

# PARTS PACKAGING QUALITY STANDARDS

These illustrations will help determine the acceptability of parts and accessories by dealers and Service Parts personnel.



Service Parts Operations

## Binnable and Small Bulk Packaged Parts



1. Acceptable - In original container.  
Unacceptable - Not in original container.
2. Acceptable - Part numbers intact and legible.  
Unacceptable - Part number labels are torn, illegible or handwritten. Only eligible for return when a signature is present under "HNDL CHG" on the Material Return (MR) tag.
3. Acceptable - Sides of container in good condition. (NOTE: Slight crush on side walls of panels is acceptable).  
Unacceptable - Container has crushed side walls, side panels or is punctured. Only eligible for return when a signature is present under "HNDL CHG" on the MR tag.
4. Acceptable - Free of handwriting.  
Unacceptable - Handwriting on containers. Only eligible for return when a signature is present under "HNDL CHG" on the MR tag.
5. Acceptable - Unopened kits.  
Unacceptable - Opened kits.
6. Acceptable - Unopened cohesive containers.  
Unacceptable - Opened cohesive containers.
7. Acceptable - Unopened blister or film packs.  
Unacceptable - Opened blister or film packs.
8. Acceptable - Unopened cohesive paper containers.  
Unacceptable - Opened cohesive paper containers.
9. Acceptable - Overall good exterior appearance.  
Unacceptable - Container has overall poor general appearance due to:  
A. Excessive oil, grease or dirt on container.  
B. Excessively defaced packaging.  
C. Excessive tape not necessary for closure.  
A, B & C are eligible for return when a signature is present under "HNDL CHG" on the MR tag.
10. Acceptable - Other types of packages not referred to above, opened or unopened.  
Unacceptable - Opened packages that indicate not returnable if opened.



## Major Sheet Metal and Large Bulk Parts



1. Acceptable - In original container.  
Unacceptable - Not in original container.
2. Acceptable - Overall good general appearance. (NOTE: Punctures or tears in noncritical area of the container are acceptable if a visual check can verify that the part is not damaged).  
Unacceptable - Container has overall poor general appearance due to excessive dirt, tears or is water soaked. Only eligible for return when a signature is present under "HNDL CHG" on the MR tag.
3. Acceptable - Handwritten part number.  
Unacceptable - Handwriting other than part number. Only eligible for return when a signature is present under "HNDL CHG" on the MR tag.



**Dealers are to notify their local PDC within 72 hours if material is received that does not meet the quality standards.**

### Dealer Notes

1. Parts or assemblies that are incomplete, damaged, rusty or show signs of installation or use are not eligible for return under MR code type 1.
2. Parts returned, which were originally shipped non-unitized, must be identified with the correct part number and be packed to prevent damage.
3. MR tags on return material must be placed so as not to cover part number labels or logos.
4. FMVSS parts must be in original container and have the words "conforms to applicable U.S. Federal Motor Vehicle Standards" or the symbol "DOT" on the part or container.