



COLLISION INDUSTRY CONFERENCE

Attendee Program

July 15, 2021



COLLISION INDUSTRY C O N F E R E N C E

ATTENDEE PROGRAM TABLE OF CONTENTS

CIC SPONSORS	3
About CIC Chairman Darrell Amberson	6
Virtual & In-Person Tips	10
Participant Guidelines.....	14
Meeting Agenda for July 15.....	18
Current Committees	22
Anti-Trust Statement.....	24
Upcoming Meetings Schedule.....	28
Work Products	32
About CIC - Mission, Vision	36
Past Chairs	39

THANK OUR SPONSORS!



LEVEL ONE SPONSORS





THANK OUR SPONSORS!

LEVEL TWO SPONSORS

1COLLISION
3M Automotive Aftermarket
Assured Performance Network
asTech
Audi of America
Auto Care Association / PBES
Automotive Manufacturers Equipment
Compliance Agency (AMECA)
Automotive Recyclers Association
BOLT ON Technology
Broadly
Caliber Collision Centers
Car-O-Liner
Car-Part.com
CARSTAR
CCC Intelligent Solutions
Certified Automotive Parts Association (CAPA)
Certified Collision Group
Chief Automotive Technologies
Crest Industries
Entegral
Findpigtails.com
Fix Auto USA
Ford Customer Service
General Motors – Customer Care & Aftersales
Gerber Collision & Glass
I-CAR

IAA
ITW Evercoat
KECO Body Repair Products
Kent Automotive
Liberty Mutual
LKQ Corporation / Keystone Automotive
Matrix Wand 3-D Measuring
Mercedes Benz USA
Mitchell International
National Coatings & Supplies
Nexsys Collision
Nissan Americas
Opus IVS
Performance Radiator
Podium
Polyvance
ProSpot International
Service King Collision Repair Centers
Solera | Audatex
Spanesi
State Farm Insurance
Stellantis
Subaru of America
Tractable
TRANSTAR
U-Pol



CHAIRMAN



About Darrell Amberson, AMAM

2021-2022 CIC Chairman

Darrell entered the collision repair industry while attending high school in 1971. Most of his first 28 years he served as a shop manager, including 22 years within dealerships. (With the exception of 2 years in the late '80s as a professional drag racer, driving nitro funny cars!) In 1999 he joined Lehman's Garage, an MSO in the Minneapolis/St. Paul area, and served as its president until 2012. He joined LaMettry's Collision, Glass and More in 2012 and currently serves as its President of Operations. LaMettry's has 10 collision locations and 7 mechanical/ADAS locations, also in the Minneapolis/St. Paul area.

Darrell has been very involved in industry roles for over 20 years, including serving as chairman for ASA, NACE, and AMI. He recently served as chairman for the CIECA scan and calibration committees. He participated in advisory councils for various insurance companies, information providers, and I-CAR. He served in several CIC committees and was the chairman of the Governmental Committee for 4 years. Darrell served on the Hennepin Tech College advisory council for over 30 years and is the current chairman. He has been a contributor to *ABRN Magazine* since 2012.

Darrell has received many awards of recognition and was inducted into the Collision Industry Hall of Eagles in 2009.

He is supported by a wonderful and loving wife of 30 years, Marge. When not working in the industry Darrell enjoys farming, collector cars, woodworking, and fishing.



Color Compass

THE TOTAL PACKAGE

- PAINT • BODY • EQUIPMENT
- COLLISION • INDUSTRIAL

State-of-the-Art Training Facilities



- Courses & Clinics
- I-CAR Training
- Paint Certification & Training



KUBE Inventory Management



- Organize & scale your complete shop inventory
- Integrated, itemized inventory tracking
- Maximize profitability & efficiency in every area of the shop

Total Equipment Needs



- Shop Design & Layout
- Booths & Preps, Welders & More
- Service & Maintenance

Partnered with the best suppliers in the industry...



...and more!

70+ Locations Ready to Serve You

ARIZONA • CALIFORNIA • IDAHO • MONTANA • NEVADA • OREGON • UTAH • WASHINGTON • CANADA

Find a location near you

www.wescopbe.com

AkzoNobel

Setting the standard in
color and protection
since 1792.

How will you share our passion for paint?
www.SikkensVR.com/en-us

sikkens

**Profits walking out the door due to inefficiencies?
Are your files "Bullet Proof"??
Struggling to create a culture of teamwork and high quality?
Need help with OEM Certifications?
New information coming at you faster than you can assimilate it?**



What we do...

We are in shops all across the country, every month, providing on-site assessments, as well as repair inspections to ensure manufacture's process and materials are followed along with conducting in-shop technical training lessons for shop personnel, distributing monthly quality and equipment reports, and providing regular technical support. VECO Experts works with shops on quality, process, and culture, taking a holistic approach to identify and solve a shop's weak spot (s), one at a time. Shops that are struggling in certain areas gain control and elevate their operations, resulting in reduced cycle time, and increased quality, efficiency and profits.

Services we offer:

OEM Certification Pre Audit Preparation: We will work with your shop on all of the small details to get you prepared and ready to pass your Certification Audit

Monthly on-site Shop Visit: Every month we provide on-site assessments, as well as repair inspections to ensure manufacture's process and materials are followed, along with working with the shop on quality, process, and culture, taking a holistic approach to identify and solve a shop's weak spot (s), one at a time. Shops that are struggling in certain areas gain control and elevate their operations, resulting in reduced cycle time, increased quality, and increased profits.

On-site and remote inspections: We can provide both on site and remote inspections to help the shop make an assessment of repairs and the manufactures recommended processes.

Shop Boosters: Technical in-shop and/or remote training lessons equipping shop personnel with the most up-to-date information on repair specifications and techniques

Estimate Reviews: On site and/or remote closed file audits to help identify opportunities estimators may be missing to increase profitability along with helping the shop prepare 'Bullet Proof Files' to reduce liability.

Local Seminars: We have many seminars we can present to your shop or association

OEM Certification and Pre-Audit: Onsite visits to make the Certification Audit go smoothly.

OEM Certification matching and recommendations: We are happy to look at what equipment the shop currently has and can match that to which certification programs the shop might currently qualify for, along with making recommendations on future purchases depending on which certification programs the shop may want to apply for in the future

VECO Experts
Vehicle Collision Experts, LLC
"Get it Right the First Time"

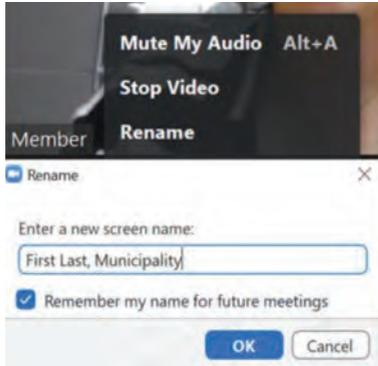
VECO Experts is rooted in the highest ethical standards and committed to ensuring each vehicle is repaired to OEM specifications to ensure fit, finish, durability, value, and consumer safety.
Your Partner in Collision Repair!

