



Parts & Materials Committee

March 17, 2011

Newark, NJ

Committee Charter



The mission of the CIC Parts & Materials Committee is to identify the issues and challenges related to the parts, materials and technologies utilized in today's vehicles – including the effect they have on the collision repair process – and to identify and offer solutions where possible.

Our members represent numerous industry segments with wide-ranging viewpoints, but are working jointly to improve the overall quality of the repair process for the industry and vehicle owners alike.

Committee Members



Chris Northup – Co-Chair

Chris Caris – Co-Chair

John Bosin – Vice Chair

Michelle Alexander – URG

Dave Barzoff – B Auto Parts

Keith Bell – Akzo Nobel

Scott Biggs – Assured Perf. Network

Denise Caspersen – ASA

Geoff Crane – Diamond Standard

Steve Daniel – Lamettry's Collision

Tim Dawe – DuPont

Brad Desaulniers – PartsCheck Live

Karen Fierst – KerenOr Consultants

Greg Freeman – Freeman Auto Salvage

Julian Hart – 1-800-Radiator

Christian Hassold – CollisionSync

Dwight Howard – APU Solutions

Mel Hunke – QRP

Mike Kunkel – American Auto Salvage

Gary Ledoux – American Honda

Herb Lieberman – LKQ

Aaron Lofrano – F. Lofrano & Son
Collision Centers

Mary Lou Lubrano – CCC

Charles Lukens – APU Solutions

Committee Members



Robert Matejzel – Robert's Consulting

John Morris – Hansen Collision

Dan Morrissey – New Horizons

Steve Nantau – Ford Motor Company

Rick Palmer, Jr. – ComputerLogic

Tony Passwater – AEII

Randy Profeta – Assured Performance

Scott Saal – Auto Data VIN Labels

Erica Schaefer-Saari – Chrysler

Nick Scheid – Cornerstone Auto Parts

Jeff Schroder – Car-Part.com

Jay Scruton – APU Solutions

MaryLou Silveira – Greenleaf

Joe Skurka – BASF

Bob Smith – Storm Appraisal

Rick Tuuri – Audatex

Brian Vannoni - Audatex

James Watson – ABC Auto Parts

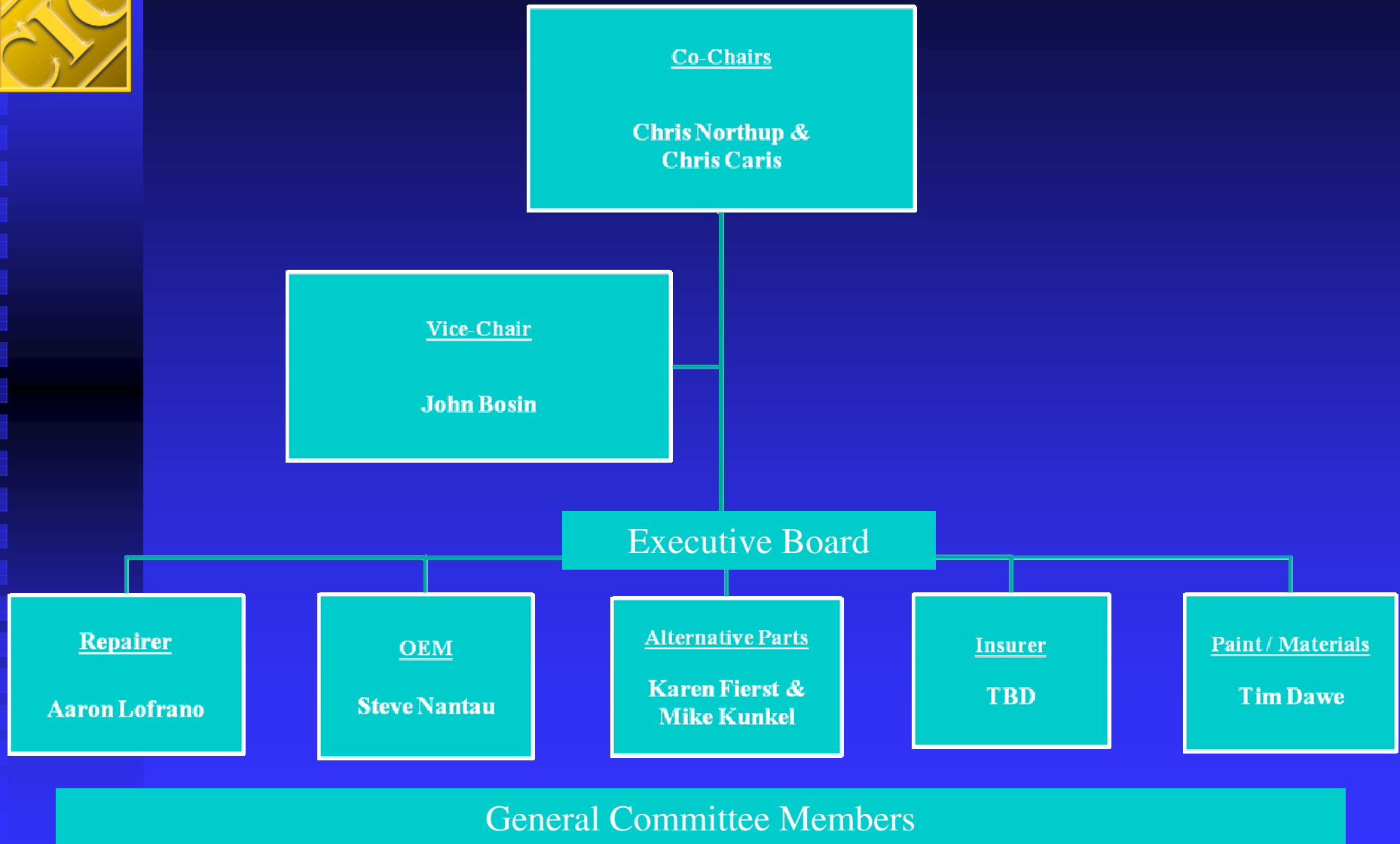
Ken Weiss – ADESA Impact

Michael Wilson – Automotive Recyclers
Association

Dan Young – CARSTAR

Bruce Yungkans – CCC Information
Services

Committee Structure



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Issues to Consider

All Subcommittees



- Alternative parts – minimum standards (CAPA / ABPA / NSF)
- Recycled-Reconditioned parts – condition and communication standard
- Ordering errors and defects – how to report so manufacturers and suppliers know and are held accountable
- How state laws / regulations impact parts use decisions
- I.D. labels / decals / R-DOT / lot control

Issues to Consider (cont.)

All Subcommittees

- Parts purchasing policies / practices
- Transparent paint & materials calculator
- Parts clean-up times
- Non-included P-page labor tasks – ignored
- Repair cycle times – impact of part types
- Uneven pricing methods – difficult to compare part types
- Need for DEG-type body for reporting parts quality issues?

