



Definitions Committee

Chair: Bob Keith
CARSTAR

Vice Chair: John Junk
SCA



Definitions Committee

San Jose

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Definitions Committee Members

- Chair: Bob Keith
CARSTAR
- Vice-Chair: John Junk
SCA Appraisal Co.



Definitions Committee Members

- Bruce Lubow-Progressive Consultants
- Cindy Granse-VeriFacts Automotive
- Farzam Afshar-VeriFacts Automotive
- Jim Watson-ARA-ABC Auto Parts and Sales
- John Bosin-Akzo-Nobel Coatings
- Margo Smith-MOKAN SCRS
- Michelle Alexander-United Recyclers Group



Definitions Committee

Vision Statement

To clarify and bring universal understanding to the terminology used in the automotive damage repair and refinish process.



Salvage terms discussion from 2005

- “Clean-up” of a Salvage Part
- “Repair” of a Salvage Part
- “Prep” of a Salvage Part



Salvage terms discussion from 2005

- **Clean Up of a recyclable part** is clearly defined as: “To **power** wash/degrease all contaminants from the part.”



Salvage terms discussion from 2005

- **Repair of a recyclable part** is clearly defined as: “The steps/processes needed to return the part to an undamaged condition (e.g., removal of dents, scratches, chips, or excessive film build).”



Salvage terms discussion from 2005

- **Prep/Trim of a recyclable part** is clearly defined as: “The additional processes needed to prepare a recyclable part for use, such as cutting, trimming or removing the part from the waste salvage structure. Keep in mind that “prep” is a generic term and the operations necessary will vary on a part-by-part basis.”



2006 Assignment “Steering”

- **Committee draft definition:** To encourage (require) a consumer to take their vehicle to a preferred repair facility through an unsolicited (intimating) suggestion, overt recommendation, introduction of undue hardship (e.g., "You'll have to pay the difference if you go there" or "There could be a loss of factory warranty by not repairing there"), or by unobtrusively guiding the consumer in their decision on where to get their vehicle repaired.



Request for review “LKQ”

- LKQ (Like, Kind and Quality) is a term used to describe an OEM Recyclable part referring to:
 - ◆ Like- interchangeable make/model as the original part
 - ◆ Kind-same trim and option level as the original part
 - ◆ Quality- quantified pre-accident condition parts by ARA Codes as it compares to the original part in reference to age, mileage, wear, corrosion, damage, and finish.



Comments on “LKQ”

- “I still believe that we are never going to find like kind and quality. All the salvage yards I have used over the years tell you one thing and ship you another. The part is a used part and will never be like kind and quality.”
- “I like the term OEM Used Parts and have been using it in presentations this past year; That is what we sell that is what our customers expect.”



Comments on “LKQ”

- *“Same make and model may not be the correct term. As many model and make parts are interchangeable and carry the same new part numbers.”*
- *“With regard to **quality**, in truth not all parts are in quality "pre-accident" condition...The quality and condition of the part should be compatible with the ARA Damage and Description Codes or meet the expectations of the shop according to the description of the part at the time of quote.”*



Comments on “LKQ”

- “If we were to say LKQ Parts are in "pre-accident" condition that would not be what the real world delivers in all honesty. But at the time of the quote the quality and condition should be such that meets the Repairers expectations.”



Thanks for your
input!!