



# **COLLISION INDUSTRY**

## **C O N F E R E N C E**

# **Attendee Program**

November 2, 2021



# COLLISION INDUSTRY CONFERENCE

## ATTENDEE PROGRAM TABLE OF CONTENTS

CIC SPONSORS .....	3
About CIC Chairman Darrell Amberson .....	6
Virtual & In-Person Tips .....	10
Participant Guidelines.....	14
<b>Meeting Agenda for November 2 .....</b>	<b>18</b>
Current Committees .....	22
Anti-Trust Statement.....	26
Upcoming Meetings Schedule.....	30
Work Products .....	34
About CIC - Mission, Vision .....	38
Past Chairs .....	43

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**  
**CCC Intelligent Solutions**  
**Certified Automotive Parts Association (CAPA)**  
**Certified Collision Group**  
**Chief Automotive Technologies**  
**Crest Industries**  
**Entegral**  
**Findpigtails.com**  
**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.

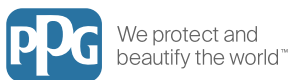
Darrell has received many awards of recognition and was inducted into the Collision Industry Hall of Eagles in 2009.

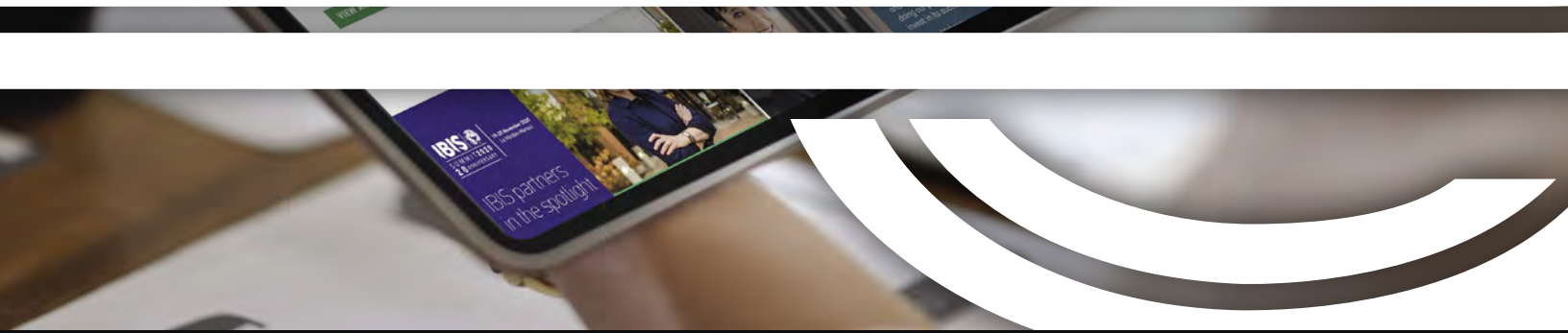
He is supported by a wonderful and loving wife of 30 years, Marge. When not working in the industry Darrell enjoys farming, collector cars, woodworking, and fishing.



# 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.





# Collision Industry **Resources**

Online resources to help fuel great partnerships.

- **Access to Webinars**
- **Quarterly Length of Rental Updates**
- **Collision & Technology Solutions**
- **Company News**

**[Enterprise.com/PartnerResources](https://www.enterprise.com/PartnerResources)**

Powered by







Refinish Solutions Group



# LET'S IMPROVE YOUR BOTTOM LINE!



## YOU ARE THE FINAL JUDGE OF PERFORMANCE

Experience the Commitment of Refinish Solutions Group's Effort to Provide the Best Performing Products with a No-Risk Test Drive Today!

Test Drive the Refinish Solutions Group product lines without any obligation. Our Test Drive program allows the technicians to perform their normal work without interruption in "real world" conditions. At the end of the day, the RSG salesperson will review the results and provide potential cost savings. There has never been a better time to look at ways to increase productivity, and reduce costs at absolutely no risk to you.

Visit: [www.refinishsolutionsgroup.com/test-drive](http://www.refinishsolutionsgroup.com/test-drive) or Email: [rsg@saint-gobain.com](mailto:rsg@saint-gobain.com)

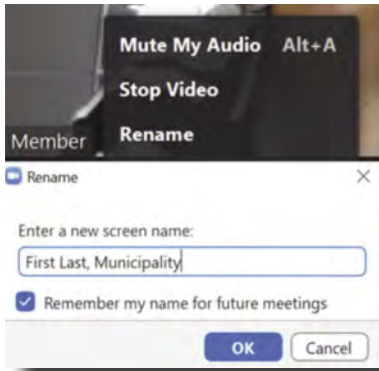


[www.refinishsolutionsgroup.com](http://www.refinishsolutionsgroup.com) | Toll Free Customer Service: 1 (800) 456-8444

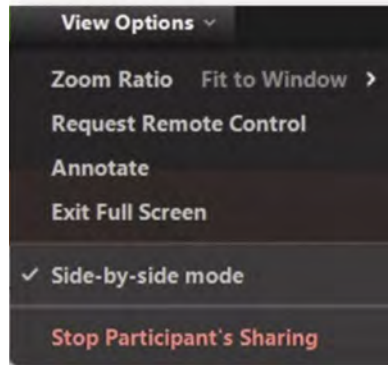


# VIRTUAL & IN-PERSON TIPS

## 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 each day**

## 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:**

- During the SEMA Show and related events, attendees are asked to wear masks while in indoor spaces. We are offering a mix of seating which includes socially distanced options for those who desire.
- Masks and sanitizers are available at the registration table.
- 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.