Call us at 206-771-2111 or Toll free 888-362-2511

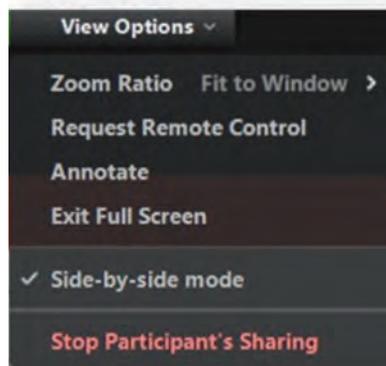


VIRTUAL & IN-PERSON TIPS

IF YOU ARE JOINING US VIRTUALLY:



First, set up your NAME (for Open Mic / Q&A)
If you need help renaming, send a message in the chat!



Then, set up your VIEW
In "View Options" drop down menu, Choose "Side by Side Mode"

TIPS:



Q&A is for directing a comment or question to the panelists to address

Chat is for chatting or comments for the participants to see

***Use the same Zoom link to get in & out of the meeting**

IF YOU ARE JOINING US IN-PERSON:

Participants are asked to observe any proper social distancing and take the following precautions for the duration of this event:

- While state COVID restrictions have been lifted, we are offering a mix of seating which includes socially distanced options for those who desire.
- State mask guidelines say that those who are vaccinated do not have to wear a mask. That said, we will be using the honor system for this protocol. Masks and hand sanitizer will be available at the registration desk.
- Make sure to practice frequent hand sanitizing / hand-washing.
- Please maintain the same seat to sit in for the entire day of CIC.
- During Open Mic / Q&A, please remain seated and raise your hand
No need to leave your seat - we'll come to you with the microphone!
- Please refrain from handshakes or close physical contact
Get creative with it! Elbow bumps, peace signs, thumbs-ups and waves welcome!
- If you are experiencing ANY illness symptoms, please join us virtually!

COVID-19 Disclaimer: By attending this event, participants acknowledge and understand that in-person attendance includes possible exposure to and illness from infectious diseases including but not limited to COVID-19 and knowingly and freely assume the risk of injury, harm and loss even if arising from the negligence, fault or conduct of CIC, its employees, agents and representatives. Attendees agree to comply with all COVID-related procedures that may be implemented by CIC and the event venue, including, but not limited to, mask-wearing and social distancing requirements and restrictions on certain activities that carry higher COVID-related risk, in order to protect as much as possible the health and safety of all attendees.



RELIABLE AUTOMOTIVE EQUIPMENT, INC.

THE INDUSTRY EXPERTS

800-328-7855 RAESERVICE.COM

THE X-PAC: A RIVET SYSTEM FOR EVERY BODY SHOP

RAE and Wielander and Schill are proud to present the X-Pac!

This technology will quickly become your most trusted piece of equipment! The X-Pac offers:

- ***Ease of use with cordless drill***
- ***Many X-Press adapters available***
- ***9 tons of force for easy placement of self-piercing and flow form rivets***
- ***From the engineers who brought you the X-press 800!***



Visit RAESERVICE.COM to learn more about this breakthrough technology!

TOLL FREE: 800-328-7855

LOCAL: 732-495-7900

EMAIL: bill@rae1.com

FAX: 732-495-7904

www.raeservice.com



RELIABLE AUTOMOTIVE EQUIPMENT, INC.



VISIT US ON FACEBOOK!

www.facebook.com/ReliableAutomotiveEquipment

YOUR OEM EXPERTS!

**There's going to be
MORE to see
...a lot more.**



For information, please visit
www.OEConnection.com/moretosee



Elevate your business efficiency.



The new 100 Line paint system. Faster application. Maximized profits.



100 Line has been intelligently developed to streamline every single process. It has the fastest blending, which leads to increased throughput and efficiency. Everything your business needs to fly.

Upgrade today: basrefinish.com



Proud sponsor of CIC





PARTICIPANT GUIDELINES

The CIC exists for the benefit of the entire collision industry. No preference is given to any industry segment or constituent. All are welcome and all are encouraged to participate. CIC seeks to create an environment that fosters the free exchange of ideas with a common goal of improving the collision industry. Only where participants commit to norms of mutual respect, civility and courtesy, can this environment exist in its most productive form.

Accordingly, all attendees of the CIC are asked to abide by the following Code of Conduct:

-  **Be active – get involved!** Find a subject that is interesting to you and get on the committee! Any participant can join any committee.
-  **Please... use microphones!** Introduce yourself and the company you are with, speak clearly to ensure everyone can hear you. Please refer to: "Open Microphone Standard Operating Procedures".
-  **All participants shall be treated with dignity.** Verbal abuse or harassment, including comments that are insulting, threatening or slanderous will not be tolerated.
-  **Never use group pressure** to embarrass or force an outcome or decision that clearly requires further deliberation. Participate and encourage participation.
-  If you would like a question asked and fear potential retribution, we encourage you to approach any of the CIC past chairs. They will ensure your question is presented (if appropriate) and will ensure anonymity.
-  **Committee input should go through committee chair.** Protocol would ask that any new material / discussion be shared with the Chairman prior to presentation. The committee chairman and their contact information can be located on page 6 of this program, or at ciclink.com.
-  Use this forum as an opportunity to network with other industry members.
-  During all aspects of CIC meetings, all participants shall abide by the Federal Anti-Trust laws. A copy of the CIC Anti-Trust Policy can be found on page 22 of this program, or at ciclink.com.
-  **Videotaping or streaming of any kind with any type of device is strictly prohibited at CIC meetings.** Audio recording is allowed only by the trade media and audio tapes are to be destroyed upon completion of their writings. Anyone found recording without the express permission of the CIC Chairman will be asked to discontinue and asked to leave the meeting; the recording will be confiscated or deleted.

<https://ciclink.com/participant-guidelines/>

URG[®]

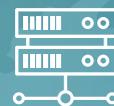
URG RECEIVES DATA FROM OVER 1,100 PROGRESSIVE RECYCLING YARDS THROUGHOUT THE U.S. AND CANADA, EQUATING TO OVER 74 MILLION PARTS.



LARGEST INVENTORY
OF QUALITY PARTS
AVAILABLE TO BUY
ELECTRONICALLY
(VIA PHONE OR INTERNET)
WITH NEARLY
46 MILLION VEHICLE
IMAGES & 31+ MILLION
PART IMAGES



ALWAYS GET THE
PARTS YOU ORDER IN
THE CONDITION YOU
EXPECT. WE CAREULLY
FILTER OUT ANY
INACCURATELY
GRADED PARTS
BEFORE ANYTHING
IS SENT



FIND MULTIPLE
WAYS TO INTEGRATE
AND RECIEVE YOUR
PARTS DATA.
AVAILABLE IN BOTH
ACES & HOLLANDER
FORMATS, AND
ALSO AVAILABLE
IN OPTICAT

CONTACT URG TO HELP STREAMLINE YOUR RECYCLED PARTS PROCUREMENT PROCESS ::

SUPPORT@U-R-G.COM 303-367-4391 U-R-G.COM UNITED RECYCLERS GROUP





A COLLISION PROGRAM THAT DRIVES YOU FORWARD

Find the products and services your shop needs with Duralast OE-quality parts and ALLDATA's industry-leading OEM information, brought to you by AutoZone



OE-Quality Parts



Parts proven to meet or exceed original equipment performance, backed with high quality standards, rigorous testing and guarantees.

