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# TABLE OF CONTENTS

CIC SPONSORS .....	2
About CIC Chairman Frank Terlep .....	7
Participant Guidelines .....	10
<b>Meeting Agenda for October 31.....</b>	<b>16</b>
Current Committees.....	22
Anti-Trust Statement.....	28
<b>SEMA 2023 &amp; January 2024 Schedule .....</b>	<b>32</b>
SEMA Red Carpet Awards .....	34
Work Products.....	36
About CIC - Mission, Vision.....	40
Past Chairs .....	47



## About Frank Terlep

2022-2023 CIC Chairman



Frank started his automotive career at Southern Illinois University's Auto Technology and Management school in 1977. That was the same year Frank started his Rugby career, where he had the opportunity to play all over the world for the next 25 years. During the late '70s and early '80s, Frank worked in the automotive industry as a brake and alignment technician, service advisor, service manager and diagnostic equipment salesman.

In 1982, Frank bought his first computer, an Apple IIE and two years later, he launched his first technology business with a \$100,000 investment from an angel investor where Frank developed one of the first software applications for the automotive aftermarket industry. Since then, Frank launched two successful startups, helped design, develop and launch the collision industry's first Windows-based estimating and management system, the first online parts procurement platform, the first telematics mobile app and digital marketing platform as well as the industry's leading remote scanning and calibration software platform.

Frank is the former Chairman of CIECA (Collision Industry Electronic Commerce Association), is presently the Co-Chair of CIC's Future Disruptions Committee and CIECA's Emerging Technologies committee, a 2022 inductee to the Collision Industry's Hall of Eagles, the industry's Hall of Fame and the incoming chairman of the (CIC) Collision Industry Conference for 2023!

Frank presently is the CEO of Auto Techcelerators, LLC, a company dedicated to helping the Automotive, Collision, Glass, Insurance and Truck Industries Properly Estimate, Calibrate and Validate ADAS Systems, Repairs and Calibrations.

Auto Techcelerators presently offers these industries the most complete ADAS and calibration software and mobile app platform that includes the patented Test Drive CoPilot™ platform that is changing the way ADAS safety systems are validated and documented; Calibration CoPilot™, the best way to manage and document ADAS services and calibrations and diagnostics; and finally, ADAS CoPilot™ ([www.adascopilot.com](http://www.adascopilot.com)), the industry's best ADAS and Calibration information, knowledge and repair procedure platform.

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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 7 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/>**

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- Quarterly Length of Rental Updates
- Collision & Technology Solutions
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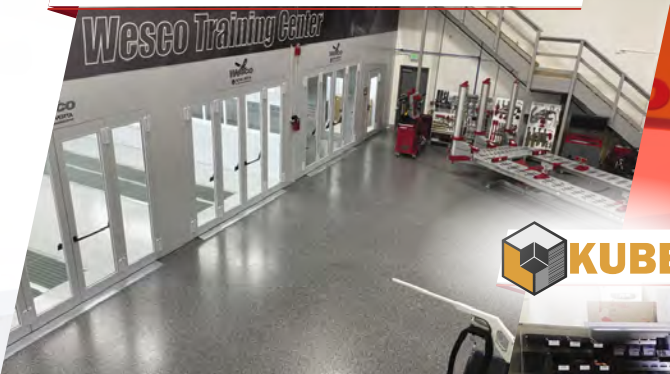




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# TUESDAY, OCTOBER 31 (Pacific Daylight Time)

