



Embracing Sustainability: The Role of Green Parts in Vehicle Repairs

At AXA we're fully committed to the global effort to limit climate change. We know our customers look to do good for the environment through their insurance products, that's why we're helping them to choose climate-friendly options, such as green parts, if their vehicle needs repairing.

What are Green Parts?

When a vehicle is at the end of its life, it will usually contain parts that are still usable and perfectly safe. These are green parts, (also known as 'reclaimed,' 'recycled' or 'used' parts) which are undamaged components reclaimed from salvaged vehicles during the dismantling and recycling process.

Green parts are original equipment manufacturer units (OEMs) which are checked and tested, then cleaned and refurbished if needed, before being sold to the public and motor trade as an affordable and environmentally friendly source of used parts.

Environmental Impact

The automotive industry produces 80 million vehicles each year, requiring 112 tons of materials and contributing more than 10% of the world's carbon dioxide emissions.⁽¹⁾

In a study commissioned by VRA Certification in collaboration with SYNETIQ, using green parts during vehicle repair was found to significantly reduce carbon emissions by up to up to 177 kg CO2e saving per repair, when compared to using new parts.⁽²⁾ It also helps prevent quality vehicle components ending up in landfill.

Green Parts Case Study

After reversing off their drive and colliding with a third-party vehicle, our customer's vehicle sustained damage which included a rear lamp.

Significant supply chain disruptions meant the rear lamp was on back order, delaying timely repairs.

After exploring options, a Grade A condition replacement was successfully located at a green parts specialists. Using this reclaimed part, we were able to speed up the repair process, enhancing customer satisfaction while minimising the impact on the environment.



Going Green

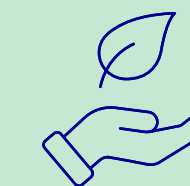
If offered recycled or reconditioned replacement parts, 82% of car owners have said they would take advantage of them. However, just 13% were offered green parts by their service, maintenance, or repair provider.⁽³⁾

If our policyholder's vehicle is repairable, we may choose to use green parts with the explicit consent of our commercial customers. These are just some of the benefits of doing so:

- **Faster repair times:** Green parts are typically more readily available, meaning quicker repairs and enabling our customers to get their vehicles back on the road sooner.
- **Increased customer satisfaction:** Green parts provide cost-effective and environmentally friendly repairs, enabling us to better manage repair expenses.
- **Lower carbon footprint:** Green parts minimise the environmental impact of energy consumption and emissions produced when manufacturing new components.
- **Waste reduction:** Green parts, are often reclaimed from salvaged vehicles, helping prevent high quality parts ending up in landfill resulting in more sustainable vehicle repairs.
- **Guaranteed repairs:** All repairs conducted by our approved repairer network, whether using green parts or not, are guaranteed for the duration of the customer's ownership of the vehicle
- **Genuine manufacturer parts:** We only use genuine manufacturer green parts that are matched to the make, model, and age (or newer) of the customer's vehicle.



80m vehicles produced by the automotive industry each year⁽¹⁾



82% customers would take advantage of green parts if offered by their service, maintenance, or repair provider⁽³⁾



10% of the world's carbon emissions comes from vehicle production⁽¹⁾



71% of car owners would take advantage of green parts to be environmentally friendly



177kg CO2e saving* per repair when using green parts compared to new equivalent⁽²⁾



69% of car owners would take advantage of green parts to make financial savings

*savings can vary, and are up to the amount stated

Get in Touch

For more information, please contact your AXA Representative or Claims Relationship Manager.

- (1) [How to navigate sustainability in the automotive industry](#)
- (2) [New study highlights environmental benefits of repairing damaged vehicles with green parts](#)
- (3) [Motorists would choose "green" parts but few given the option](#)

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