

# Crawford's AUTO CENTER, INC.

302 West Uwchlan Avenue  
Downingtown, PA 19335

**READ MORE  
INFORMATION  
INSIDE!**

SUMMER 2020

VISIT US AT: [www.crawfordsac.com](http://www.crawfordsac.com)



**Want to know more?**  
Check out our website at [www.crawfordsac.com](http://www.crawfordsac.com) to see our history, before-and-after photos, and more! Or go to Google, Facebook, or Yelp to see many testimonials from our long-term and recent customers.

Give us a call at #610-269-1610 or stop by our office today to see how we can help you.



Crawford's Auto Center, Inc. is a family-owned business that has been located in Downingtown for over 80 years. We pride ourselves in our wide range of expertise in auto-body collision repair, mechanical repair, refinishing, and are also standing by with our 24/7 towing and recovery services. **We work for YOU, not the insurance company.**

**DO YOU NEED A AUTO-BODY REPAIR  
SHOP BUT DO NOT KNOW WHERE  
TO GO - OR WHERE TO TRUST?**

An Independent, Consumer-Oriented, Auto Body Collision Repair Business!

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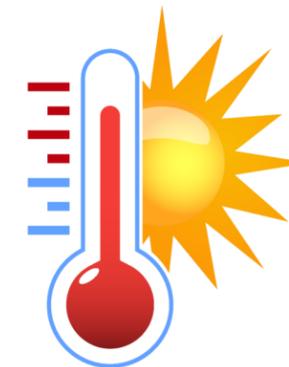
24/7 Emergency Line: 610-363-9111  
Office Line: 610-269-1610

## Quarterly Newsletter

VOLUME 021 SUMMER 2020

# LOOK BEFORE YOU LOCK

The COVID-19 pandemic has changed our lives in countless ways this year. Employees are working from their living rooms, schools are moving to a virtual setting and overall, people are staying home more than ever before. As the weather gets warmer during the summertime it becomes increasingly difficult to stay confined to the house – especially for children who may not understand the new changes to their routine!



Unfortunately, heatstroke deaths are not an unheard tragedy during the summer. Whether a child decides to play in a car, or an adult forgets to check their back seat, disaster can strike at any minute. According to the National Highway Traffic Safety Administration (NHTSA), **52 children died of heatstroke in 2019 due to being trapped in a hot car.**

### Know the facts about heatstroke:

- A child's body temperature rises **three to five times faster** than an adults. When a child is left in a hot vehicle, that child's temperature can rise quickly – and they could die within minutes.
- Heatstroke begins when the core body temperature reaches about 104 degrees.
- A core body temperature of about 107 degrees is lethal.
- Parents, guardians, and bystanders all play a role in preventing heatstroke. **If you see a child alone in a locked car, remove them immediately and call 911.**



### **Always LOOK before you lock.**

When at home, keep your car doors and trunk locked so children cannot climb in to play without realizing the danger they could be in. Lastly, always keep your car keys out of reach of children.

Visit us at:  
[www.crawfordsac.com](http://www.crawfordsac.com)

Member of The Pennsylvania Collision Trade Guild



# PENNSYLVANIA COLLISION TRADE GUILD

What is the **Pennsylvania Collision Trade Guild (PCTG)**?

PCTG is a consumer oriented, statewide organization dedicated to safeguarding the rights of vehicle owners who are in need of collision repairs but have nowhere to go for information that pertains to the proper repairs of their automobile.

The PCTG was originally formed to seek enforcement and compliance of consumer protection laws that were written over the years to protect the rights of consumers when they deal with insurance companies. Although, the PCTG recognizes the PA Department of Insurance as the regulatory branch of the Commonwealth, it is sad to say the Department of Insurance focuses more on the needs of those on the insurance side of the transaction rather than a policy holder's rights for a proper repair. It is PCTG's purpose to work on behalf of the consumer and protect their rights when a collision repair claim is in need of compliance.



Crawford's Auto Center, Inc. is proud to say that we are a member of the PCTG and encourages our readers and customers to visit the PCTG website at:

[www.PCTG.org](http://www.PCTG.org)

## IMPORTANT MESSAGE TO OUR VALUED CUSTOMERS:

**Please contact your auto insurance company immediately. Don't wait and say, "I will do it tomorrow." Do this now.**

Ask them this extremely important question: **Am I entitled to new original equipment parts on my vehicle?** Or in other words, if my vehicle is involved in an accident, am I entitled to new original equipment manufactured (OEM) parts replaced on my vehicle?

