



# **CIC Part Distribution Survey**

**Presentation by the  
Parts Committee**

**April 2004**

# The Fundamental Question Is:

**If quality parts are being manufactured and supplied by all market segments, why are so many repairers still experiencing problems with distributors and or suppliers, how often does this occur and at what cost?**





# Part Distribution Survey

**Since CIC has established itself as an informational forum, the committee has agreed that collecting repairer information through a survey, and providing a summary will best serve the collision repair community.**



# Part Distribution Survey

**Through this process  
repairers will be given the  
opportunity to present their  
concerns anonymously,  
publicly and through one  
voice; heard by all market  
segments.**

# Part Distribution Survey

- The purpose of the survey is to gather information that will help determine where part inconsistencies exist in the supply chain
- Are they in:
  - ◆ Manufacturing
  - ◆ Distribution
  - ◆ Insurer requirements
  - ◆ Repairer specific





# Part Distribution Survey

- Why do these inconsistencies continue in all market segments with all of the “controls” that “exist”
- How can repairers begin to effect change and can they?
- To whom should their message be directed?
- What should be their next steps?

# Some of what is being seen with OEM parts:



OEM Repackaged Part



As Received Box



Significant Damage



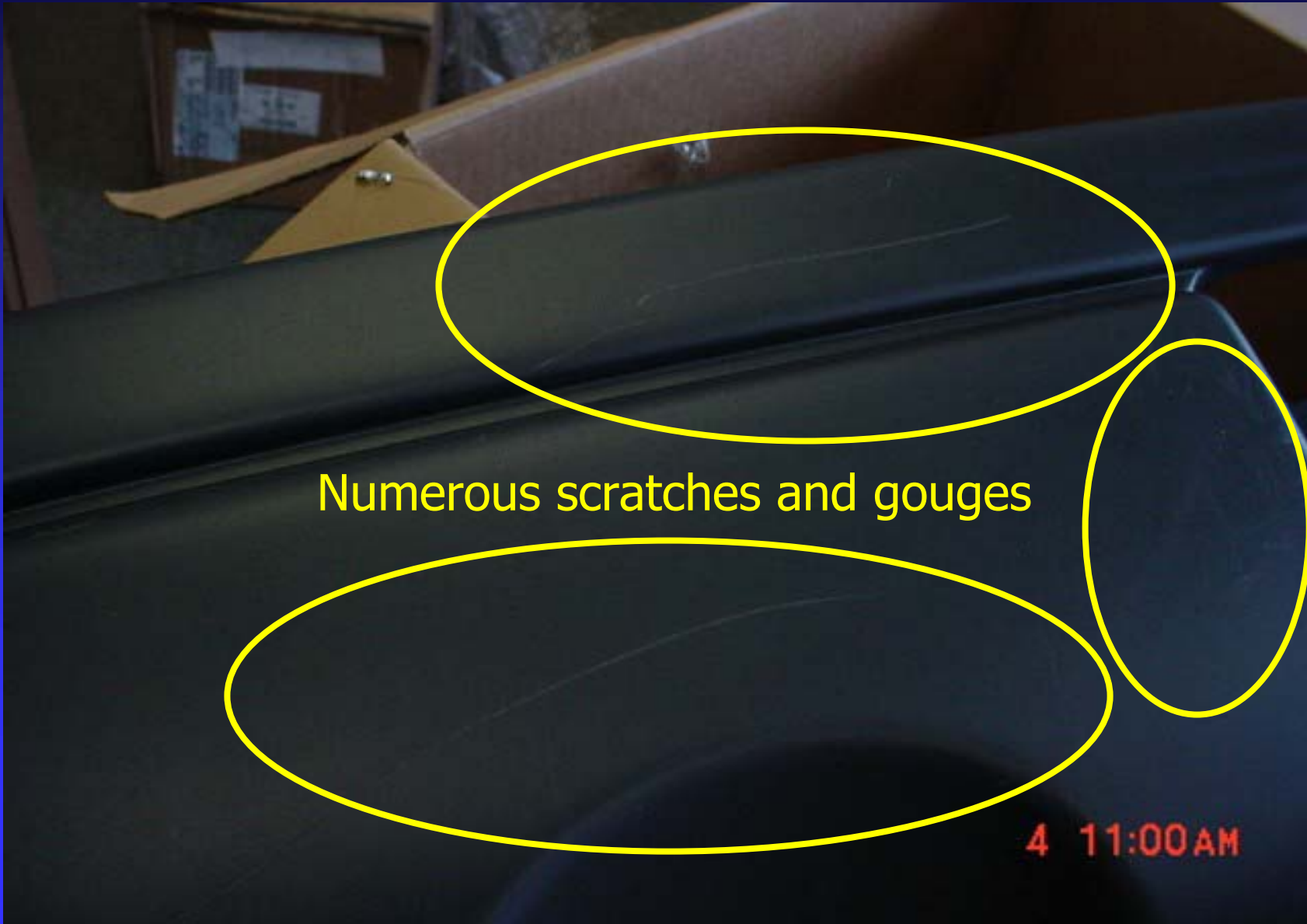
# Some of what is being seen with OEM parts:







# OEM continued



Numerous scratches and gouges

4 11:00 AM



# OEM continued



Numerous scratches and gouges

4 11:00 AM



# OEM continued

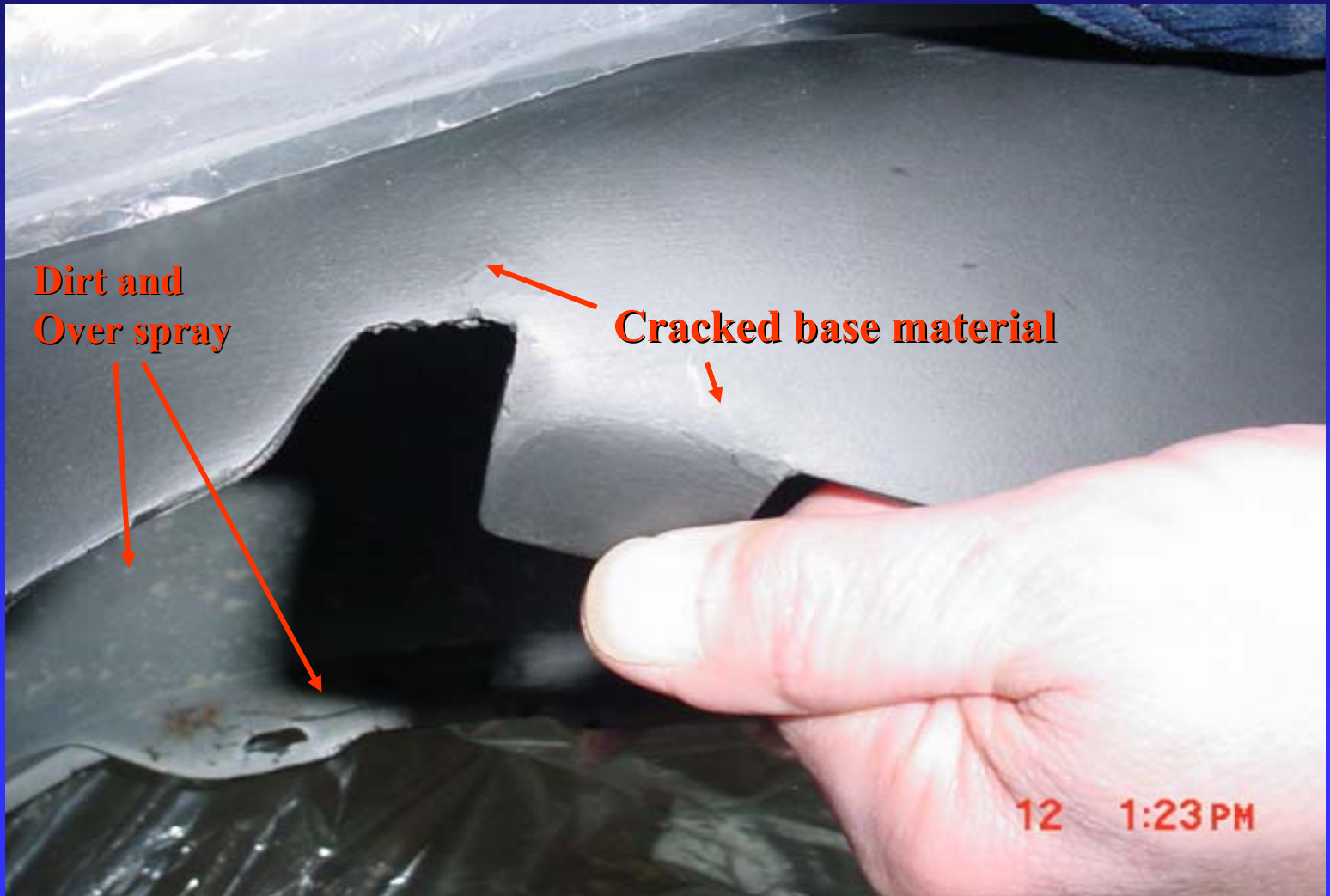
Mounting nuts welded to the wrong side  
of core support