Issues to Consider (cont.)

All Subcommittees

- Apparent lack of:
 - ◆ Protocols for consistent parts ordering transactions
 - ◆ Consistent practices by dealers and independent repairers
 - ◆ Clarity concerning pricing practices and use of aftermarket and salvage parts
 - ◆ Rules concerning when a new or used part should be used

Issues to Consider (cont.)

All Subcommittees

- Apparent lack of:
 - ◆ Knowledge regarding legal commitment insurer / shop has to consumer through part choice
 - ◆ Consistent rules on who is an approved alternative parts vendor and their acceptance by data providers
 - ◆ Rules regarding changing part type on estimates and ROs

Issues to Consider (cont.)

All Subcommittees

- Apparent lack of:
 - ◆ Standards for interface between body shop estimating and management systems and dealer management systems regarding parts ordering and quality of information transmitted
 - ◆ Default use of data regarding pricing on alternative parts vs. OEM

Issues to Consider (cont.)



All Subcommittees

Technologies to explore ...

- Telematics, crash avoidance, etc.
- Evolution / Importance of use of high-strength steels and UHSS

Existing programs to discuss ...

- ABPA Certified Distributor Program
- ARA standards
- URG Association standards

Priorities

Repairer Subcommittee

- Discussion of a DEG-type five-star rating system for reporting parts quality issues
 - e.g. Yelp, other rating systems for restaurants and hotels
 - Is it practical?
- Seek repairer consensus on issues
 - Questionnaire, Q & A
- “Walk a while in my shoes” on parts issues

Priorities

Alternative Parts Subcommittee

- Non-graded parts
- Use of standard description codes that already exist
- Real time – real money on repairs
- Reduce adversarial relationship that currently exists with insurers

Priorities

OEM Subcommittee

- Identification labels / decals / R-DOT stickers – usage, procurement, legal requirements
- Evolution, growth and importance of high-strength and ultra-high-strength steels
- Identification of high-strength steels in information providers' systems available at write-up

Priorities

Paint & Materials Subcommittee

- Give a high level perspective on the impact of state and local air quality regulations with regards to future product development
- How will new products effect refinish time and possible new shop equipment investments
- Who is responsible for training the jobber or the manufacture?

Priorities

Insurance Subcommittee

- Define rules around when an alternative part will be used
- Add background to how the “Right to Repair” act will impact the repairer-insurer relationship
- Give perspective to the impact of state regulations and laws on parts use decisions



Parts & Materials Committee

For further comment or information please contact:

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