- OE fit, form and function – every part, every time
- Extensively tested for resilience in the most punishing conditions
- Available in over 20 categories, covering more than 90% of vehicles on the road today
- Lifetime guarantees, warranties and programs on the parts you need most
- Duralast parts are manufactured by Tier 1 or industry-leading manufacturers



SCAN QR CODE TO LEARN MORE



OE Repair Information



The industry's #1 choice for collision repair software
Everything your collision shop needs to inspect, estimate and properly repair each vehicle

- **ALLDATA Collision** - Delivers the industry's most complete and up-to-date OEM collision repair information including body and frame sectioning, handling of new materials, evolving technologies such as hybrids and panel replacement, and more.
- **ALLDATA Collision Advantage** - Works with ALLDATA Collision's industry-leading repair information and the 3 major estimating systems. It analyzes your estimate in seconds and flags OE-required repairs, vital repairs and more.
- **ALLDATA Diagnostics** - Turns a tablet into a professional-level scan tool with ALLDATA's industry leading repair information built in. Plus, with its low monthly subscription, you get unlimited pre-/post-scans and free software or data updates.

To learn more visit alldata.com or call 800-697-2533



Maximize Margins

Get the best deal every time with National Account Pricing.



Expanded Coverage

Returns without restocking fees.



Reduce Cycle Times

Turn bays faster with quick access to the parts you need.



Hot Shot Delivery

Direct deliveries with no routing, and delivery in 30 minutes or less for in-market parts.

AND SERVICES TO PUT YOUR BUSINESS IN HIGH GEAR



DEDICATED SALES TEAM



SHOP REFERRAL PROGRAM



PARTS & LABOR GUARANTEE
Labor Reimbursed at Private Pay Rate

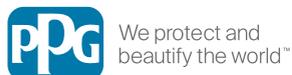


INDUSTRY-LEADING
COVERAGE



SOME SEE ONLY PAINT. WE SEE A REFLECTION OF WHO WE ARE.

Every vehicle finish mirrors what we value most as a company—our commitment to delivering the industry's most advanced coatings that meet the demands of an ever-changing marketplace. And a passion for partnering with our customers to help them succeed at every level of their business. Our values have been guiding us for more than 115 years running, so our dedication is always there for the world to see.





MEETING AGENDA

THURSDAY, JULY 15

(Eastern Daylight Time)

- 8:00** **Opening Introduction** [Darrell Amberson]
CIC Chairman Welcome
- 8:15** **Marketing Council** [Jordan Hendler]
The Marketing Council will talk about the New Attendee Ambassador program and the latest in meeting social sharing.
- 8:20** **Parts** [Aaron Schulenburg, Ken Weiss]
3D Printing in Automotive Parts: *Panel Discussion where the committee will explore emerging trends with the potential for impact on collision repair parts and material applications, have a presentation on the technology behind 3D printing, and die-less forming of manufacturer production and marketplace replacement parts. Also including discussion around substrate considerations, manufacturing applications, business model obstacles to overcome in a professional environment and potential and current applications within the collision repair industry.*
- 9:20** **Governmental** [Bob Redding, Janet Chaney]
The Road to Electric Vehicles: Perils and Opportunities for the Collision Industry: *This program would seek to address the changing vehicle landscape as the push for a shift to electric vehicles increases. Panelists will address the potential mechanisms that the government may use to incentivize electric vehicle adoption (cash for clunkers, subsidies, tax credits, federal rebate, etc.), and what these strategies would mean for collision repairers. Additionally, panelists will discuss the technology behind electric vehicles, and what the potential loss of the OBD-II port would mean for vehicle data access.*
- 10:00 - 10:30** **MORNING BREAK**
- 10:30** **Data Access, Privacy & Security** [Dan Risley, Trent Tinsley]
Data Access and Business Needs: *The Committee will discuss Data Access and real-world business cases that may have relevance to industry stakeholders. The Committee will also present an addition to the Data Access "Golden Rules" for the body to consider.*
- 11:00** **Q&A and Open Mic**
NOTE: In-person participants will raise hand and remain in place.
Q&A on Zoom will be accommodated as time allows.

- 11:30** **Special Presentation** [Brandon Eckenrode / Max Hayes High School Collision]
The Max Hayes High School Collision Program will be presenting to Amanda Berry - a local kidnapping survivor - the refurbished vehicle of her beloved grandfather, which holds special memories from her childhood.
- 12:00 - 1:00** **LUNCH BREAK**
- 1:00** **Talent Pool & Education** [Bud Center, Petra Schroeder]
Entry Level Skills Training: *The committee, with Kurt Lammon, will be providing an update on the work the committee has done to identify training available to support the “key” skills identified as necessary skills for an entry level technician.*
- 1:45** **Industry Relations** [Jim Keller, Jonathan Chase]
ADAS Repair Discrepancies; How They Do or Don’t Get Resolved: *Listen to a panel of successful collision repair shop owners and insurers talk about their trials and tribulations in identifying and resolving ADAS related challenges and issues at the repair planning process stage, and how those resulting decisions impact the two Industry segments, and most importantly the consumer.*
- 2:45** **Q&A and Open Mic for Promotional Announcements**
- 3:00 - 3:30** **AFTERNOON BREAK**
- 3:30** **Emerging Technologies** [Bob Augustine, Chuck Olsen, Jason Bartanen]
How Telematics May Affect Your Business Strategies: *Most OEMs are now equipping their vehicles with connected telematics. Many of these systems notify the OEM when there has been a collision (or airbag deploy). This can and will change how the customer interacts with a collision shop going forward.*
- 4:30** **Emerging Technologies** [Bob Augustine, Chuck Olsen, Jason Bartanen]
Great Designs In Steel - Collision Repair Considerations: *Each year, automotive steel engineers share some of their research and development at the Great Designs In Steel (GDIS) event. The work they share directly impacts the collision repair industry, especially the new models they cover during the event. This presentation provide you with an update on the steels and vehicles covered and how these new technologies impact you and the collision repair process.*
- 4:55** **Closing Comments** [Darrell Amberson]
- 5:00** **ADJOURN MEETING**



AirPro DIAGNOSTICS

One-Stop-Shop for Scanning, Diagnostics,
Programming, and Calibration Services



AirPro Diagnostics offers the most advanced remote scanning, diagnostic, programming, and calibration services available today.

Get OEM sourced technology directly at the vehicle within minutes. AirPro provides a highly skilled team of brand specialist, fixing the vehicle right – the first time.

