



Parts Committee

Philadelphia, PA

April 2008



Mission Statement

The mission of the CIC Parts Committee is to work towards the establishment of best practices for OEM, recycled/recyclable, remanufactured/reconditioned, and non-OEM parts to facilitate fair, equitable, timely, and quality motor vehicle repairs.



Committee Membership

Bob Smith, Brian Vannoni, Carl Samuels, Dan Morrissey, Dan Young, Dave Barzoff, Don Porter, Dwight Howard, Erica Schaefer-Saari, George Laurie, Greg Freeman, Herb Lieberman, Jay Scruton, Jay Mueller, Jeff Schroeder, Jim Watson, John Bosin, Joseph Olmedo, Julian Hart, Karen Fierst, Keith Manich, Ken Weiss, Kyle Gallagher, Larry Wood, Mary Lou Lubrano, Mary Lou Silveira, Mel Hunke, Michael Wilson, Michelle Alexander, Nick Scheid, Scott Westbrook, Steve Nantau, Suzanne Royston



Committee Contacts

Chairman

Ken Weiss – kweiss@com-search.com

Vice Chairman

Jim Watson – watson111j@aol.com



Palm Springs Survey

CIC meeting participants were asked to agree or disagree with a series of statements pertaining to what might be considered acceptable parts practices.



Four Part Types

- OEM
- Aftermarket/Non-OEM
- Reconditioned/Remanufactured
- Recycled/Recyclable



Eight Survey Categories

- Quality
- Pricing
- Warranty
- Return Policy
- Description
- Delivery
- Procurement
- Payment



Survey Results

Results found great consensus in many areas, but also some areas where a significant number of repairers were not in agreement.

Items with a repairer disagreement finding of 15% or greater were identified and targeted for a panel discussion.



OEM

Pricing:

Price listings should reflect list and wholesale.

67% Agree

33% Disagree



OEM

Return Policy:

Part returns should be permitted within 7 days for a 100% refund. Exceptions should clearly be stated at the time an order is placed.

62% Agree

38% Disagree



Aftermarket/Non-OEM

Pricing:

Price listings should reflect list and wholesale.

67% Agree

33% Disagree



Aftermarket/Non-OEM

Warranty:

Crash parts should come with a limited lifetime warranty for fit, form and function. Mechanical parts should have a minimum 12 month, 12,000 mile warranty.

85% Agree

15% Disagree



Aftermarket/Non-OEM

Return Policy:

Part returns should be permitted within 7 days for a 100% refund. Exceptions should clearly be stated at the time an order is placed.

62% Agree

38% Disagree



Reconditioned/Remanufactured

Pricing:

Price listings should reflect list and wholesale.

71% Agree

29% Disagree



Reconditioned/Remanufactured

Warranty:

Crash parts should come with a limited lifetime warranty for fit, form and function. Mechanical parts should have a minimum 12 month, 12,000 mile warranty.

85% Agree

15% Disagree



Reconditioned/Remanufactured

Return Policy:

Part returns should be permitted within 7 days for a 100% refund. Exceptions should clearly be stated at the time an order is placed.

67% Agree

33% Disagree



Recycled/Recyclable

Quality:

Parts can be quoted in any condition as long as they are described accurately.

85% Agree

15% Disagree



Recycled/Recyclable

Pricing:

Price quotes should be for parts in undamaged condition. Damage allowances are to be negotiated at the time of delivery.

76% Agree

24% Disagree



Recycled/Recyclable

Delivery:

Parts should be delivered within 48 hours of there being ordered. Exceptions should clearly be stated at the time a part price is quoted and again when any part is ordered.

75% Agree

25% Disagree



Recycled/Recyclable

Return Policy:

Part returns should be permitted within 7 days for a 100% refund. Exceptions should clearly be stated at the time an order is placed.

76% Agree

24% Disagree

Today's Panelists



- Gary Ledoux, American Honda -OEM Parts
- Nick Scheid, Auto Parts Industrials- Aftermarket Parts
- Jim Devlin, LKQ Transwheel - Recon/Reman Parts
- Greg Freeman, Freeman Auto Parts - Recycled Parts
- Harry Moppert, Moppert Brothers - Repair
- Kyle Gallagher , AIG - Insurance
- Ken Weiss , ComSearch - Moderator