# Speed. Efficiency. Perfection.



The new 100 Line paint system. Reduces process time and complexity.



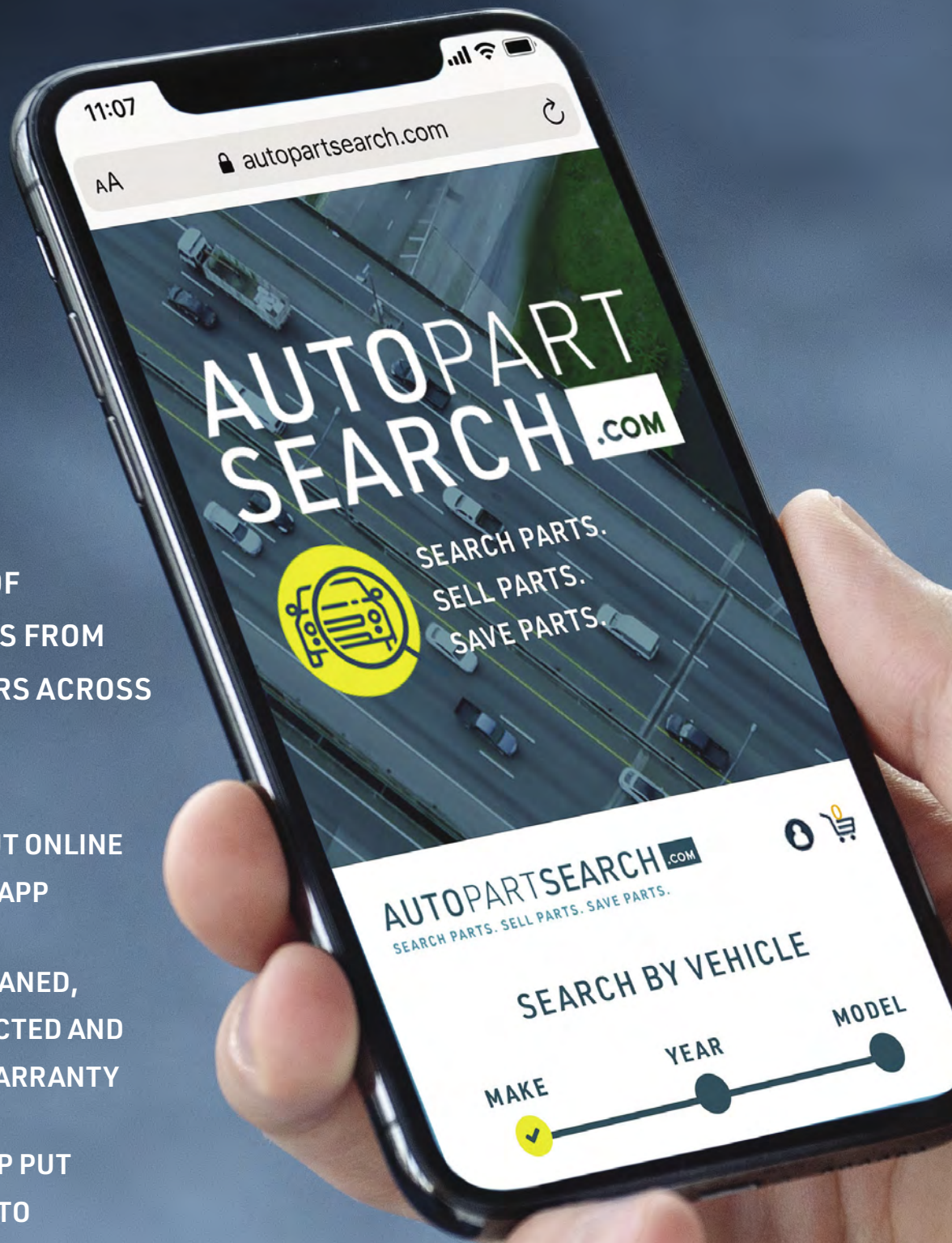
100 Line offers the fastest waterborne process on the market – it's that simple. Start using it today and watch efficiency increase, complexity decrease and discover new ways to streamline your whole operation.

Upgrade today: [basrefinish.com](http://basrefinish.com)



**Proud sponsor of CIC**





SEARCH MILLIONS OF  
HIGH QUALITY PARTS FROM  
TOP AUTO RECYCLERS ACROSS  
THE U.S. & CANADA

- ✓ FAST CHECK OUT ONLINE  
OR VIA MOBILE APP
- ✓ PARTS ARE CLEANED,  
TESTED, INSPECTED AND  
COVERED BY WARRANTY
- ✓ GO GREEN: HELP PUT  
PARTS BACK INTO  
VEHICLES INSTEAD  
OF INTO LANDFILL

# URG<sup>®</sup>

# *Driven*Brands®

---

## A PREMIER NETWORK OF EXCEPTIONAL COLLISION REPAIR FACILITIES

---

The logo for abra, featuring the word "abra" in a lowercase, sans-serif font. The letter "a" is blue, and the letters "b", "r", and "a" are white. A registered trademark symbol (®) is located to the upper right of the "a".