- Instantly increase profits.
- Coverage on 98% of all vehicles (including 2021).
- Affordable forward-facing camera and radar target systems.
- ADAS calibrations in-house, in a fraction of the time!
- Quick response - 10 Minute Response Pledge. Service when you need it!
- Dramatic reduction in cycle-time and comebacks.

Auggie - Calibrations Made Easy!



Ask Why Everyone is Switching to AirPro...Call today!
904.717.1711 • AirProDiagnostics.com



FORD PARTS

www.FordCrashParts.com



FORDCRASHPARTS.COM YOUR ONLINE COLLISION CENTER

Enjoy access to up-to-date technical and general collision repair information from Ford Motor Company, including:

- Training and Technical Videos
- Official Ford Position Statements
- *On Target* Newsletter
- Ford Certified Collision Network
- Ford-Approved Repair Instruction Sheets
- Ford-Approved Paint Systems and Adhesives

Stop by the Ford booth (Booth #527) at the 2021 NORTHEAST® Automotive Services Show to get the latest information from the Ford team!

ONLY ONE COMPANY PROVIDES THE INDUSTRY WITH A COMPLETE END-TO-END SOLUTION...



...ONLY **ASSURED PERFORMANCE** SETTLE FOR NOTHING LESS

www.AssuredPerformance.net

(949) 221-0010





COMMITTEES

DEFINITIONS

[Chris Evans and Barry Dorn]

EMERGING TECHNOLOGIES

[Bob Augustine and Chuck Olsen]

ESTIMATING & REPAIR PLANNING

[Roger Cada]

FUTURE DISRUPTIONS

[Frank Terlep and Jake Rodenroth]

GOVERNMENTAL

[Bob Redding and Janet Chaney]

HUMAN RESOURCES TASK FORCE

[Cory King]

INDUSTRY RELATIONS

[Jim Keller, Jonathan Chase]

MARKETING COUNCIL

[Jordan Hendler]

DATA ACCESS, PRIVACY & SECURITY

[Dan Risley and Trent Tinsley]

PARTS & MATERIALS

[Ken Weiss and Aaron Schulenburg]

TALENT POOL & EDUCATION

[Bud Center and Petra Schroeder]

TECHNICAL PRESENTATIONS

[Toby Chess]

<https://ciclink.com/committees>

broadly

Grow Your Business. Automatically.

Broadly helps collision repair shops get more reviews, attract new leads, and deliver exceptional customer experiences.

Top Features

- REVIEWS**
Get more reviews on Google & Facebook to boost your chances of being found online.
- WEB CHAT**
Instantly engage website visitors & win their business.
- INBOX**
Communicate seamlessly with your contacts from one place.
- PAYMENTS**
Provide a convenient way for your customers to pay.

DISCOVERY

5-STAR REVIEWS

CAPTURE LEADS

TEXT MESSAGING

MOBILE PAYMENTS

“ With Broadly, we’ve gotten more than **100 reviews**. It’s been really good for our image and helping to convince customers to **bring their car in to us.** **”**

- DAVID TORRES,
Owner of Auto Collision Group

Contact sales@broadly.com or visit <https://broadly.com/schedule-demo/> Broadly is a proud **CIC Gold Pin Sponsor**.



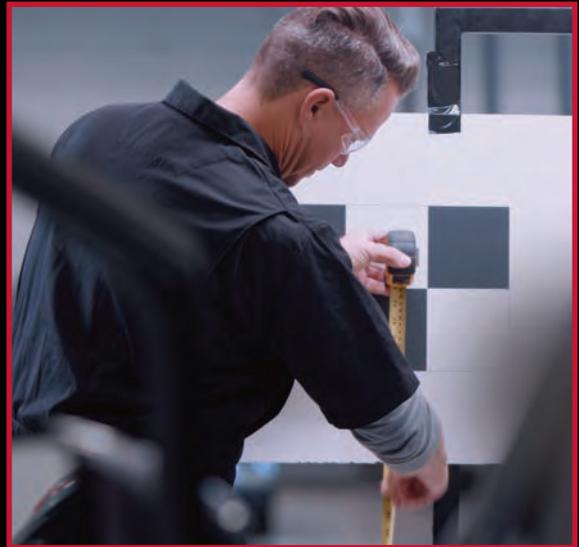
The Future of Collision Repair Starts with ADAS

A successful repair starts with the right parts and the right training. Proper functioning of modern ADAS systems depend on using OEM parts and the correct calibration techniques.

STAY ON COURSE WITH ADVANCED TRAINING
Adapted from Nissan dealership technician training, this two-day Scanning & ADAS Calibrations advanced training course was originally piloted with Certified Collision Centers and includes plenty of hands-on experience with Nissan and INFINITI vehicles.

The course size is limited to 10 technicians, and each technician gains practical experience, proves competency, and can apply concepts to all brands.

For more information or to register for a course go to: **CRNTraining.com**.



The Nissan names, logos, product names, feature names, and slogans are trademarks owned by or licensed to Nissan Motor Co. Ltd. and/or its North American subsidiaries. Other trademarks and trade names are those of their respective owners.

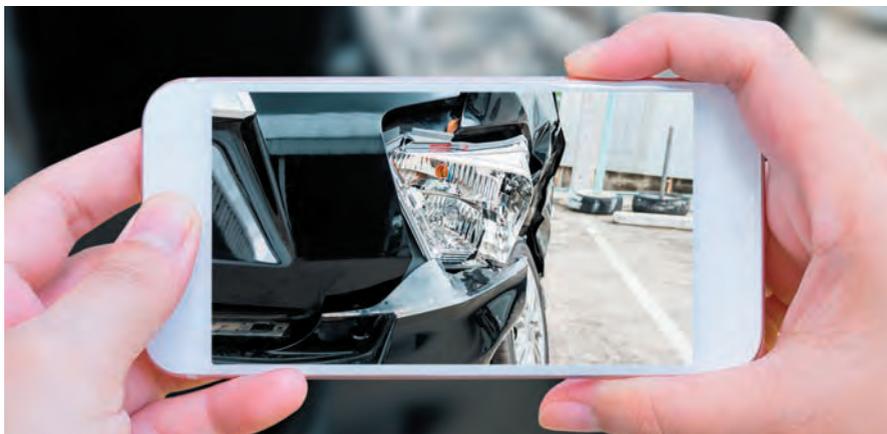
Always wear your seat belt, and please don't drink and drive.

©2021 Nissan North America, Inc. All rights reserved.

USE OEM PARTS.
BE OEM PROUD.



PartsAdvantage.NissanUSA.com



DRIVE CAPTURE RATE WITH **CCC® ENGAGE**



**2x
INCREASE**

Turn estimates into repair orders nearly **twice as often** as the industry average.

Send drivers **digital invites** for **photo estimates** and increase capture rate.



Visit cccis.com/engage to learn more.



