

The Wheel Answer

Article submitted by Dan Risley, SCRS Executive Director

How many times in the past year have you been told by a field appraiser that you needed to use a remanufactured wheel on one of your customer's cars? If it hasn't happened to you, consider yourself to be fortunate. Many Society of Collision Repair Specialists (SCRS) members have been asked, and in some cases, told that under no uncertain terms should a new wheel be used. "Use the more cost effective remanufactured wheel, it's a lot less money and looks like new," said one field appraiser at one of our SCRS member's shops. It was at that moment that the beginnings of this article began to take shape. The shop owner called me immediately asking for help. Then within a few days, another member (in a different state) called. He said that a field appraiser for a large insurer told him that he had to use a remanufactured wheel. The shop attempted to explain his concerns about the safety of these wheels, and that some OE's have recommended against their use. The appraiser replied, "Don't worry about it, we warranty the repair anyway." That statement should be alarming to you because you repair the car, not the insurer. If any repair or part fails due to a choice you did or didn't make, you could be held liable.

Well, what's the wheel answer? Do the car manufacturers recommend their use? If they don't, what information is available that explains their position?

With so many unanswered questions and a lot of speculation, SCRS decided to contact several of the major car manufacturers and solicit an official response. We are pleased to report that we have compiled responses from BMW, Daimler Chrysler, Honda, GM, Ford and Toyota. They are available to our members through our "Members Only" section of our website, or by contacting the SCRS Administrative Office at (877) 841-0660. This is useful information, and should be a great resource in the event you are asked to utilize a remanufactured wheel in the near future. Hopefully, you find this to be another resource for your business as "Working Together Is The Most Important Work We Do."