



# Parts & Materials Committee

November 2 - 3, 2011

Las Vegas, NV

# 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 – Lametry'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

Charles Lukens – APU Solutions

# Committee Members



Robert Matejzel – Robert's Consulting

John Morris – Hansen Collision

Dan Morrissey – PartsChannel

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

Ron Spuhler – CARDONE Industries

Drew Stahl – CARDONE Industries

Rick Tuuri – Audatex

James Watson – ABC Auto Parts

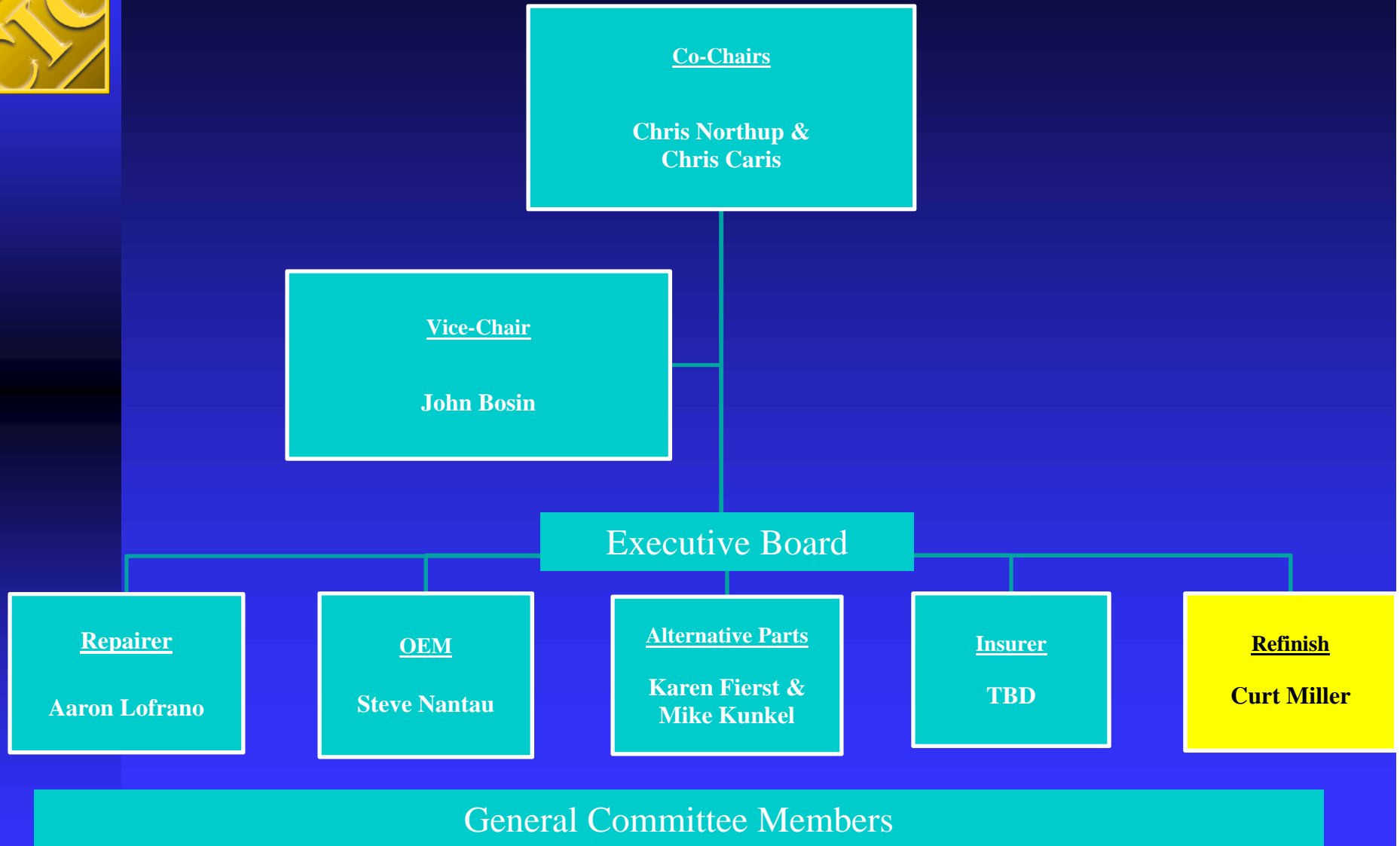
Ken Weiss – ADESA Impact

Michael Wilson – Automotive Recyclers  
Association

Dan Young – CARSTAR

Bruce Yungkans – Collision Industry  
Consultant

# Committee Structure



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# Subcommittees Update

## Repairer – Aaron Lofrano



- Examining Pros and Cons of Using OEM, non-OEM and Salvage Parts
  - Conducted 100+ interviews since March
  - Shop owners, managers, estimators, body & paint technicians
  - DRP and non-DRP shops
- Information Possibly Ready for Jan. Mtg.
  - Is DEG-style rating system for parts quality issues viable, worthwhile?

# Subcommittees Update



## Alternative Parts – M. Kunkel & K. Fierst

- Electronic Parts Procurement
  - Starting to survey companies
  - Variety of “solutions” available