Westgate Las Vegas Resort - Ballroom AB

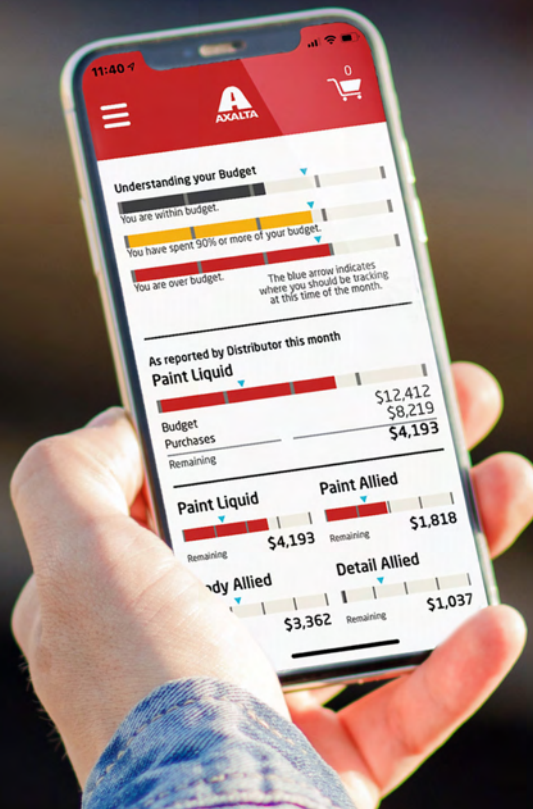
- 8:00a Opening Introduction** [Frank Terlep]  
*CIC Kick Off!*
- 8:15a Marketing Council** [Jordan Hendler]  
**CIC's 40th Anniversary, Administrative Announcements** - Attendee welcome, housekeeping and marketing insights kick off the day. We will also talk about the CIC 40th anniversary, as part of the Red Carpet Awards Night.
- 8:25a Emerging Technologies (Digital)** [Chuck Olsen, Bob Augustine]  
**Scan Tool Essentials for the Collision Shop** - The scan tool is the gateway into the electronics and computer networks of the vehicle. While everyone is familiar with reading and clearing Diagnostic Trouble Codes (DTCs), the modern collision shop needs the scan tool to perform other post-repair functions. We are going to present an overview of the Top 10 functions every collision shop needs to be prepared to complete using the scan tool.
- 9:35a Data Access, Privacy & Security** [Dan Risley, Trent Tinsley]  
**My EULA, Your EULA, What data, whose data?** - From a panel of industry-leading experts: When using a scan tool or a 3rd party service provider, shops should be aware of what data is available. What data is being accessed and what protection do they have?
- 10:10a Q&A and Open Mic**
- 10:25a MORNING BREAK** - Thank Our Sponsors!
- 10:45a Special Presentation** [Frank Terlep]  
**Industry Consolidation....A candid conversation** - In this powerful panel discussion, our CIC Chairman Frank Terlep will lead an All-Star panel to discuss the what's really going on with industry consolidation as well as other potential options. Some of the topics that will be discussed are...Most recent consolidation statistics? What are the "real" deal structures? What are the "real" values being offered today? What are the "real" challenges? What other options are there for shops that want to remain independent and much more...
- 11:50a Q&A and Open Mic**
- 12:00p LUNCH BREAK**  
*Box lunch provided courtesy of Enterprise Rent-A-Car*



- 1:00p**      **Talent Pool & Education** [Bud Center, Petra Schroeder]  
**Where are they now? Checking in on the Collision Engineering Program** - This panel discussion will provide an update on the Collision Engineering program from the perspective on an administrator, instructor, graduate/entry level technicians, and an employer. We will also discuss how to engage with this program in your market.
- 1:50p**      **Special Presentation** [Aaron Schulenburg, Dara Goroff, Meredith Collins]  
**The Technician Crisis: Tapping into the Technician's Perspective** - This will not be the typical presentation on the technician crisis, simply outlining the problem of not enough new technicians entering a field already burdened by high turnover. This presentation will dig deeper into how the collision industry stacks up against other automotive verticals, and if there are lessons to be learned directly from the technicians on how we can shift attention to solutions that draw in and retain talent. With over 30 years of globally recognized research and benchmarking experience, research firm Ducker Carlisle will share their expertise in the technician space, detailing the results from a recent collision technician survey orchestrated by I-CAR and SCRS. The presentation will dig into the key drivers of collision technician satisfaction, their career goals and needs, and explain how those results compare with data collected from past technician surveys in other automotive sectors.
- 2:35p**      **AFTERNOON BREAK** - Thank Our Sponsors!
- 2:55p**      **Industry Relations** [Jim Keller, Brandon Cruz]  
**Processing The Claim- The Good, Bad and the Ugly** - When a consumer has an accident, many steps can be challenging for the consumer, the insurer, and the repairer. The Panelists for this discussion will illustrate inefficiencies in the claims / repair process that cost time, money, and stress for all involved, and what might be solutions to improve the process.
- 3:45p**      **Estimating & Repair Planning** [Danny Gredinberg, Erin Solis]  
**Collision Repairdy!** - Join in a game of Repairdy! Jeopardy: Collision Repair Edition will address important topics relating to the repair and claims process. Competing panelists - including the CIC body - will participate in addressing advanced repair and claims approval process in which the empty chair / consumer must navigate through.
- 4:35p**      **Q&A and Open Mic**
- 4:45p**      **Closing Comments, Adjourn** [Frank Terlep]
- 6p**      **CIC Reception** [Westgate Ballroom C]
- 7:30p**      **Red Carpet Awards Night** [Westgate Ballroom AB]



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### DEFINITIONS

[Chris Evans, Barry Dorn]