Welded Fastener  
should be on the  
other side of part

2004 Colorado Service Part



# Some of what is being seen with Remanufactured parts:



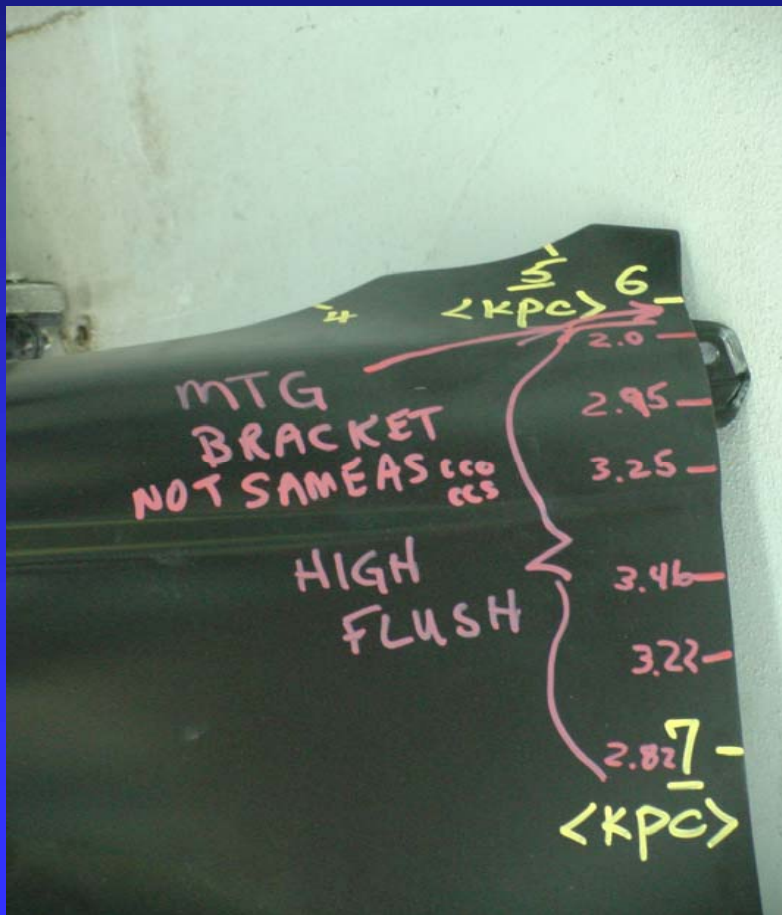
# Some of what is being seen with aftermarket non- certified parts:



**Non galvanized non  
certified  
Aftermarket**



# Some of what is being seen with aftermarket non-certified parts:



Non certified aftermarket that are sold as validated that fit and are designed poorly