  - How they differ and impact they’re having
  - Planning January 2012 presentation
- Structural Parts Certification Programs
  - Planning for Spring or Summer 2012
- Working with Repairer Subcomm. on DEG-style System Discussion

# Subcommittees Update

## OEM – Steve Nantau

- Follow Up on Labels Presentation
- High-Strength and Ultra-High-Strength Steels
  - Evolution of their use in today's vehicles
  - Availability of information to repairers through estimating systems
  - Spring or Summer 2012



# Subcommittees Update



## Refinish – Curt Miller

- Curt Miller (DuPont) Takes Over for Tim Dawe
- Work with Governmental Comm. on VOC Regulations Issue
  - Spring or Summer 2012

## Insurer - TBD

- Still Attempting to Secure Insurer Participant



# Parts & Materials Committee

For further comment or information please contact:

Co-Chairs: Chris Northup ([cnorthup@gdandc.com](mailto:cnorthup@gdandc.com))  
(909) 374-6694

&

Chris Caris ([ccaris@pcgcampbell.com](mailto:ccaris@pcgcampbell.com))  
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or

Vice Chair: John Bosin ([jbosin@fixauto.com](mailto:jbosin@fixauto.com))  
(248) 535-4434



# Parts & Materials Committee OEM Subcommittee

## Vehicle Labels

Steve Nantau

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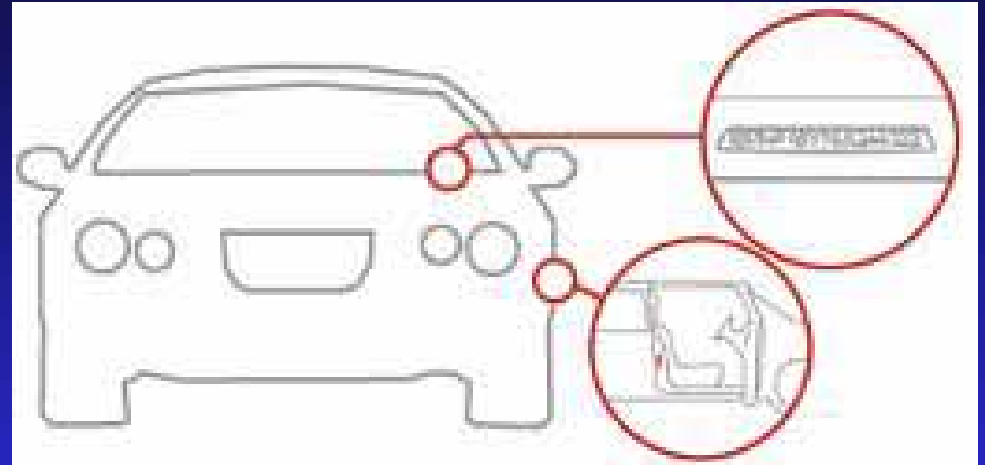
# Background