AUTO BODY REPAIR OF AMERICA

### **ABOUT ABRA**

ABRA Auto Body Repair of America was founded in 1984 in Fridley, MN and has since grown to over 55 facilities throughout the United States. ABRA specializes in collision repair, paintless dent removal, as well as auto glass repair and replacement, all backed by a lifetime national warranty

---

The logo for fix auto, featuring the word "fix" in a large, bold, lowercase, sans-serif font. The letter "i" has a dot. Below "fix" is the word "AUTO" in a smaller, uppercase, sans-serif font. A registered trademark symbol (®) is located to the upper right of the "x".

### **ABOUT FIX AUTO USA**

Fix Auto USA provides a platform that enables independent owner-operated collision repair facilities to achieve success in a consolidating marketplace. Fix Auto USA franchisees benefit from a trusted brand, multi-level insurance representation, leading-edge technology, centrally managed claims processes, and scaled purchasing power.

---

The logo for CARSTAR, featuring the word "CARSTAR" in a bold, uppercase, sans-serif font. A registered trademark symbol (®) is located to the upper right of the "R". A small red star is positioned to the right of the "R".

### **ABOUT CARSTAR**

CARSTAR is North America's largest franchise network of independently owned and operated collision repair facilities with more than 700 locations across the United States and Canada. CARSTAR delivers national scale, premier vehicle repairs, repeatable outcomes and the industry's highest customer satisfaction ratings.










---



## 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](http://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](http://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/>



# 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](http://www.wescopbe.com)

# WE ARE REDEFINING REFINISHING



With Ultra 9K™, we connect color performance with labor optimization and deliver on productivity. Ultra 9K is innovative and compact with 62 toners rich in pigments, intensity and effect driving color accuracy for first-time repairs of today's complex colors. Painters love it because it is easy-to-use, requiring minimum training and more important, they see quality and speed-to-color. Shop owners and managers see the month-over-month upticks in production and profitability. Ultra 9K is the complete package. OEM approved.

**Delivering on our repair promise.  
We are Sherwin-Williams®.**

visit [www.sherwin-automotive.com/Ultra9K](http://www.sherwin-automotive.com/Ultra9K)

**SHERWIN-WILLIAMS®**







## 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

# Duralast

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

# ALLDATA

AUTOMOTIVE INTELLIGENCE™

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](http://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



## MEETING AGENDA

# TUESDAY, NOVEMBER 2

(Pacific 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.*
- 8:30**      **Future Disruptions**    [Frank Terlep, Jake Rodenroth]  
**Artificial Intelligence: The Reality...The Risks...The Limitations...The Future:**  
*The Future Disruptions committee will demonstrate how Artificial Intelligence actually works in the estimating and video inspection processes followed by a passionate panel discussion on the reality, risks, limitation and the potential future of AI in the collision and insurance industries.*
- 9:45**      **Estimating**    [Danny Gredinberg]  
**Challenges and Success of Estimating:** *We will be discussing the challenges and success repair planning a damaged vehicle during the pandemic with the multiple roles "estimators" have been wearing. Repair planning involves many areas of vehicle damage knowledge beyond the typical scratch and dent to restore a vehicle keeping the vehicle owner as the number one priority in vehicle safety.*
- 10:15**      **MORNING BREAK**
- 10:45**      **Emerging Technologies**    [Bob Augustine, Chuck Olsen]  
**The Nuts and Bolts of Electrification:** *Electrification and the technology that comes with it will forever change how a vehicle is repaired in a collision shop. We will explore important serviceability and safety practices to ensure the vehicle is repaired correctly, efficiently and safely.*
- 11:45**      **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.
- 12:00 - 1:00**    **LUNCH BREAK**

