

WHICH PARTS CAN BE USED?

“Original spare parts” and “parts of matching quality” may be used for vehicle repairs.

“Original spare parts” are **not only** those parts **distributed by the vehicle manufacturers**, but also those bearing the **parts producer’s logo**. In most cases both are produced on the same factory line, with the same specifications.

There are also “parts of matching quality”. These are parts that have been produced by independent parts producers that are of equivalent quality to the original part.

YOUR LOCAL REPAIRER CAN GIVE ADVICE ON THIS ISSUE.

DID YOU KNOW?

✔ **80% of spare parts** are produced by parts producers, not by vehicle manufacturers. These are distributed to your repairer by independent wholesalers.

Use your right to choose freely what is done to your car, by whom. After all, it is YOUR vehicle!



DO YOU KNOW? YOUR RIGHTS?



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DO YOU KNOW YOUR RIGHTS?

TODAY, MOTORING CONSUMERS ENJOY FREEDOM OF CHOICE IN TERMS OF THE AFTERMARKET CARE OF THEIR VEHICLES. THIS IS THANKS TO RULES LAID DOWN BY THE EUROPEAN LEGISLATOR GOVERNING FREE AND EFFECTIVE COMPETITION.

CAN I CHOOSE ANY REPAIRER?

Yes! Consumers are free to use any repair shop of their choice. This means consumers are free to choose who will carry out the work on their vehicles, **be it an outlet belonging to the vehicle manufacturer's network or an independent operator.**

WHAT ABOUT WARRANTY RIGHTS?

Vehicle manufacturers **may not make the warranties contingent** upon the exclusive repair and servicing of a vehicle within their network, or on the exclusive use of their own branded spare parts.

According to the European Commission, consumers have the right to use any repair shop for non warranty work, during both the statutory warranty period and any extended warranty period.

Of course, every operator is subject to statutory product and service liability. Thus, anyone who damages your vehicle as a result of negligent work or use of defective parts is responsible for it.



DID YOU KNOW?

- ✓ According to the EU Commission, a vehicle manufacturer **may not refuse a warranty repair** such as a faulty electric window simply because an oil change was performed by a garage outside of the official repair network.

Recall actions, free servicing and warranty works

An exception to the rule exists when a defect needs to be corrected at the vehicle manufacturer's expense. Any defect originating from the car manufacturing process must be corrected by the vehicle manufacturer. In such cases paid for by the manufacturer, i.e. recall actions or free servicing or major warranty work etc., the works must be carried out where specified by the manufacturer. The manufacturer will also determine which parts are to be used.

Insurance policies and warranty contracts

These rights to choose during the warranty period apply only to warranties forming an integral part of the purchase of the vehicle. Warranties or insurance policies that are purchased separately are not covered.

Thus, **be careful when signing a warranty contract, you may be signing away your right to choose!**



In effect since 2002, the main legal instrument upon which these rights are based is the Motor Vehicle Block Exemption Regulation (EC) 1400/2002

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