CCC is a registered trademark and the CCC logo is a registered service mark of CCC Intelligent Solutions Inc.
©2021 CCC Intelligent Solutions. All rights reserved.



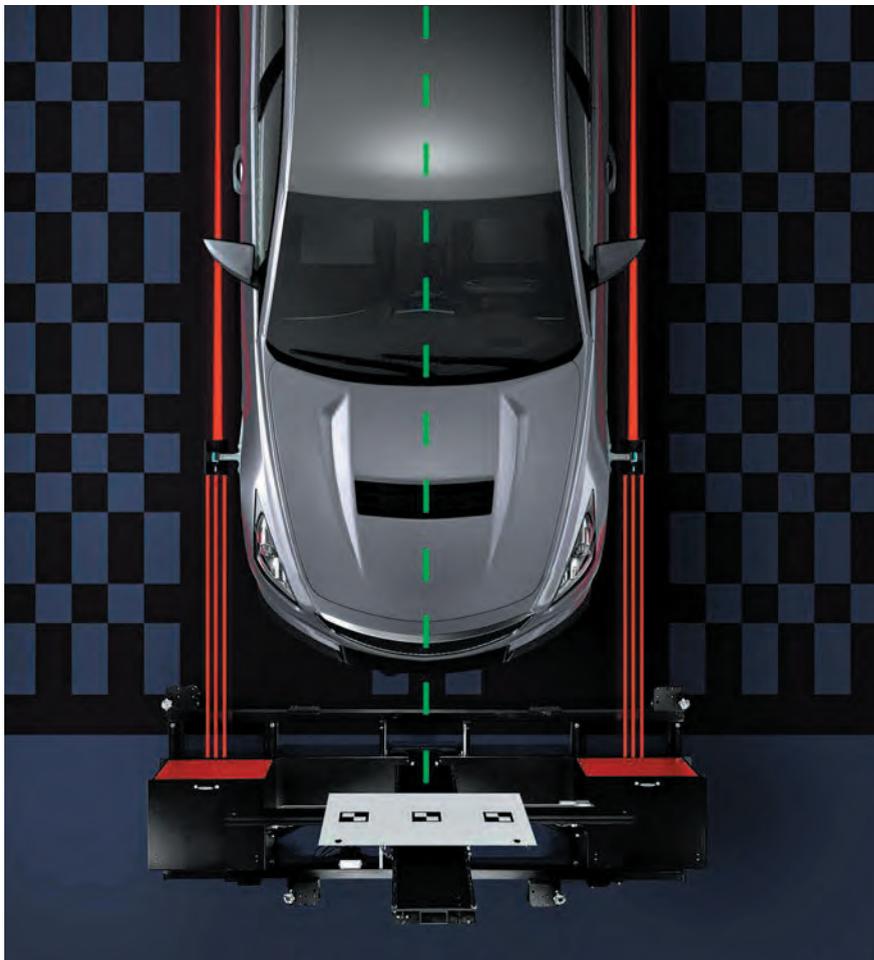
ANTI-TRUST STATEMENT

Please be advised that at any and all meetings the following guidelines for conduct shall be established and followed:

No participant shall be allowed to discuss any subject relating to prices charged, discounts offered of any nature, hourly rate, employee benefits, or assignments made with third party entities. Should any discussion of these items take place, said participant will be asked to refrain immediately, disregarding any pursuant discussion, and should said party deny such request, the meeting will be immediately disbanded.

All participants are herewith notified that the materials presented herein are not to be construed as information or direction to take concerted actions. The information can be utilized by individuals acting within their own judgment, making sound business decisions, without agreements with other participants of this meeting.

This notice is hereby read with regard to laws governing this conduct.



Calibrate, don't compromise.

Mosaic™ ADT is the only automated ADAS calibration system with the same end-of-line technology that OEMs use.

Engaging Mosaic means you can perform calibrations on forward-facing camera and radar, blindspot / cross traffic alerts and 360° cameras.

To learn more about Mosaic's suite of services, visit chieftechnology.com/mosaic.





Providing Independent Collision Repair shops "Corporate Level Support" to foster growth, profitability, and success.

- Business Planning & Strategy
- Marketing, Web & Social Media
- Operations & Technical Support
- Performance Coaching
- Insurer/ DRP/ OE Relations
- Rebate Programs
- National Group Health
- Recruiting & Retention Programs
- Office Systems Management
- Succession Planning & Exit Strategy

**SMART
PERFORMANCE**

1Collision and Canadian partner CSN Collision are expanding their 240 location Network in North America. Interested in affiliating? Call 877-926-3974, email info@1collision.net, or visit 1Collision.com.



KEEP PACE WITH
ADAS AND EV

As vehicle technologies progress, collision repair shops need ongoing training to keep technicians up-to-speed with the continuous, fast-paced changes to complex vehicle systems.

Visit I-CAR.com for the Latest Courses and Resources on ADAS and EV!



Partner with AMECA's ISO-Certification programs and set your company above the rest



At **Automotive Manufacturers Equipment Compliance Agency, Inc.** we have a long history promoting public safety. AMECA's ISO certification program was designed by automotive industry professionals. We are engineers with automotive backgrounds committed to public safety.

- Incorporated in 1994, over **25 years** in service to the automotive industry.
- Participates in **SAE standards development** including lighting, glazing and brake environmental committees.
- Over **80 laboratories in 16 countries** as part of the AMECA Equipment Compliance Program.
- **Accredited by A2LA** as an ISO-17065 Certification Agency.
- Over **80% of consumers** surveyed prefer independently certified parts.

AMECA is offering certification for:

- Exterior Automotive Lighting
- Automotive Safety Glass
- Automotive Suspension & Wheels
- Vehicle Brake Hose

AMECA, Inc.

www.ameca.org • certification@ameca.org

Phone **(202) 898-0145** Toll Free: **(833) 898-0145**

250 Englar Rd #1, Westminster, MD 21157

1025 Connecticut Ave #1000, Washington, DC 20036



Mitchell Diagnostics CIC Special

Learn more: 866.639.0899
www.mitchell.com/diagnostics

Bring Static & Dynamic Calibrations In-House

With the MD-500 scan tool and MD-TS21 ADAS target system, you can perform quick, precise calibrations in-house—helping you increase efficiency, reduce cycle time and generate additional revenue.

Combined with Mitchell's cloud-based software, the MD-500 and MD-TS21 provide a complete solution for:

- Static and Dynamic Calibration
- Pre- and Post-Scanning
- Repair Blueprinting

Purchase by August 31, 2021 and save.