- 1:00**     **Talent Pool & Education**     [Bud Center, Petra Schroeder]  
**Help Me Help You - Educators and Repairers Working Together:** *This will be a panel discussion, including at least one repairers and educators, about the importance of working together to achieve our common goal of increasing the number of qualified entry level technicians ready to join the collision repair industry.*
- 1:40**     **Industry Relations**     [Jim Keller, Jonathan Chase]  
**OE Certifications & DRP's - Can a Repairer Manage Having Both?** *Repairers can sometimes be caught in the middle of the required OE repair procedures and what insurers are willing to add to the repair plan. Listen to a panel presentation with insurers and OE's discussing the challenges and opportunities presented to each segment. The segment will be moderated by collision repair veteran and CIC Chairperson Darrell Amberson.*
- 2:40**     **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.
- 3:00**     **AFTERNOON BREAK**
- 3:20**     **Special Presentation**     [Brandon Eckenrode]  
**CREF - A National Collision Industry PSA Campaign?**
- 3:25**     **Governmental**     [Bob Redding, Janet Chaney]  
**Drugged Driving: Prevention Efforts and Effects on the Collision Industry:** *This presentation will be a review of the increase in driving accidents in which the driver was under the influence of marijuana, especially in states where marijuana has been legalized. We will talk about efforts to develop a testing program for drugged driving and legislation that is in the works to prevent drugged driving accidents.*
- 4:00**     **Parts & Materials**     [Aaron Schulenburg]  
**Lidar: What it is, and how materials can impact effectiveness of systems and sensors:** *Lidar is an emerging technology that enables high-level Advanced Driver Assistance Systems (ADAS) for safe navigation and collision avoidance. Lidar sensors can be applied to create powerful ADAS solutions with improved safety, including Pedestrian Automatic Emergency Braking, Lane Keeping Assist, Adaptive Cruise Control, and more. Join the committee as we welcome leading lidar sensor technology experts, and individuals with subject matter expertise on how automotive paint systems and repairs can affect sensor performance.*
- 4:55**     **Closing Comments**     [Darrell Amberson]
- 5:00**     **ADJOURN MEETING**



# YOUR TRUSTED PARTNER

Building strong, long-lasting business relationships is one of our core values – shared by the Sikkens team around the globe. We work hand in hand with customers, crafting the solutions and products to help boost profitability. When you choose Sikkens, you choose a quality, OEM-approved refinish system, backed by a team you can trust, and a brand dedicated to your business. Visit [Sikkensvr.com/us-en](https://www.sikkensvr.com/us-en) to meet your new trusted partner, today.

Sikkens. Creating success, together.



## **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](http://RAESERVICE.COM) to learn more about this breakthrough technology!**

**TOLL FREE: 800-328-7855**

**LOCAL: 732-495-7900**

**EMAIL: [bill@rae1.com](mailto:bill@rae1.com)**

**FAX: 732-495-7904**

**[www.raeservice.com](http://www.raeservice.com)**



**VISIT US ON FACEBOOK!**

**[www.facebook.com/ReliableAutomotiveEquipment](http://www.facebook.com/ReliableAutomotiveEquipment)**



**YOUR OEM EXPERTS!**



# COMMITTEES

## **DEFINITIONS**

[Chris Evans and Barry Dorn]

## **EMERGING TECHNOLOGIES**

[Bob Augustine, Chuck Olsen]

## **ESTIMATING & REPAIR PLANNING**

[Danny Gredinberg]

## **FUTURE DISRUPTIONS**

[Frank Terlep, Jake Rodenroth]

## **GOVERNMENTAL**

[Bob Redding, Janet Chaney]

## **HUMAN RESOURCES TASK FORCE**

[Cory King]

## **INDUSTRY RELATIONS**

[Jim Keller, Jonathan Chase]

## **MARKETING COUNCIL**

[Jordan Hendler]

## **DATA ACCESS, PRIVACY & SECURITY COMMITTEE**

[Dan Risley, Trent Tinsley]

## **PARTS & MATERIALS**

[Aaron Schulenburg]

## **TALENT POOL & EDUCATION**

[Bud Center, Petra Schroeder]

## **TECHNICAL PRESENTATIONS**

[Toby Chess]

<https://ciclink.com/committees>

**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**

# Complete coverage you can count on

Axalta has the streamlined product systems you need to get the job done right—whether your goal is ease of use or productivity. With our advanced color tools, cloud-based color retrieval system and ongoing support, Axalta is unmatched in both paint and partnership.

[axalta.us](https://axalta.us)





# 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.



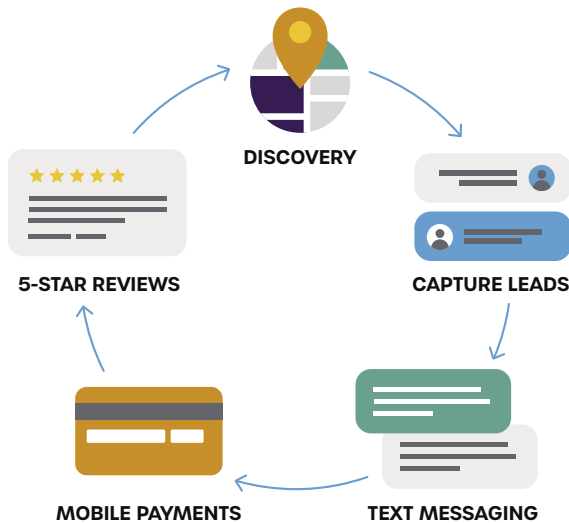
### INBOX

Communicate seamlessly with your contacts from one place.



### PAYMENTS

Provide a convenient way for your customers to pay.



“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](mailto:sales@broadly.com) or visit <https://broadly.com/schedule-demo/>

Broadly is a proud **CIC Gold Pin Sponsor**.