# Aftermarket continued:

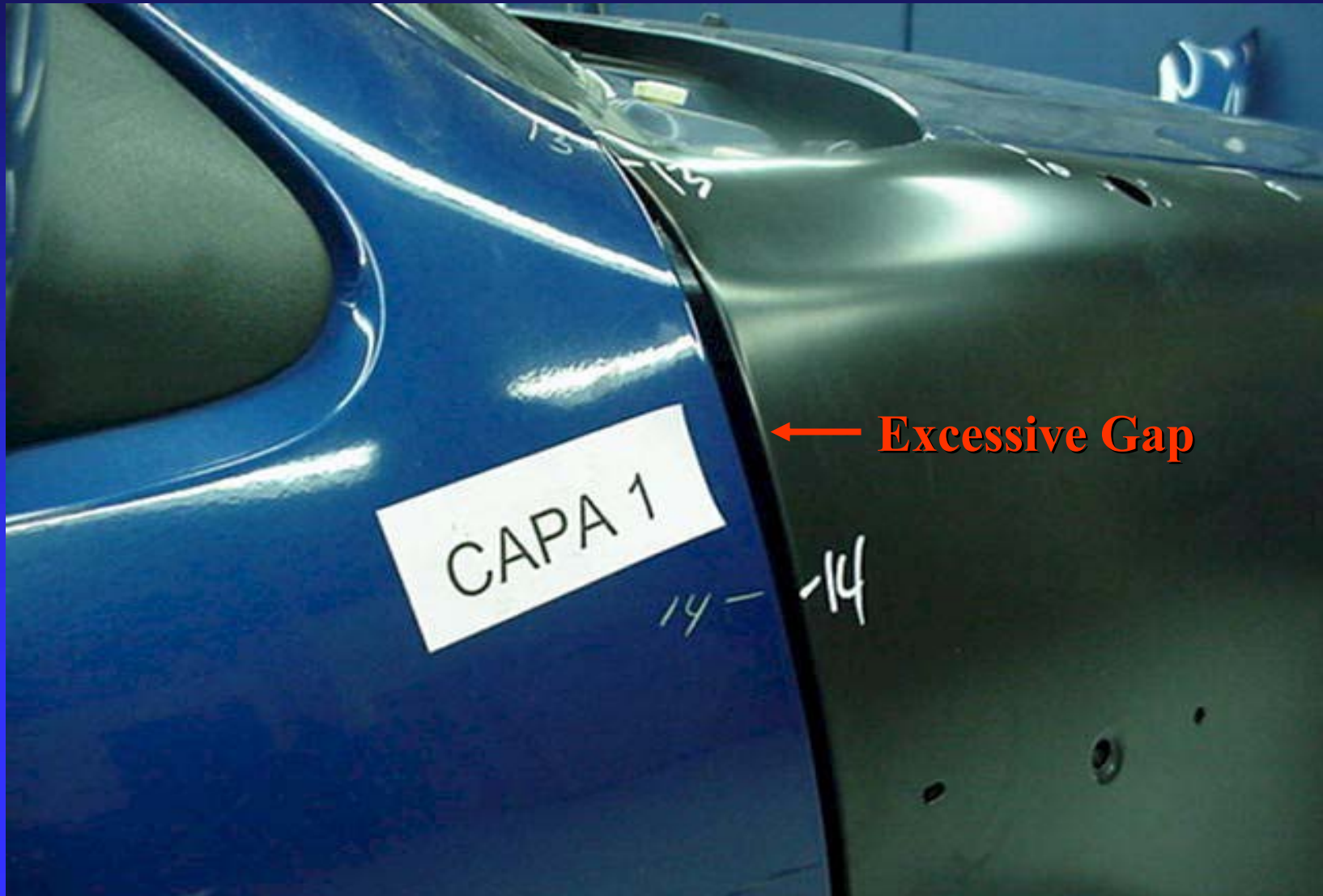


# Some of what is being seen with aftermarket non-certified parts, prior to certification:





# Aftermarket Certified Random VTF:



# Some of what is being seen with salvage / recycled parts:



# Salvage / recycled continued:



# Salvage / recycled continued:



	Part Number	Return Reason
.....	B4200B	EARLIER YR MODEL
assy [REAR]	AA2162	EARLIER YR MODEL



Total Credit Due \_\_\_\_\_

27 12:16 PM



# Salvage / recycled continued:



**Rust Throughout Replacement Part**

4 3:59 PM



**No Rust On Customer's Part**

4 4:00 PM



# **CIC Distribution Supplier Survey**

- **A second survey of distributors and suppliers will be conducted during 2004**
- **All issues and or concerns from both surveys will be ranked and used by the parts committee to develop a facilitators guide and questions for a panel discussion**



# **CIC Distribution Supplier Survey**

- **During the Winter meeting, the parts committee will conduct the panel discussion inviting repairers, part manufacturers, distributors and suppliers to participate**
- **They will each be asked to discuss the issues that have been identified by the repairers**



**Thank You For Your  
Participation!**



**God Bless Our Troops and God  
Bless America**