

The following sample written recall policy may be modified to reflect the facility's policies that go beyond the minimum requirement of the Gold Seal program.

WRITTEN RECALL POLICY *sample*

This Gold Seal certified facility does not sell Recycled Original Equipment (ROE) auto parts that have safety recalls issued by an Original Equipment Manufacturer (OEM) for re-use or repair of another vehicle. Safety recall parts are only sold to factory authorized collectors assuring a documented OEM approved destruction. Recalled parts may also be sold for litigation purposes.

This Gold Seal certified facility conducts a VIN check for safety system recalls when the vehicle is inventoried. If recalled safety items are found, the recalled part is not entered in inventory for sale or is assigned a recall code and/or is struck as not saleable for reason of recall in the inventory management system. Recalled parts are removed (or destroyed) from the vehicle and processed for scrap or bounty collection.

Safety parts known to have recalls such as airbags are also VIN checked for recall at point-of-sale. If a recall exists, then the part is struck as not saleable in the inventory system and processed for scrap or factory authorized collection methods assuring documented OEM-approved destruction techniques. Deployed airbags do not need to be removed to be checked in using the factory authorized collectors.

The point-of-sale recall check must be made at the government website

<https://vinrcl.safercar.gov/vin/>
<https://www.nhtsa.gov/recalls>

This Gold Seal certified facility enters each ROE part into the Inventory Management System with a unique ID that provides traceability for the source and sales destination. Parts, including brokered parts, are listed on invoices with the source VIN.

Upon direct notification from the manufacturer, this Gold Seal certified facility processes recalled parts by correlating the manufacturers recall by VIN to the facility's stock number. All unsold parts are struck from inventory and removed from online listings such as eBay Motors and/or third-party broker sites.

Upon direct notification from the manufacturer, recalled parts that were sold are flagged for a notification letter to the buyer, *as identified by stock number in the sales record.*

The recall notification letter sent to the customer will be mailed with a delivery confirmation receipt. Delivery receipts will be logged. If a notification letter is returned as undeliverable, an attempt to call the customer at the phone number from the invoice and/or account will be made. This call will be logged. Customer reimbursement and parts replacement will follow the guidelines provided by the vendor for the recalled parts.

This Gold Seal certified facility has documentation, within the past three years of DOT certification training for hazardous materials and dangerous goods shipping for all employees associated with the shipping of airbags, seatbelt pretensioners and hybrid batteries. Even facilities that do not sell airbag or other designated dangerous goods to retail customers must be HazMat certified to ship these parts to recyclers, remanufacturers, and factory authorized collectors.

ARA Certification program has developed SAMPLE written procedures to assist members seeking to become **Certified Auto Recyclers** in developing the required written policies aligned with the standard of excellence set forth in the CAR and Gold Seal certification program.

Revised: April 2022