## SELL YOUR CUSTOMERS ON RECYCLED PARTS

**ROE – Recycled Original Equipment® auto parts offer significant cost-savings solutions.**

**SAVE TIME. MONEY. HASSLE.**

**ROE—Recycled Original Equipment® auto parts cost 20 to 80 percent of the cost of new OEM parts.**

An entire assembly—a door, for example—is often available as a structurally sound unit from an automotive recycler, with all its requisite parts pre-installed and ready to match the repair; there’s no need to find and install the components included in the assembly. This offers a huge savings in time for the shop not having to remove and reinstall parts in the complete door assembly. **The more included components, the more the savings.**

### Benefit #1: Reputable Recyclers Supply Quality Parts.

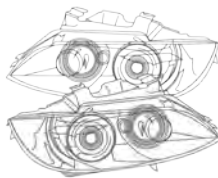
Sourcing quality recycled OEM parts from a reputable, professional automotive recycler—like an ARA member—that can get the part there on time and in the condition that it was promised, can decrease cycle time, speed up delivery to the customer, increase profits for the shop and keep that vehicle on the road.

### Benefit #2: Recyclers Are Viable Partners to the OEMs.

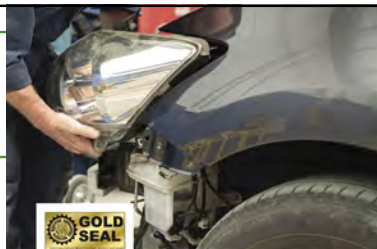
As the suppliers of the largest collective inventory of recycled parts harvested directly from vehicles of all makes and models that were produced on the OEM assembly line, recyclers provide the best option for vehicle repairs.

### Cost of OE vs. Recycled

BY USING THE RIGHT RECYCLED PARTS, YOU CAN SAVE MONEY WITHOUT SACRIFICING ANY OF THE QUALITY



Front headlamps	OEM average cost	Recycled average cost	Difference
2019 Apps	\$727	\$616	-15%
2016–2018 Apps	\$672	\$472	-30%
2013–2015 Apps	\$541	\$324	-38%
2012+ Apps	\$376	\$216	-43%



Sandy Blalock  
ARA Executive Director  
Sandy@ar-a.org  
(571) 208-0428  
9113 Church Street  
Manassas, VA 20110  
www.a-r-a.org

The Automotive Recyclers Association (ARA) is the voice of the professional automotive recycling industry, since 1943.

ARA represents an industry dedicated to the efficient removal and reuse of OEM automotive parts and the safe disposal of inoperable motor vehicles.

ARA aims to further the automotive recycling industry and ARA member businesses through services and programs to increase public awareness of the industry’s role in conserving the future through automotive recycling and to build awareness of the industry’s value as a high quality, low-cost alternative for the automotive consumer.

ARA is focused on building trust and strengthening relationships with collision repairers based on standards, quality, and turn-around.

Locate Quality **ROE—Recycled Original Equipment® Auto Parts** to Meet Your Repair Demands at [www.A-R-A.org](http://www.A-R-A.org) to Search the Inventories of ARA Members!



## **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.

# PROS

**PROFIT ENHANCEMENT AND INVENTORY MANAGER TOOL®**

## Turn Your Cost Center Into A Profit Center

**PROS Profit Enhancement and Inventory Manager Tool®**

PROS Profit Enhancement and Inventory Manager Tool® earns shops money by enabling charge outs for consumable repair products. Create invoices, track jobs, increase profits.

Anyone can deliver products. Kent delivers profits.



- Details all products on each repair order, including non-Kent® items
- Barcode printing and scanning makes tracking parts fast and easy
- Creates supplemental, customizable invoices using your repair order numbers



**Call your Kent Representative today**

**USA: 888.YES.KENT (888.937.5368) | Canada: 800.563.1717 | [kent-automotive.com](http://kent-automotive.com)**



## Mitchell Diagnostics CIC Special

Learn more: 866.639.0899  
[www.mitchell.com/diagnostics](http://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 December 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

# 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. Plus, 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.



# 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.com](#)  
800.633.3047





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.

## AUTOMOTIVE SPECIALITY PRODUCTS



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

**Crest Industries, Inc.** 1337 King Road, Trenton, MI 48183 (734) 479-4141 [CrestAuto.com](http://CrestAuto.com)



## 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](http://Entegral.com/repairfacilities)



© 2021 Entegral powered by Enterprise Rent-A-Car



## UPCOMING MEETINGS

2022

### **JANUARY 13 (THURSDAY)**

**Hilton Palm Springs**

*Palm Springs, California*

**Thursday: 8:00am - 5:00pm**

**\*\*Thursday Reception: 6:30pm**

**\*\*This is a change from prior years.**

**Hotel Reservations:**

Call 760-320-6868

Hotel Reservation Link on website.

### **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

Hotel Reservation Link on website.

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

# GET IT TO GERBER!



# gerber

**COLLISION & GLASS**

# gerbercollision.com

## YOUR ASSURANCE OF **QUALITY**

CAPA offers programs for companies to publicly demonstrate their products' compliance to either CAPA's Certification Standards or Verification Program requirements. Products which meet the applicable requirements will appear in CAPA's listings and will bear the corresponding quality mark.