MD-500

\$350 off
the one-time fee



MD-200

\$200 off
the one-time fee



MD-TS21

Up to \$1000 off
the one-time fee

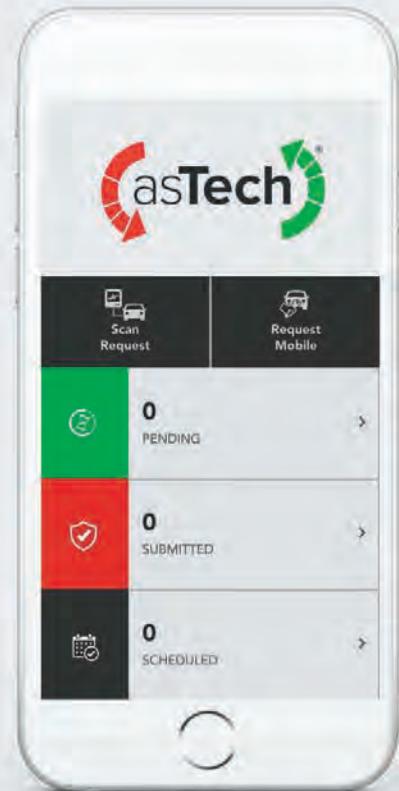
Service all makes and models of today and tomorrow.

SIGN-UP FOR A FREE ASTECH DEVICE

- ✓ Run diagnostics, scanning, and calibrations remotely
- ✓ Access to ASE Certified Master and dealer trained technicians
- ✓ Only OE Tool diagnostics
- ✓ Up to date diagnostic data based on OEM build data and OEM repair procedures



Visit [asTech.com](https://www.astech.com) and sign-up for a free device!



3M Science.
Applied to Life.™

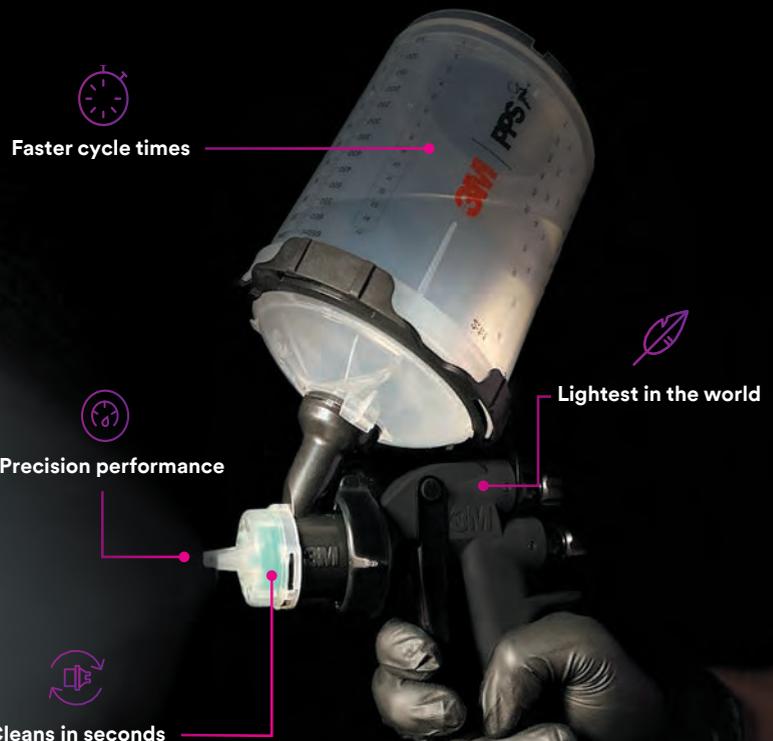
The smarter way to spray.

Introducing the new 3M™ Performance Spray Gun

In the paint booth, time is everything. Which is why we reinvented the spray gun to keep up with the pace of today's modern painters. 3M™ Performance Spray Gun was designed specifically to deliver top-of-the-line performance with revolutionary replaceable nozzle technology that saves you time. Experience faster cleanup, faster changeovers and faster cycle times. Bringing you the best of 3M Science, all packed into the smartest, lightest spray gun in the world.

Why work harder when you can just work *smarter*?

3m.com/spraygun



© 3M 2020. 3M and PPS are trademarks of 3M Company. All rights reserved.
Dispose of used atomizing heads, residual paint/coatings, used containers/materials, and PPS in accordance with local regulations.



UPCOMING MEETINGS

2021

**NOVEMBER 2
(TUESDAY)**

Westgate Las Vegas
Resort & Casino
Las Vegas, Nevada

Tuesday: 8:00am - 5:00pm
Tuesday Reception: 6:30pm

Hotel Reservations:
www.semashow.com

2022

**JANUARY 12 / 13
(WEDNESDAY / THURSDAY)**

Hilton Palm Springs
Palm Springs, California

Wednesday Reception: 6:30pm
Thursday: 8:00am - 5:00pm

Hotel Reservations:
Call 760-320-6868
(Online available soon)

**APRIL 13 / 14
(WEDNESDAY / THURSDAY)**

Sheraton Oklahoma City
Downtown
Oklahoma City, Oklahoma

Wednesday: 12:00pm - 5:00pm
Wednesday Reception: 6:30pm
Thursday: 8:00am - 12:00pm

Hotel Reservations:
Call 405-235-2780
(Online available soon)

<https://ciclink.com/schedules/>



MORE THAN JUST RADIATORS



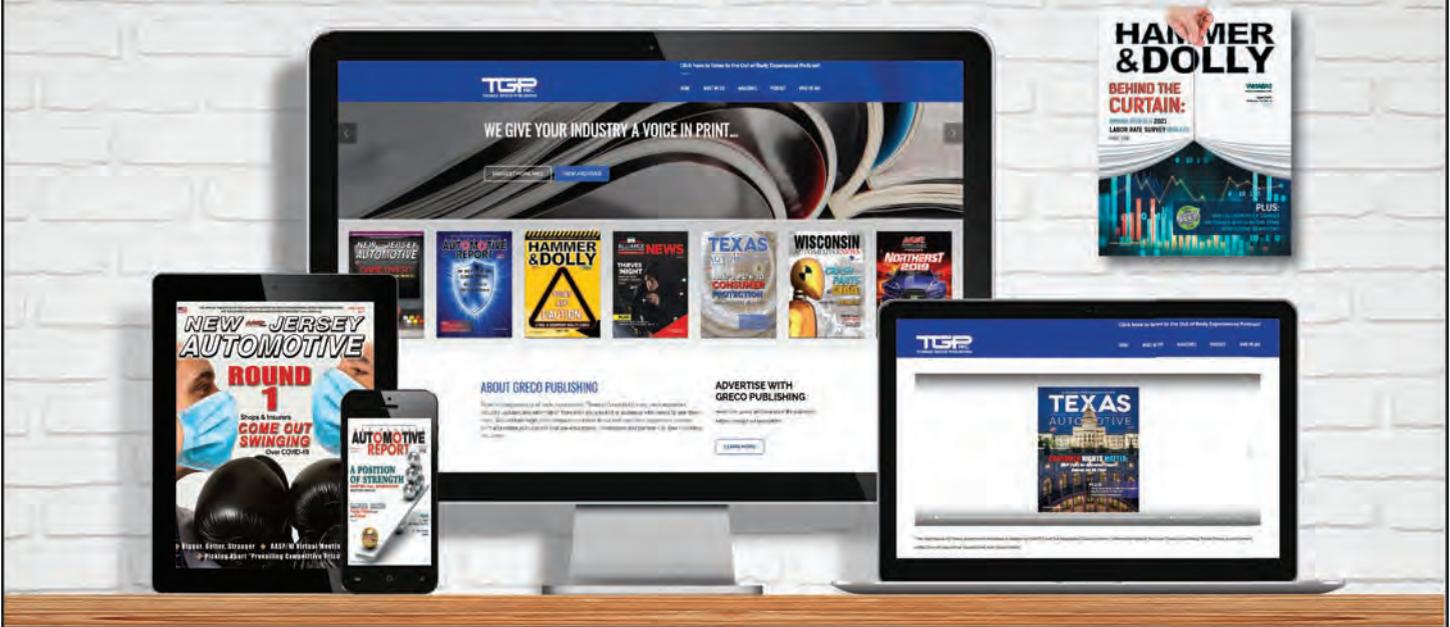
Performance Radiator is here for your collision repair needs. We offer a complete line of high quality radiators, condensers, fans, a/c components, headlights, taillights, fog lights, side mirrors, commercial and industrial cooling products, and more. Find us on your parts procurement tool (CCC, Parts Trader, APU, OpsTrax), or call or visit us at:

1-877-723-4286

WWW.PERFORMANCERADIATOR.COM

THE CIC ATTENDEE PROGRAM IS PROUDLY PRODUCED BY THOMAS GRECO PUBLISHING INC.

SERVING THE AUTOMOTIVE REPAIR INDUSTRY FOR OVER 30 YEARS IN PRINT & ONLINE!



Greco Publishing handles all pre-press production in house, from ad design to editorial layout. Our varied menu of services helps you focus on what's most important: **Getting your message out there.**

973.667.6922 | info@grecopublishing.com | grecopublishing.com



CELEBRATING
45
YEARS
OF
SERVICE

ServiceKing
COLLISION

As a leader in collision repair for the last 45 years, serving with you and for you has been our most rewarding accomplishment. From our partners to our customers, and all the teammates in between, thank you for being part of the ride.

ServiceKing.com



upol

READY, SET, FAST

New Dolphin Speed Glaze with snap cure technology is a premium fast-curing glaze that can cure up to three times faster than standard glaze. Save time, save money. The latest in our premium Dolphin line of repair fillers, glazes and putties, this advanced lightweight formula corrects minor imperfections like pinholes, scratches and stone chips. Plus, its ultra-fast drying formulation is exceptionally smooth and very fine.

SEE THE WHOLE LINE IN ACTION
RIGHT FROM THE START IN OUR VIDEO
DEMONSTRATIONS AT UPOL.COM.

DRIES
3X
FASTER
THAN STANDARD GLAZE



IAA®

IAA is a proud sponsor of the Collision Industry Conference and supports its vision of industry working collaboratively towards safety and quality.

IAAI.com



Certified
Collision Group™

TRANSFORMING THE
**BUSINESS OF
COLLISION
REPAIR**

Serving & Supporting
Independent Collision
Repair Operators



LOCAL | INDEPENDENT | CERTIFIED | PREFERRED

CertifiedCG.COM



- **Access the Largest Alternative Parts Marketplace**
- **Enhanced Part Availability with 4300 Suppliers plus their Supply Chain**
- **Real Time Delivery**
- **Vehicle & Part Images**
- **Integration with all 3 Estimating Systems**
- **Mitchell™ Cloud Estimating Integration**
 - Update part changes while keeping labor times accurate
- **Assembly Optimized Workflow**
 - Simplifies replacing components with an assembly
- **Analytics component provides insights for insurers**
- **Enterprise wide deployments include Staff, Shop, and IA**
- **iOS and Android mobile apps**

Enjoy great results in seconds!

859-344-1925



WORK PRODUCTS

For in-person attendees, check out all work products at <https://ciclink.com/work-products/>

Golden Rules of Data Protection and Sharing

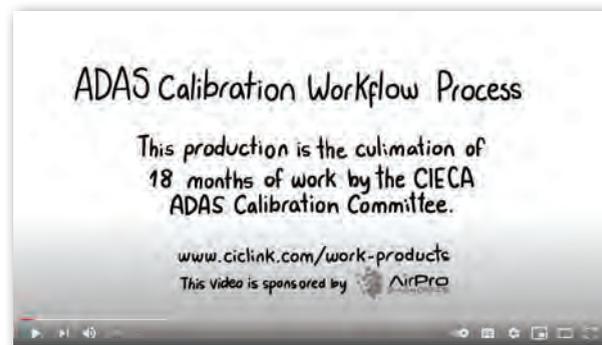
<https://www.ciclink.com/wp-content/uploads/2021/01/2020-11-Golden-Rules-of-Data-Protection-Sharing.pdf>

Calibration Workflow Process Document

<https://www.ciclink.com/wp-content/uploads/2020/12/Calibration-Workflow-Complete.pdf>

Calibration Workflow Process Video, donated by AirPro Diagnostics

<https://www.youtube.com/watch?v=YN2mf4l5FqM>



Quick Start Guide Pre-and Post Scanning

<http://www.ciclink.com/wp-content/uploads/2018/08/CIC-Quick-Start-Guide-Pre-Post-Scanning.pdf>

Wiki Glossary of Terms for the collision industry

<http://www.ciclink.com/wiki-introduction/>

Definition – Feather Prime and Block (2006)

<http://www.ciclink.com/wp-content/uploads/2018/08/FeatherPrimeBlock.pdf>

Collision Repair Provider Definition (2017)

<http://www.ciclink.com/wp-content/uploads/2013/10/CIC-Collision-Repair-Provider-Definition-2017.pdf>

Electronic Parts Procurement Matrix – Parts Committee (2014)

http://www.ciclink.com/wp-content/uploads/2014/04/CIC_Parts_Materials_Comm_Electr_Parts_Procure_Matrix_FINAL2-13-14.pdf

Best Practices Guidelines for Digital Imaging

<http://www.ciclink.com/archive/BPDigitalImaging.pdf>

DISCLAIMER: The Collision Industry Conference (CIC) expressly disclaims any warranties or guarantees, expressed or implied, and shall not be liable for damages of any kind, in connection with the material, information, or procedures set forth in this document or for reliance on the contents of the document. In issuing this information, the Collision Industry Conference (CIC) is not engaged in rendering legal, repair, or other professional services. If such services are required, the services of a competent professional should be sought.



QUALITY REPAIRS.
EVERY TIME.

CARSTAR®

PLASTIC REPAIR YOU CAN COUNT ON

Polyvance® equipment and training will help you repair more plastics, keep more labor hours in your shop, and improve your cycle time.



Polyvance
ADVANCING POLYMER REPAIR

polyvance.com
800.633.3047



QUICK, EASY & ACCURATE MEASURING FROM TOP TO BOTTOM

CAR-O-LINER®
www.car-o-liner.com • 1-800-521-9696

INSURERS

COLLISION SHOP

VEHICLE OWNER

ACHIEVE BETTER COMMUNICATIONS & TRUST BETWEEN ALL PARTIES.