- Vehicle Labels
  - VIN Tags
  - Vehicle Certification Label
  - Emission Labels
  - R-DOT
  - Misc. Information Labels
- Q & A

# VIN Tags



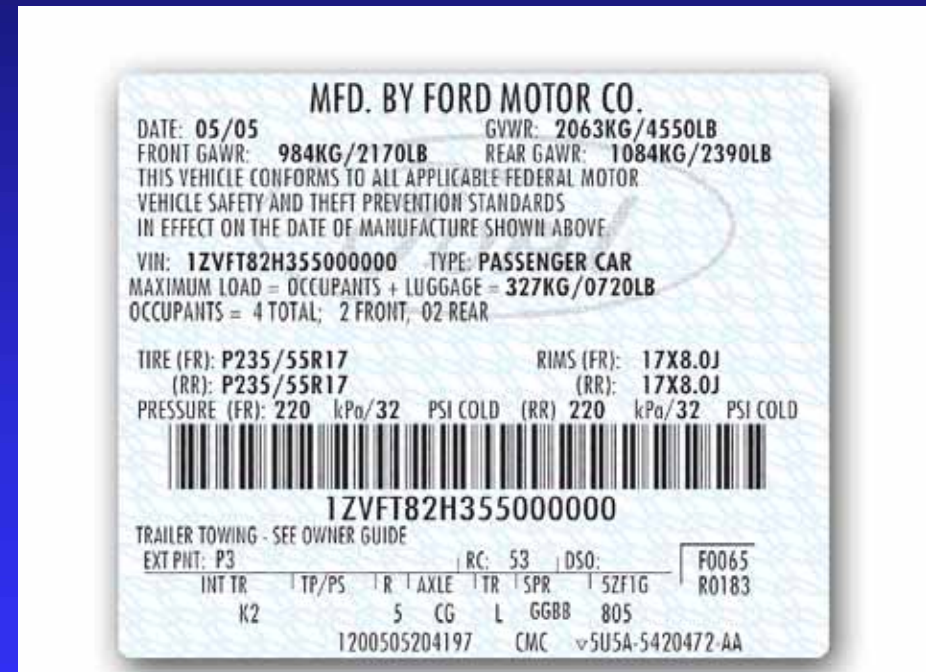
- VIN plates are required by federal law to be on the left side of the instrument panel, visible through the windshield. The VIN also appears on many other service label locations, which varies from one model to the next. In addition, many vehicles must have specific parts labeled as a requirement of the U.S. Federal Anti-Theft Act.





# Vehicle Certification Labels

- NHTSA requirement for new-vehicle manufacturers
- Certifies vehicle meets all safety and theft requirements





# Emission Labels

- The EPA vehicle emissions label is entitled "Vehicle Emission Control Information" and will contain the name and trademark of the manufacturer and an unconditional statement of compliance with EPA emission regulations

	<b>Ford Motor Company</b> VEHICLE EMISSION CONTROL INFORMATION
Conforms to regulations: 2012 MY FFV	
U.S. EPA: T264 LDT3	
OBD: CA II	Fuel: Gasoline/Ethanol
California: Certified for sale ULEV II qualified	
OBD: CA II	Fuel: Gasoline/Ethanol
TWC/SF/HO2S/HAPS	No adjustments needed.
3.7L-Group: CFMXT08,73DP	
Evap: CFMXR0265NBV	
 CW7E-9C485-V V M	