### Certification Standards

- CAPA 101: Exterior Metal Parts
- CAPA 201: Exterior Plastic Parts
- CAPA 202: Nonwoven Fabric
- CAPA 301: Exterior Lighting Parts
- CAPA 401: Attachment Parts
- CAPA 402: Front Support Parts
- CAPA 501: Bumper Parts
- CAPA 601: Radiators
- CAPA 602: Air Conditioning Condensers
- CAPA 701: Exterior Mirrors
- CAPA 702: Exterior Cameras
- CAPA 703: Sensors
- CAPA 801: Automotive Glass
- CAPA 901: Replica Wheels



### Verification Programs

- Headlamp Repair Tabs
- Tier 1 Replacement Parts



[www.capacertified.org](http://www.capacertified.org)



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

- ★ Business Planning & Strategy
- ★ Marketing, Web, & Social Media
- ★ Operations, Technical, & Compliance
- ★ Performance Tracking & Coaching
- ★ Insurer / DRP / OE Certifications
- ★ Purchasing & Rebate Programs
- ★ HR Solutions - Health, 401k, & Payroll
- ★ Recruiting & Retention Programs
- ★ Office & Claims 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](mailto:info@1collision.net), or visit [1Collision.com](http://1Collision.com).



**TIME. MONEY. LOYALTY.  
GET YOUR FILL.**



### SPECIALTY JOBS NEED SPECIALTY FILLERS.

Fix minor damage or major gouges with U-POL’s complete line of multi-functional, multi-substrate specialty fillers. Fibrall Lite spreads like a short strand, but bridges holes like a long strand. It’s water resistant, and perfect for fiberglass, plastics and steel. Then there’s SMC. SMC’s carbon fiber-reinforced formula provides structural strength to repairs, making it one of the strongest fillers on the market. It’s ideal for repairing damage on trucks, recreational vehicles, rail vehicles, and marine craft. And when it comes to restoration or classic car work, there’s nothing better than U-POL D. U-POL D is an aluminum reinforced, heat resistant filler that contains aluminum flakes. It’s smooth spreading and easy to sand, making it the preferred choice for body work.

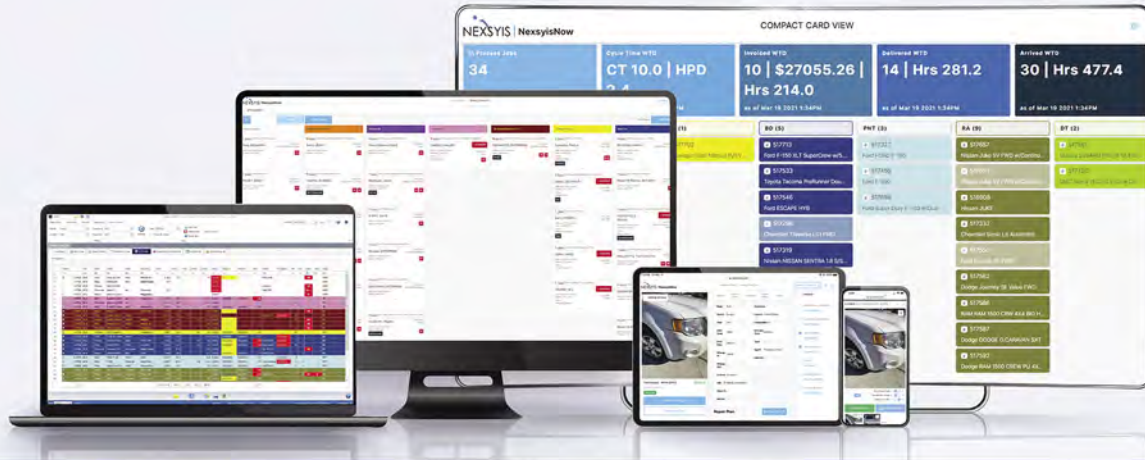
**Smarter solutions RIGHT FROM THE START is how we’ll be able to be the best partner for your business. Smart is our bottom line, because it increases yours. Earn more at [UPOL.com](http://UPOL.com).**





ALL-IN-ONE REPAIR MANAGEMENT & ACCOUNTING SOFTWARE

# organize and accelerate your shop



FREE LIVE WEB DEMO  
[NEXSYSCOLLISION.COM/CONTACT](http://NEXSYSCOLLISION.COM/CONTACT)

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](http://www.gettranstar.com)





## WORK PRODUCTS

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

### Golden Rules of Data Protection and Sharing

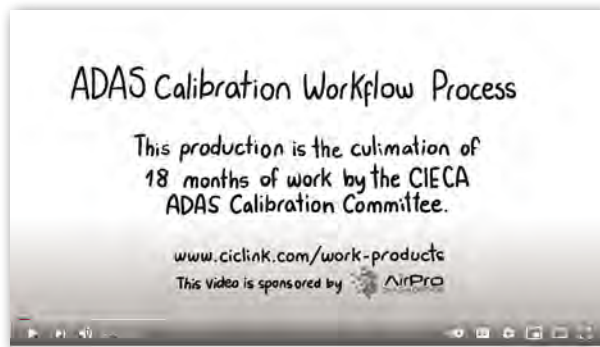
<https://www.ciclink.com/wp-content/uploads/2021/01/2020-11-Golden-Rules-of-Data-Protection-Sharing.pdf>

### 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](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.

**3M** Science. Applied to Life.

Introducing  
**3M™  
Cubitron™ II  
Net Abrasives**  
For Automotive Repair

Go for performance.  
**Leave the dust behind.**

Get the job done sooner with 3M™ Cubitron™ II Net Abrasives, the fastest-cutting and longest-lasting net abrasive discs and sheets in the world. This family of net abrasives delivers 2X the cut rate and 2X the life of other leading net abrasive families. All the while, letting dust extractors perform their best by leaving virtually no dust on the work surface and in the environment.