With **NextGear** digital vehicle inspections and customer communication tools, collision shops like yours can document and share photographic evidence of vehicle damage and required repairs in real-time. Resulting in **greater control, higher approvals** and **more predictable results**.

NextGear POWERED BY BOLTON
Shift your shop into high gear

Streamline the claims and collision repair process with NextGear
NextGearDVI.com | 610-890-5635

BOLT ON TECHNOLOGY
boltontechnology.com

ONE YEAR OF AUTO CARE MEMBERSHIP =

40+ DEDICATED, PROFESSIONAL STAFF WHO...



Navigated **thousands** of legislative proposals during COVID-19 to designate our industry as an **essential service**.



Won your **Right to Repair** for the second time in 2020, defeating a \$30M effort by automakers to lock us out.



Innovate 3 of the industry's **most powerful data resources** help you save money and make money.



Pivoted during the pandemic to provide you **25+ opportunities** to network and do business in our new digital-first world.



Connect you with other **paint, body and equipment specialists** (and 11 other unique communities) to shape the industry's future.

JOIN NOW AT [AUTOCARE.ORG/MEMBERSHIP](https://autocare.org/membership)



Looking for better margins without sacrificing quality?
Look for Transtar.



Transtar manufactures a broad range of repair, refinish and detail products that lead in both quality and value. Our technology makes work easier, and adds beauty and durability to the result of any job.

Primers / Sealers / Basecoats / Clearcoats / Aerosols / Ancillaries
www.gettranstar.com





ABOUT CIC

The Collision Industry Conference (CIC) is a forum made up of participants from all industry segments for the expressed purpose of discussing and exploring the issues that occur among them. Through discussion and research during meetings and extensive interim committee work, CIC attempts to form consensus on various issues, aware that all such findings are nonbinding and voluntarily accepted. CIC is not a trade association.

The meetings are open to all interested individuals of all segments of the industry to include repairers, insurers, paint and material companies, equipment, vehicle manufacturers, data providers, representatives of trade associations, anyone with an interest in creating a more professional industry. Each agenda has time set aside for participants to publicly address their concerns that are not on the published agenda through the time set aside as "open microphone".

The Past Chair's committee is charged with the duty of appointing the succeeding CIC Chair.

VISION:

A collision industry in which all segments work together to enable a complete, safe, and quality repair.

MISSION:

A forum where collision industry stakeholders come together to discuss issues, enhance understanding, find common ground and communicate possible solutions to the industry.

ADMINISTRATORS:

Jeff Hendler

Jordan Hendler

<https://ciclink.com/about/>



GET THE BEST OF BOTH WORLDS

OEM and Aftermarket Scanning, Calibration and Programming

Get a FREE DriveSafe™

Tool With Sign-up*

Use PROMO CODE **CIC-721** to qualify for FREE device

*Startup fee and minimum monthly usage applies. Offer valid through 8/15/21.

✉ collision@opusivs.com

☎ 1-844-727-7226



THE OE FIX THAT TAKES YOU THROUGH THE FINISH

When a GM vehicle needs collision repair, GM Genuine Parts and ACDelco have what it takes to get your customers back on the road by promoting safe, proper repairs. Now, we've brought the best in collision parts together under one roof, when you join the [GM Collision Repair Network](#), customers trust you've got the know-how and tools to get them back on the road. See how engineering foresight paired with trusted GM OE parts can reach new heights at certaintystartshere.com

CERTAINTY STARTS HERE



OE DESIGNED
installed during production



ENGINEERED
for your GM vehicle



TESTED
to rigorous standards



GM-BACKED
limited warranty*

*Visit acdelco.com/warranties for details. ©2021 General Motors. All rights reserved.





Entegral for Repair Facilities

We built Entegral to serve the claims and repair needs of the world's largest rental car provider —Enterprise Holdings, and it has helped us improve service around every turn.

Now we're ready to do the same for you.

CONTROL

- Organize repair facility profile information
- Streamline new program invitations
- Track and display new, moved or replaced equipment
- Store and access expansion or facility updates

TRANSPARENCY

- Improve visibility of your shop to potential referral sources
- Access 3rd party validated certifications

EFFICIENCY

- Centralize profile management for multiple locations
- No need to re-key information to multiple programs
- Market your shop with downloadable profile information

OPPORTUNITY

- Improve scouting visibility for OEM Candidate programs
- Improve consideration for out of network referrals

For more information visit:
Entegral.com/repairfacilities



© 2020 Entegral powered by Enterprise Rent-A-Car



Since 1971, Crest Industries has served the automotive OEM and aftermarket collision industry as a quality manufacturer of Adhesives, Sealants, Coatings, Fillers, Tapes, Aerosols and Accessories.

Privately owned and headquartered near Detroit, MI with distribution nation-wide.



For troubleshooting, product applications, repair procedures, recalls & service operations bulletins contact Mike Schlaff at (800) 822-4100 ext. 117 or email mschlaff@crestauto.com

Crest Industries, Inc. 1337 King Road, Trenton, MI 48183 (734) 479-4141 CrestAuto.com



PAST CHAIRS

Al Estorga (1984-85)
ph: 562-714-2639

Jack Caldwell (1986)
Deceased

Jeff Hendler (1987-88)
ph: 509-539-5629

Chuck Sulkala (1989-90)
ph: 617-803-1120

Darrell Malott (1991-92)
Deceased

Nikki McDonald (1993-94)
ph: 719-647-9395

Joe Landolfi (1995-1996)

Erick Bickett (1997-1998)
ph: 714-279-2031

Dale Delmege (1999-2000)
Deceased

Lou DiLisio (2001-2002)
ph: 847-507-3950

Roger Wright (2003-2004)
ph: 404-886-3364

Rick Tuuri (2005-2006)
ph: 925-487-5799

Stacy Bartnik (2007-2008)
ph: 616-265-2507

Russell Thrall III (2009-2010)
ph: 570-620-8677

Mike Quinn (2011-2012)
ph: 520-797-9000

George Avery (2013-2014)
ph: 309-766-8627

Randy Stabler (2015-2016)
ph: 818-652-0443

Guy Bargnes (2017-2018)
ph: 734-308-4383

Jeff Peevy (2019-2020)
ph: 224-704-3840



TRACTABLE

Visual AI for instant, accurate appraisal

When accidents hit, our AI is here to help and accelerate the recovery process. Respond to every claim with end-to-end efficiency and great customer service.

AI Estimating & Triage

Generate instant estimates at first notice of loss using customer photos. Reduce cycle time by days and improve triage accuracy.

AI Review

Automate real-time review of estimates to drive accuracy and consistency

AI Inspection

Produce instant condition and value reports

www.tractable.ai

information@tractable.ai



To learn more about CIC, please visit

www.ciclink.com

CONTACT US:
info@ciclink.com
804-746-1033