# DOT-R Labels



## ■ PART 541—FEDERAL MOTOR VEHICLE THEFT PREVENTION STANDARD

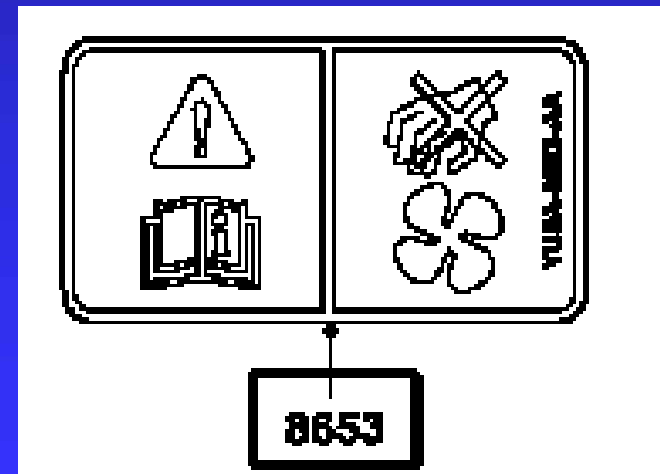
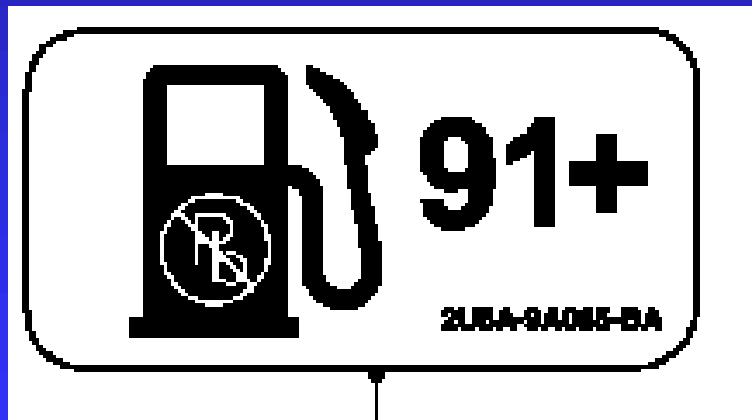
- The purpose of this standard is to reduce the incidence of motor vehicle thefts by facilitating the tracing and recovery of parts from stolen vehicles.
- Each replacement part for a part specified in §541.5(a) must have the registered trademark of the manufacturer of the replacement part, or some other unique identifier if the manufacturer does not have a registered trademark, and the letter “R” affixed or inscribed on such replacement part by means that comply with §541.5(d).





# Misc. Information Labels

- Hose Routing, Tire Pressure and Air Conditioning Information, Battery Warnings and Child Safety Seat Instructions, etc.





# OEM Label Policies

- Label Policies Vary by OEM
  - In many cases they are available and can be ordered from the dealer or aftermarket supplier
  - In many cases, VIN plates and certification labels are regulated by individual state laws



# OEM Label Policies

- OEMs are Required by Federal Laws to Label the Vehicle
- Federal Law Does Not Require a Collision Repairer to Replace a Damaged Label
- Some States May Require Certain Labels Such as VIN Plates and Emission Certification Labels Be Replaced



Questions?

November 2 - 3, 2011

Las Vegas



# Parts & Materials Committee Alternative Parts Subcommittee

## Certified Supply Channel

Karen Fierst

# Certified Supply Channel



- Karen Fierst, KerenOr Consultants
- Dan Morrissey, VP - PartsChannel, Chairman - Auto Body Parts Association (ABPA)
- Bob Frayer, Director of Engineering, NSF International

# Certified Supply Channel



- Historical Background
- ABPA's Initiative
- NSF Certified Distributor Program
- Q & A

# Certified Supply Channel



## ■ Historical Background

- Early 1990s – CAPA considers certifying distributors
- 1998 - 1999 – SCRS supports Distributor Accreditation Program
- 2000 - 2001 – CAA and TABPA work together to create inter-industry Ideal Parts Transaction Best Practices
- 2004 – 2008 – TABPA, SCRS, ASA, AASP Supply Channel Reform Project



# Certified Supply Channel



- Automotive Body Parts Assn. (ABPA) is Committed to Continual Improvement in the Distribution of Parts
- Our End Goal is to Supply High-Quality Alternative Parts with World-Class Customer Service
- Our First Step was to Create a Program to Address Weaknesses in the Supply Chain Today

# Certified Supply Channel



## ■ ABPA Initiates Development of Certified Supply Channel Protocols

- Establishes Task Force in response to repairer concerns
- Seeks to identify and respond to areas of concern in the supply channel
- Consults with representatives from all industry segments – repairers, body shop associations, insurers and distributors
- Contracts with NSF to develop standards and build a program