Cuts up to **2x** FASTER

Lasts up to **2x** LONGER

Captures more than **95%** DUST

3MCollision.com/Net

For additional information, including important safety and warranty information regarding 3M Automotive Aftermarket products, visit [www.3Mcollision.com/info](http://www.3Mcollision.com/info). Copyright 2021 by 3M. All rights reserved. 3M and Cubitron are trademarks of 3M Company.



**INSURERS**



**COLLISION SHOP**



**VEHICLE OWNER**

**ACHIEVE BETTER  
COMMUNICATIONS  
& TRUST BETWEEN  
ALL PARTIES.**



boltontechnology.com

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**.



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

## Consider becoming a Subaru Certified Collision Center.

Subaru of America, Inc. is pleased to announce the Subaru Certified Collision Network (SCCN) – an initiative designed to provide quality collision centers for our growing family of Subaru owners.

Your participation in this Network will help reinforce our commitment to safety and customer service by acquiring the appropriate training, tools, and equipment to properly repair Subaru vehicles to pre-collision quality.



### What are the benefits of participation in the Network?\*

- ✓ Direct relationship with the manufacturer
- ✓ Dedicated Certified Collision Team
- ✓ Authorized Subaru Certified Collision Center marketing materials, including digital online media
- ✓ Complimentary access to Subaru Technical Information System (STIS) repair procedures
- ✓ Listing in the Subaru Certified Collision Center locator on Subaru.com and MySubaru
- ✓ Referrals from Subaru Retailer Partners (where applicable)
- ✓ Multi-Vehicle Repair Quality and Production Assessment
- ✓ Custom CSI survey developed by SureCritic



Visit <https://www.subaru.com/certifiedcollision>

Please see Program Terms & Conditions, and the Operating Standards for further details. \*\*These benefits become available after you agree to follow the Program Terms & Conditions of the Subaru Certified Collision Network.



**OPUS** | IVS™

**DriveSafe™ + IVS360™**  
Live Expert Support

# GET THE BEST OF BOTH WORLDS

OEM and Aftermarket Scanning, Calibration and Programming with CCC ONE® Software Integration

Get a **FREE** **DriveSafe™** Tool with Minimum Monthly Usage

Use PROMO CODE **CIC-1121** to qualify for FREE device

\*Signed contract, startup fee and minimum monthly usage applies. Offer expires 1/15/22.



- 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**



## 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/>



Let us show you how our customers are boosting profits and productivity with Log1c ICS

### Why would a Collision Center use LOG1C ICS?

Log1c is the only web-based inventory management and material recovery tool that was built specifically for the needs of the automotive repair industry. Our customers use LOG1C to help them **Streamline Efficiency, Increase Profit Margins, Reduce Cost, Increase Productivity, Diagnose and Improve Performance.**

Scan QR Code To



Learn More....

**Call today to schedule your  
LOG1C ICS Demo:  
1.866.529.1682**

Corporate Office:  
4900 Falls of Neuse Rd. Suite 150  
Raleigh, NC 27609  
[www.ncssi.com](http://www.ncssi.com)



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

**IAAI.com**



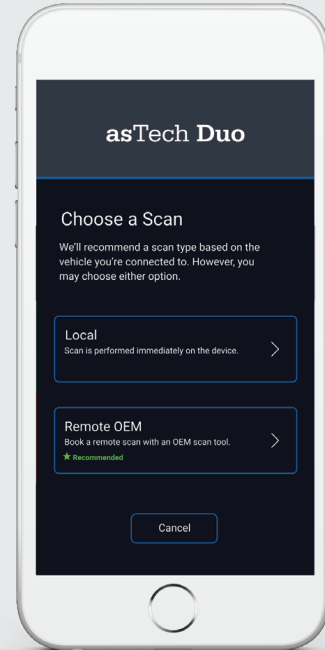
# Introducing asTech Duo™

**A powerful all-in-one solution for all your scanning, diagnostic, and calibration needs.**

- ✓ OEM and verified OE compatible scan tools in a single device
- ✓ ADAS identification and information
- ✓ Remote calibrations
- ✓ Support from ASE and I-CAR certified technicians

**See asTech Duo in action at the SEMA Show.**

**VISIT BOOTH 31191**



## FIND PROCEDURES FASTER WITH CCC® REPAIR METHODS



- Digital, connected interface keeps up with OEM updates
- Search results capture all mentions of the phrase entered, not just titles
- Access at the vehicle while performing repairs

Get the right information, right when you need it.  
 Visit [cccis.com/repair-methods](http://cccis.com/repair-methods).

