee

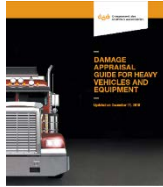
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Allowances – Annual update



The allowances contained in the *Damage Appraisal Guide for Heavy Vehicles and Equipment* have been updated following the annual revision and will take effect on May 1, 2020.

Bonding material

We remind the various parties concerned that the bonding material allowance should not be granted systematically but rather only when the situation requires.

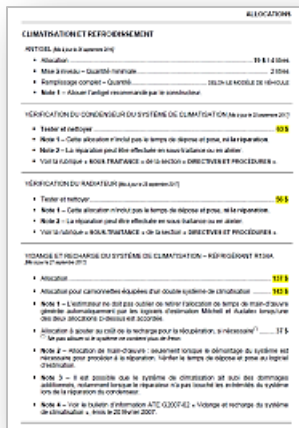
Note that:

- ✓ The purpose of the bonding material is to promote adhesion between exposed plastic and the primer coat as well as between the plastic and various adhesives during repairs.
- ✓ It is applied directly to new uncoated plastic parts as well as to bare plastic exposed by sanding.
- ✓ Paint and adhesive products manufacturers require the use of bonding material when preparing and repairing bare plastic parts.

Annual update

Effective date

May 1, 2020



The changes are highlighted in yellow to make them easier to find. You can also search for them by the effective date, using **CTRL-F**.

Visit:

APPRAISAL
24/24



PANNEAUX MAJEURS / MAJOR PANELS

- 1. Panneau supérieur d'auvent – Cowl top**
- 2. Porte – Door**
- 3. Toit de la cabine – Cab roof**
- 4. Coins de la cabine – Cab corner**
- 5. Derrière de la cabine – Cab back**
- 6. Devant de la couchette – Sleeper front**
- 7. Panneau de transition – Panel transition**
- 8. Côté de la couchette – Sleeper side**
- 9. Toit de la couchette – Sleeper roof**
- 10. Coins de la couchette – Sleeper corner**
- 11. Derrière de la couchette – Sleeper back**

LIST OF ITEMS INCLUDED IN HVE SHOP MATERIALS

- Absorbent
- Anti-seize
- Etch primer
- Bolts, screws, self-tapping screws and washers, 1/4 to 3/8 inch or metric equivalent (steel and stainless steel)
- Propane tank / heating operation
- Cloths
- Connectors and heat shrink connectors
- Degreaser, engine degreaser
- Discs (cutting, grinding, hub cleaning, etc.)
- U-nuts & speed nuts
- Weld-Thru coating
- Gloves
- Blocking pin
- Grease, tire mounting lube
- Razor blades
- Putty (body, finishing, fibreglass reinforced)
- Drill bits (1/4 inch, 3/16 inch, spot-weld)
- Parts cleaner (brake cleaner)
- Acid-based cleaner
- Oxy-acetylene / heating and cutting operation
- Sanding paper (all types and grits)
- Masking paper
- Masking tape
- Electrical tape
- Soap
- Brushable seam sealer
- Sealant in tubes
- Seam welding (MIG / steel)
- Spot welding
- Pads (Scotch-Brite)
- Tie-wraps
- Heat shrink tubing
- Slit tubing

The shop materials rate is calculated based on the total labour time for body, mechanical and frame in every appraisal, regardless of whether or not shop materials are required. Any non-relevant request for additional materials will be refused.

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.

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:

APPRAISAL
24/24



[Standards and Procedures | GAA](#)

FOR INFORMATION

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