# Certified Supply Channel



## ■ NSF Certified Distributor Program

- Goal: A program the industry can use to qualify distributors
- Developed by ABPA with NSF to address market concerns such as traceability and part substitution
- Not Specific to NSF Certified Parts
- Program is audited by a non-profit independent third party

# NSF Certified Distributor Program



- A 10-Point Program Focused on the Distributor as a Link Between the Manufacturers and the Repair Shops

Manufacturer  Distributor  Repairer



# NSF Certified Distributor Program

1. Traceability
2. Complaint Handling
3. ISO Certification
4. Business Insurance
5. Fill Rate Measurement & Tracking
6. Data Accuracy
7. Recall System
8. Warehouse Organization & Efficiency
9. Customer Service
10. Oversight & Audits



# NSF Certified Distributor Program

Manufacturer  Distributor  Repairer

1. Part Traceability: Hoods, Lamps, Reinforcements, Bumpers, Absorbers, Radiator Supports, Bumper Brackets – Certified and Non-Certified Parts

2. Part Complaints

- Investigate All Returns Reported to be Defective
- Offer Limited Lifetime Warranty
- Notify Manufacturer & Certifier



# NSF Certified Distributor Program

Manufacturer  Distributor  Repairer

3. ISO 9001 Certified

- Current & from an Accredited Certifier



# NSF Certified Distributor Program

Manufacturer  Distributor  Repairer

ISO 9001: Standard Developed by the International Organization for Standardization that relates to quality management systems dealing with quality management systems fundamentals including: the definition of customer requirements, systems to monitor and evaluate operating performance, deal with non-conformance, keep bad products out of customer hands, etc.





# NSF Certified Distributor Program

Manufacturer  Distributor  Repairer

## 4. Business Insurance

- Minimum \$3M Commercial & General Liability

## 5. Fill Rate

- Fill Rate Measurement & Tracking System
- % of Parts Delivered vs. Total Opportunity



# NSF Certified Distributor Program

Manufacturer  Distributor  Repairer

## 6. Data Submittal System for Estimating Systems

- Including Audatex, CCC, Mitchell, etc.
- System to Insure Accuracy of OEM Crossover Information
- Two-Day Delivery Area Defined



# NSF Certified Distributor Program

Manufacturer  Distributor  Repairer

## 7. Recall Process

- All Safety Parts
- Immediate Suspension of Sales
- Notification of Customers per Manufacturer Instructions
- Notification of Certification Body or Government Agency if Applicable



# NSF Certified Distributor Program

Manufacturer  Distributor  Repairer

## 8. Organized & Efficient Warehouse

- Clear Separation of Certified and Non-Certified Product of Same Part Number
- Storage Location for Defective Parts
- Cannot Substitute a Non-Certified Part for a Certified Part Unless Authorized



# NSF Certified Distributor Program

Manufacturer  Distributor  Repairer

## 9. Customer Service Requirements

- Parts Delivered within 2 Days
- Order Changes Communicated to Customer within 8 Hours
- Returns Picked up within 2 Days

# NSF Certified Distributor Program



Manufacturer  Distributor  Repairer

## 10. Oversight & Audits

- Clearly Defined Record Retention Times
- Maximum of 1 year between Audits
- Policy on Privacy & Data Protection



# NSF Certified Distributor Program

- Comprehensive Audit Tool Developed
- NSF Auditors Trained
- Program Launched and Audits Scheduled
- First Certified Distributor Announced in October & More Expected by Year End



# NSF Certified Distributor Program

## ■ Certification Process

- ISO Certification or in-process
- Application including locations, scope of each location, size, etc.
- Audit conducted
- Upon satisfactory completion of audit and closing of all corrective actions Distributor Certification Certificate issued



# Program Highlights



- Distributor Accountability
- No Part Substitution
- Part Traceability
- Robust Part Complaint Process
- Fill Rate Tracking
- Data Feeds to Data Management Systems with Process to Validate OEM Part Numbers



# Certified Supply Channel Q & A

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- ❑ Bob Frayer
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- ❑ Karen Fierst
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