CCC Repair Methods and CCC ONE are registered trademarks and CCC and the CCC logo are registered service marks of CCC Information Services Inc. ©2021 CCC Intelligent Solutions Inc. All rights reserved.







## 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](http://chieftechnology.com/mosaic).



## Your Shop's Least Invasive Repair System

The Keco Collision Glue Pull Repair system eliminates burning coatings on the inside of the panel, prevents burning insulation hidden within panels, and retains more of the exterior factory finishes.

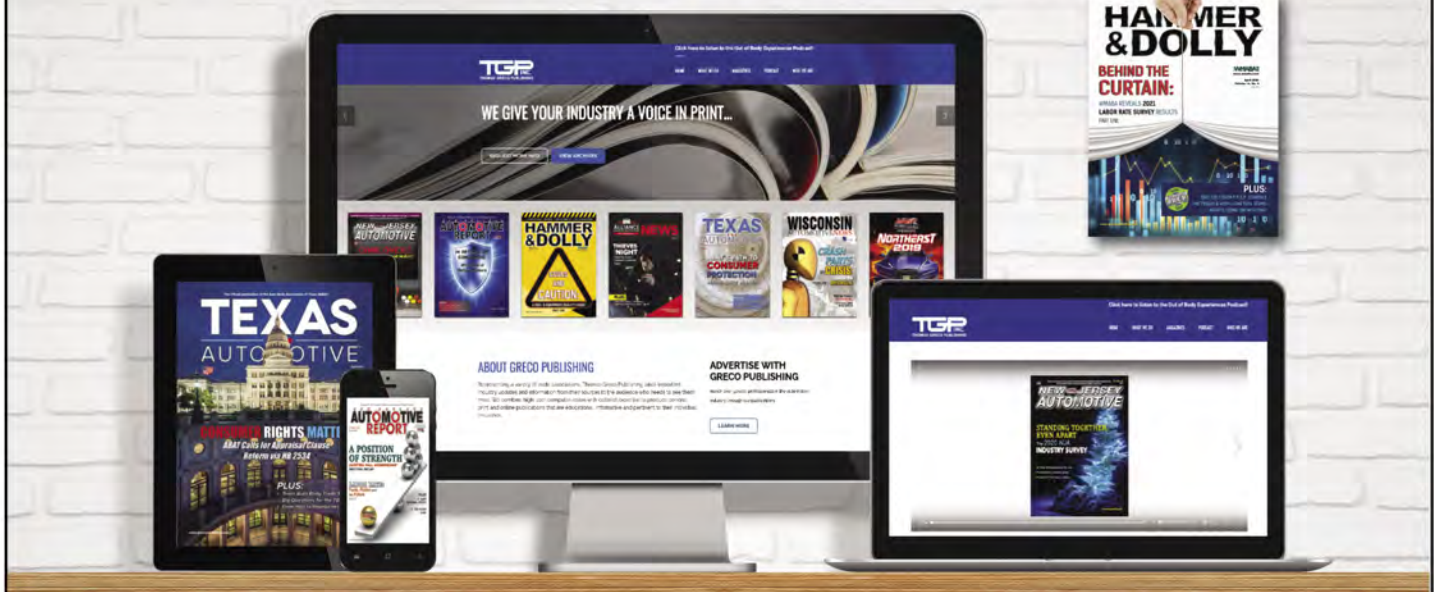
**+Works on steel & aluminum**



Visit Us Online At [www.kecotabs.com](http://www.kecotabs.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](mailto:info@grecopublishing.com) | [grecopublishing.com](http://grecopublishing.com)



## 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.

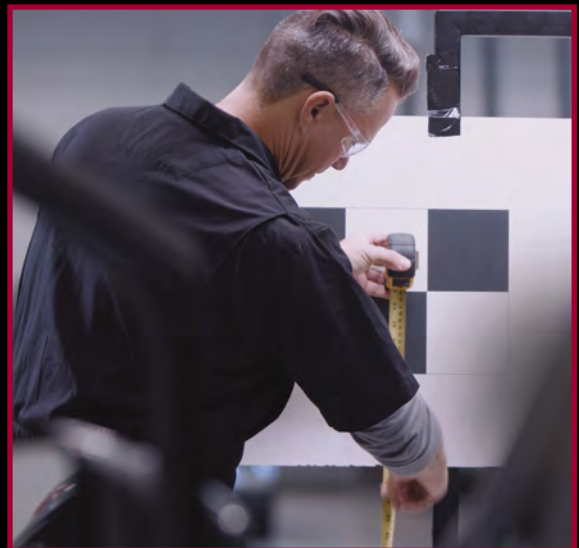
The course size is limited to nine technicians, and each technician gains practical experience, proves competency, and can apply concepts to all brands.

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

USE OEM PARTS.  
BE OEM PROUD.



**PartsAdvantage.NissanUSA.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.



## 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

ONE YEAR OF AUTO CARE MEMBERSHIP =

# 40<sup>+</sup>

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)





*To learn more about CIC, please visit*

***[www.ciclink.com](http://www.ciclink.com)***

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