



Industry Forum

Chair: Gil Palmer
ACSC

Vice-Chair: Gene Lopez
Seidner's Collision Centers

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The CIC Industry Forum
Committee Report





1985 1995 2005

Challenges of the Automotive Claims Industry

Past Environment

Technicians that were trained on both frame and unibody vehicles could correctly repair a new vehicle model they had never worked on before with no new training or vehicle specific repair data.

Current Environment

Over the past ten years vehicle manufacturers have begun to introduce advanced vehicle designs that include hybrid power systems, high strength alloy and aluminum body components, advanced electronic systems, bodies designed absorb collision energy and protect occupants in high speed crashes, and numerous other engineering advances.

Future Environment

The future will be increasingly more challenging as vehicle design becomes more complex.

Position Statement

The CIC Industry Forum has concluded the most defensible procedures for repairing vehicles are those published by the vehicle manufacturer.

Many other sources of repair data exist and can be useful for completing a proper repair. However, where there is conflict between third party sources with the OEM recommendation – the OEM recommendation should be followed.

Process

The person that is creating the repair plan is responsible for researching the OEM and other available data that is necessary to ensure that the process correctly restores the vehicle to OEM specifications.

The Consequences

The automotive claims industry faces the following exposures if correct repair data is not accessed and utilized in the repair of collision damaged vehicles:

- Voiding of Warranty
- Lease Vehicle Charge Backs
- Litigation

What the Industry Needs

The industry (including insurers, collision repairers, and suppliers) need simple and low-cost access to quality repair data from the OEMs and its suppliers.



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Committee Projects

- Identify as many data repair sources as possible
- Review data sources and their content
- Meet with local manufacturer representatives

Data Sources

- Collected data will be transferred to CIC for incorporation to the CIC website

Reviewed Collected Data

- Data purchasing (model specific for duration of repair)
- Search criteria difficult (at times)
- Too many layers of information
- Prompted interaction with local mfg. reps

Meeting with Vehicle Manufacturers

- Found limited use (approx 300 subscribers)
- Designers agreed with user challenges
- Offer Google type searches

Generated Ideas

- Incorporation of repair data in the estimating process
- More flexibility in data purchasing
- Possibility of attaching repair instruction on key components (rail replacement)

Summary

- “The Challenge of the Automotive Claims Industry”
- CIC and other associations need a concentrated effort to work with the OEM on obtaining low cost user friendly repair information
- Attaching repair instruction on key components
- Incorporation of repair data in the estimating process

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