



Body Shop Survey & Structural Parts Update

Presentation by the
Parts Committee
April 14-15, 2010



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leanbosin
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- Steve Daniel – Vice Chair
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Parts Committee Shop Survey

Presentation by the
Parts Committee / Gary Ledoux
April 14-15, 2010 / Atlanta



■ Purpose of Survey:

- ◆ Determine what is “important” to a shop relative to their parts supplier
 - ◆ Help parts suppliers help shops make a quicker, more efficient repair

Based on replies from 106 shops across the country of various sizes and configurations.

We expect replies from 300 shops for final results.

We present today an abbreviated version of the survey results.



As a collision repair professional, what do you value most from a parts supplier? (Rate on a scale of 1-10)

Of 21 attributes, the top three are.....

- 1.) 9.65 Order accuracy**
- 2.) 9.51 Quality part (fit/function)**
- 3.) 9.46 Competency and helpfulness of parts person**

All 21 attributes ranked and reviewed in July!



Questions pertaining primarily to the OE sector.

Do you use OE Connection's CollisionLink tool or InfoMedia's Parts Bridge tool to order your OEM parts from your wholesaling dealership?

April Results		
	#	%
Yes	51	48.1%
No	54	50.9%
Blank	1	0.9%
Total	106	



Questions pertaining primarily to the OE sector.

Were you aware of OE Connection's CollisionLink or InfoMedia's Parts Bridge tool before this survey?

April Results		
	#	%
Yes	93	87.7%
No	12	11.3%
Blank	1	0.9%
Total	106	



Questions pertaining primarily to the OE sector.

Would you be interested in body shop certification programs offered by OE manufacturers?

April Results		
	#	%
Yes	80	75.5%
No	22	20.8%
Blank	4	3.8%
Total	106	

Three additional OE sector questions reviewed in July.



Questions pertaining primarily to the A/M sector.

As a shop owner, would you accept delivery of a non-certified part if a certified part was requested?

April Results		
	#	%
Yes	4	3.8%
No	75	70.8%
Depends	25	23.6%
Blank	2	1.9%
Total	106	



Questions pertaining primarily to the A/M sector.

Does your aftermarket parts supplier provide you with information regarding the return-percentage on a particular part?

April Results		
	#	%
Yes	22	20.8%
No	59	55.7%
Only if pressed	23	21.7%
Blank	2	1.9%
Total	106	

One additional A/M sector question reviewed in July.



Questions pertaining primarily to the reman sector.

How would you rate the availability of aftermarket remanufactured parts?

April Results		
	#	%
10	7	6.6%
9	9	8.5%
8	18	17.0%
Other	72	67.9%
Blank	0	0.0%
Total	106	
Average	6.1	

One additional Reman sector question reviewed in July.



General parts purchasing questions.

When negotiating the purchase price of parts, what is most important to you?

	April Results	
	#	%
Purchase price	16	15.1%
Discount percentage	40	37.7%
Gross profit dollars	47	44.3%
Blank	3	2.8%
Total	106	

One additional General Parts Purchasing question reviewed in July.



Shop Profile

Where are you located?

	April Results	
	#	%
Metropolitan location	48	45.3%
Suburb	38	35.8%
Rural	11	10.4%
Multi-location	7	6.6%
Blank	2	1.9%
Total	106	

**Two additional Shop Profile questions
reviewed in July.**



Thanks to the following for their contribution thus far:

Dan Morrissey

Mel Hunke

OE Collision Roundtable members

John Bosin

Special thanks to:



**Final results to be aired in
July in Chicago!**



Structural Parts Update

Parts Committee / Dan Morrissey

April 14–15, 2010

Atlanta, GA

Agenda



- Background on Structural Parts Issue
- CAPA Certification Program
 - ◆ CAPA 501 Standard
- NSF Certification Program
- Parts Traceability
 - ◆ CAPA TRACKER
 - ◆ ABPA Program
- Q & A



Structural Parts Issues

- Toby Chess Presentation Highlights Material Differences/Quality Problems
- Bumper Reinforcements, Brackets, Foam Absorbers, Core Supports
- ABPA and TABPA Call for Changes
- Major Insurers Stop Writing Affected Parts
- Parts Traceability is Questioned



