



# COLLISION INDUSTRY CONFERENCE

Wednesday, July 22, 2020 — Virtual Meeting

# MEETING AGENDA

**THIS IS A VIRTUAL MEETING, HELD ON THE ZOOM PLATFORM  
(Pre-Registration is Required)**

The CIC participants shall follow the published Participant Guidelines for in-person meetings, found at <https://www.ciclink.com/participant-guidelines/>

Instructions will be given by the Chairman at the beginning of each session.

## DAY 1

- 11:00** Welcome / Introduction [Jeff Peevy]  
*CIC Chairman Welcome*
- 11:15** Emerging Technologies Committee [Chuck Olsen, Darrell Amberson, Gene Lopez]  
*Calibration Process Workflow— This project from CEICA is being handed off to the CIC Emerging Technology Committee who will be presenting the calibration process workflow to assist the industry in understanding the concept.*
- 11:45** Emerging Technologies Committee [Chuck Olsen]  
*New Technology– Definitions; An update to definitions related to new technologies*
- 12:20** **Q & A and Open Mic**  
Attendees will be able to raise their hand, chat or Q&A questions and comments that they feel need to be brought forward. These will be read during this time (if they do not violate anti-trust laws) and others may be able to respond through texting or by raising their virtual hand to address verbally. This will be managed in the order the inquiries are received.

## LEVEL 1 SPONSORS




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- 12:40** Education & Talent Pool Committee [Gene Lopez, Josh McFarlin]  
*Committee Update—An explanation and plans for the two committees which have merged.*
- 1:00** Emerging Technologies Committee [ Jason Bartanen]  
*Steering Column Inspections— A discussion on steering column inspections, published inaccuracies, and unintended consequences*
- 1:20** **Q & A and Open Mic**
- 1:40** Parts & Materials Committee [Aaron Schulenburg, Ken Weiss, Panel]  
*Parts Definition Update & Panel Discussion - The CIC Parts and Materials Committee has continued to discuss and research what parts are called, how they are defined and what is communicated in and between part systems in the industry. This panel will include both estimating platforms and parts platforms as we discuss how parts are addressed within each individual system. Mitchell, Audatex, APU, Car-Part.com and Parts Trader will be represented on the panel.*
- 2:40** **Q & A and Open Mic**
- 2:55** **Closing Comments** [Jeff Peevy]

## LEVEL 2 SPONSORS

- |                              |                               |                               |
|------------------------------|-------------------------------|-------------------------------|
| 1COLLISION                   | Chief Automotive Technologies | Mercedes Benz USA             |
| 3M Automotive Aftermarket    | Dent Fix Equipment            | Mitchell International        |
| AirPro Diagnostics           | Integral                      | National Coatings & Supplies  |
| ALLDATA / AutoZone           | Fiat Chrysler Automobiles     | Nexsys Collision              |
| ALLSTATE Insurance           | Findpigtails.com              | Nissan North America          |
| Assured Performance Network  | Fix Auto USA                  | NuGen IT                      |
| asTech                       | Ford Customer Service         | Opus IVS                      |
| Audatex                      | Garmat USA                    | Performance Radiator          |
| Audi of America              | General Motors –              | Podium                        |
| Auto Care Association / PBES | Customer Care & Aftersales    | Polyvance                     |
| Automotive Manufacturers     | Gerber Collision & Glass      | Pro Spot International        |
| Equipment Compliance Agency  | I-CAR                         | Service King Collision Repair |
| Automotive Recyclers         | ICR Sprint                    | Centers                       |
| Association                  | Insurance Auto Auctions       | Snapshot                      |
| Caliber Collision Centers    | ITW Evercoat                  | Spanesi                       |
| Car-O-Liner                  | Kent Automotive               | State Farm Insurance          |
| Car-Part.com                 | Liberty Mutual                | Subaru of America             |
| CARSTAR                      | LKQ Corporation /             | Toyota Motor Sales USA        |
| CCC Information Services     | Keystone Automotive           | TRANSTAR                      |
| Certified Collision Group    | Matrix Wand 3-D Measuring     | U-Pol                         |



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### DAY 2

**11:00** Opening Comments [Jeff Peevy]

**11:15** Industry Relations Committee (formerly Insurer/Repair Relations Committee)  
[Jim Keller, Mark Allen]

*The Insurer/Repairer Relations Committee has gone back to looking at the broader relationships within the industry. The Industry Relations Committee will be discussing plans for the remainder of 2020 and soliciting feedback and interest as they identify the various segments of the industry and the relationships between them.*

**11:45** Emerging Technologies Committee [Bob Pattengale]

*ADAS Best Recommended Practices— Special Presentation— This presentation will discuss the best recommended practices for servicing ADAS systems and the process a shop should follow for success.*

*Topics covered:*

- \* What are dynamic and static calibrations*
- \* A review of skills required to perform calibrations*
- \* Understanding the shop environment requirements*
- \* A review of the necessary tools for calibrations*

**12:45** Q & A and Open Mic

**1:15** Data Access, Privacy & Security Committee [Dan Risley, Trent Tinsley]

*Committee will present a suggested set of guidelines which all companies in the collision industry should consider adopting and which should be assumed as expected best practices. The security and legal protection of repair facility and customer data, especially personally identifiable information (PII) is paramount. In addition, there is a moral obligation that comes with protecting repair facility information. These guidelines are meant to ensure that companies with access to such information are acting in the best interest of the shops, customers, and the industry.*

**1:45** Governmental Committee [Darrell Amberson, Bob Redding]

*Legislative Update—Committee will review the latest legislative efforts around the country and the possible impact of approval.*

**2:05** Future Disruptions Committee [Frank Terlep, Jake Rodenroth]

*This new committee will present mission, goals, and objectives as well as an introduction and overview of future trends, technologies, disruptions, business models, and concepts that can and will directly affect all industry segments within 5-10 years.*

**2:35** Q & A and Open Mic

**2:55** Closing Comments [Jeff Peevy]