*This is particularly important if you are insured by GEICO, PROGRESSIVE, TRAVELERS, STATE FARM, ALLSTATE, LIBERTY MUTUAL, SAFE AUTO, NATIONWIDE, FARMERS, ERIE, or WESTFIELD.*

If the insurance company representative tells you "yes," then request they put it in writing. If they try to tell you that your policy calls for non-original aftermarket, or anything other than OEM parts, ask them to explain why and then tell them you **demand** new original parts on your vehicle. If the insurance person attempts to tell you the parts are all the same or are made by the same manufacturer, it **is bogus and a lie**.

The auto body repair industry is facing a huge dilemma when customers have purchased insurance from the above mentioned companies, then experience a loss, and are faced with a lower quality repair due the parts not being original equipment manufactured replacement parts. **We need your help to protect your automobile investment and keep it the same vehicle you have invested your hard earned dollars in.**

# HAVE YOU EVER WONDERED WHY CRASH PARTS ARE CALLED "CRASH" PARTS?

**"Crash part" means a replacement for any of the non-mechanical sheet metal or plastic parts which generally constitute the exterior of a motor vehicle including inner and outer panels.**

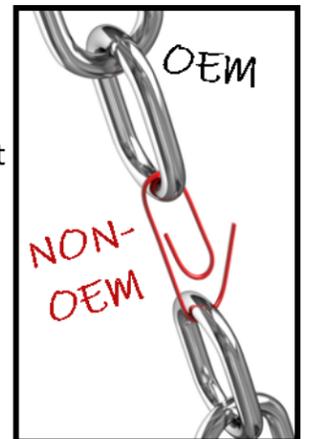
The purpose of the above explanation is to explain to the consumer what they should expect when their damaged vehicle is repaired with Original Equipment Manufactured (OEM) parts versus the aftermarket alternative parts available in the marketplace and utilized heavily by insurance companies. We witness estimates prepared by insurers such as Geico, Progressive, Travelers, Liberty Mutual, State Farm, Allstate and many others that are written line after line using parts that are not manufactured by the original maker of the vehicle. You can easily figure out what your insurance company will utilize during your repairs by reading your Auto Insurance Policy under the caption of Auto Damages - Limits of Liability within the section that covers what they owe. If the word "alternative" or other than OEM parts is listed then your crash parts will be non-OEM imitation parts.

Visualize parts such as bumpers, hoods, fenders, lights, windshields, radiators, A/C condensers, moldings, etc. If these type of parts are available in the market place, many insurance companies **will automatically** select them for the repair of your damaged vehicle. Many carriers will also select internal structural parts such as Radiator Supports and Bumper Reinforcements which are to be considered impact, crash specific parts. These are specifically listed as **Do Not Use** by the original manufacturers of all automobile manufacturers. The key word is **SAFETY**. Every one of these parts listed is crash tested by the original manufacturer of the vehicle and designed to withstand the force of an impact to deploy your air bags and restraint systems to safeguard and protect the driver and occupants of the vehicle. Non-OEM parts cannot guarantee this.

If you allow your insurance company to utilize non-original parts you are jeopardizing the safety, health and welfare of those riding in your vehicle. Let us prove it to you right now...

### THINK CRASH TESTING

Every automobile manufacturer crash tests hundreds of brand new vehicles every year. In addition, The National Highway Traffic Safety Institute (NHTSI) crash tests between 90-150 new vehicles every year as well. The purpose of these crash tests is to assure the vehicle's engineering and designs are working in the best interest of the motoring public. Our federal government and the automobile manufacturers are focused on the safety of the vehicle being manufactured and the parts installed performing in accordance to the safety guidelines written to protect those being transported.



Here is a news flash: not one of these brand new vehicles tested has been built using non-OEM, imitation, or counterfeit parts. It is all common sense, however, the insurance industry ignores all safety-related testing and forces policy holders to accept aftermarket, non-OEM, imitation parts based entirely on cost savings. They sell you a policy based on their propaganda and then stick it to you by forcing poorly made parts on your vehicle.

**PLEASE READ YOUR AUTOMOBILE INSURANCE POLICY  
KNOW YOUR RIGHTS!**