CAPA

- Independent, Not for Profit, Global Certification Program
- Aftermarket Crash Repair Parts Certification Program Established in 1987
- ANSI Accredited Standards Developer
- Currently Certify Over 9,800 Applications for Auto Crash Repair Parts
- Publically Available Standards Developed Under Consensus of Multi-Industry Technical Committee



CAPA Certification Program

- CAPA Standards Currently Cover Metals; Plastics; Lighting; Foam Products
- Comprehensive Individual Part Testing Ensures Comparability to Car Company Brand Parts
- Testing Includes: Material Composition, Mechanical Properties, Construction Techniques, Appearance, Fit & Finish Requirements, Vehicle Test Fit, and FMVSS Compliance
- Comprehensive Inspection Requirements Insure Continued Compliance with Standards
- Unique 2-Part Seal Confirms Individual Part Certification

CAPA 501 Bumper Systems Standard



- Covers Steel Bumpers, Reinforcement Bars, Bumper Brackets, Plastic and Foam Energy Absorbers
- Based on CAPA 101 Metals and CAPA 201 Plastics Requirements
- Certification Includes Full Part Testing Under Load to Demonstrate Comparative Dynamic Performance
- CAPA Working with IIHS on Low and High-Speed Demonstration Crash Testing
- Bumper Standard to be Approved by Technical Committee and Subject to Public Inspection



NSF International

- Independent Not for Profit Global Organization (established 1944 in association with School of Public Health, The University of Michigan, Ann Arbor, Michigan)
- Leader in Public Health, Safety-Based Risk Management Programs
- One of 57 ANSI Approved Standard Writers
- A Collaborating Centre for the World Health Organization



NSF International

- Developer of 72 Different Third Party National Consensus Standards
- Specialists in Global Automotive Account Registrations
- One of World Leader in Materials and Product Testing
- Expert In Failure Analysis
- Currently Certify Over 200,000 Products



NSF Automotive Certification Program

- Self Funded. Open to All Manufacturers
- Rigorous Part Testing Includes Functional Performance and Material Requirements
- Certification Protocols for Bumper Systems and Reinforcements are Completed
- One Manufacturing Plant is Approved, Four More Have Begun the Process



Parts Traceability

- CAPA TRACKER Program Introduced in 2004
- Body Shop Enters Unique CAPA Seal Number Online
- Enables Identification of Vehicles with CAPA Parts Installed
- Allows Immediate Notification to Body Shop in the Event of a Safety Problem



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- Home
- Overview of CAPA
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- Vehicle Test Fit
- The CAPA Seal
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- Mailing List
- Brochure
- Membership

CAPA News

- Press Releases
- Articles
- Reports
- Podcasts

Parts

- Database Search
- Seal Search
- Updates
- Complaints
- Part Packaging
- CAPA TRACKER

Other Languages:

- English
- Chinese
- French
- German
- Italian
- Spanish

Welcome DANNY'S AUTO BODY

Please enter the following information:

CAPA Seal Number *Required

Repair Order Number *Required

- Insurer:
- 21st Century Insurance
 - Farmers
 - AIG Insurance
 - GEICO
 - Allstate Insurance
 - General Casualty
 - American Family
 - GuideOne Insurance
 - Amica
 - Harleysville Insurance
 - Auto-Owners Insurance
 - Liberty Mutual Insurance
 - California Casualty
 - Nationwide
 - California State Auto Assn
 - SAFECO Insurance
 - Commerce Insurance
 - Southern Farm Bureau
 - Employers Mutual
 - State Farm Mutual Insurance
 - Erie Insurance
 - USAA
 - METLIFE
 - Customer Paid
 - None
 - Other

Claim Number



Additional Parts Traceability

- ABPA Program Being Developed
- Available to All Distributors Who Meet Program Requirements
- Captures Part Information Including Lot Number and Manufacturer
- Body Shop Installer and Repair Order Tied to Part



Summary

- AM Manufacturers and Distributors Have Responded to Issues
- Robust Solutions are Being Developed
- Safety of Consumers is Number One Concern of All Parties
- Q & A