### EMERGING TECHNOLOGIES

[Bob Augustine, Chuck Olsen]

### EMERGING TECHNOLOGIES, ANALOG

[Scott VanHulle]

### ESTIMATING & REPAIR PLANNING

[Danny Gredinberg, Erin Solis]

### FUTURE DISRUPTIONS

[Gabriel Morley, James Spears]

### GOVERNMENTAL

[Bob Redding, Janet Chaney]

### HUMAN RESOURCES TASK FORCE

[Cory King]

### INDUSTRY RELATIONS

[Jim Keller, Ron Reichen]

#### **INSURER-REPAIRER**

[Jim Keller, Brandon Cruz]

#### **OEM-REPAIRER**

[Liz Stein]

### MARKETING COUNCIL

[Jordan Hendler]

### DATA ACCESS, PRIVACY & SECURITY

[Dan Risley, Trent Tinsley]

### PARTS & MATERIALS

[Aaron Schulenburg]

### TALENT POOL & EDUCATION

[Bud Center, Petra Schroeder]

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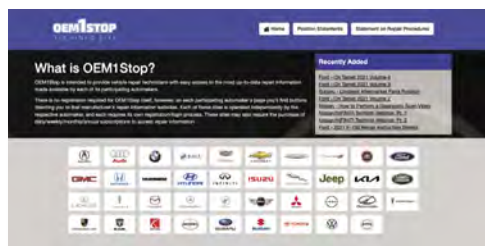
# Collision Repair?

## All the Answers are Here ...

Whether you're a collision repair technician or a post-crash vehicle owner in need, all the information required to enable a complete, safe and proper repair is accessible via a click of the mouse.

### For Collision Repair Technicians

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### For Collision Repair Consumers

Crash Repair Info educates post-crash vehicle owners on the benefits of OE crash parts, consumer rights, choosing the right body shop and more.



[www.crashrepairinfo.com](http://www.crashrepairinfo.com)

### For Information About Counterfeit Parts

A2C2.com details the growing problem of counterfeit auto parts and automakers' efforts to eliminate this threat to the health and safety of U.S. motorists.



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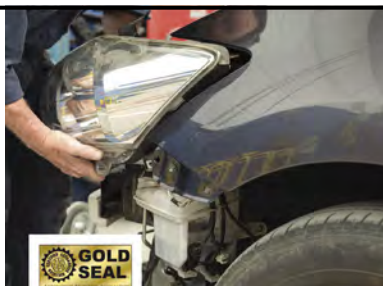
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**Locate Quality ROE–Recycled Original Equipment® Auto Parts to Meet Your Repair**

**Demands at [www.A-R-A.org](http://www.A-R-A.org) to Search the Inventories of ARA Members**

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

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

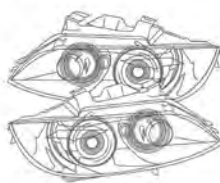
Sourcing quality recycled OEM parts from a reputable, professional automotive recycler—like an ARA member—that can get the part there on time and in the condition that it was promised, can decrease cycle time, speed up delivery to the customer, increase profits for the shop and keep that vehicle on the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

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

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2013–2015 Apps	\$541	\$334	-38%
2012+ Apps	\$376	\$216	-43%

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

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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.



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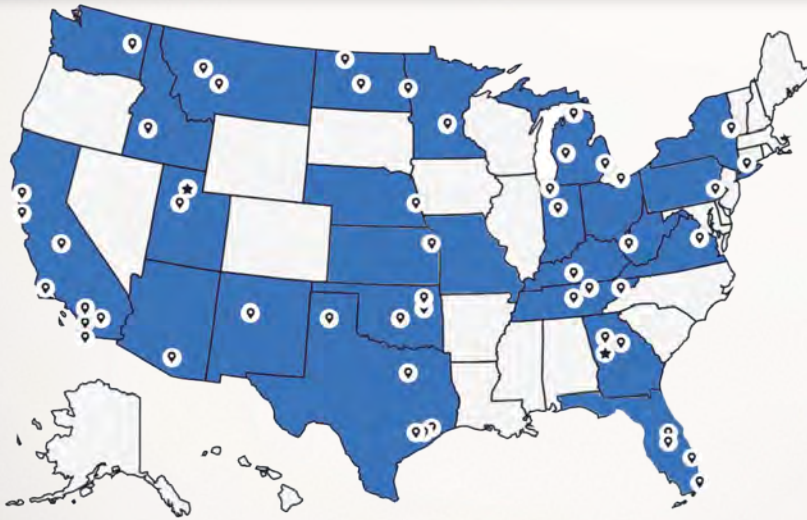




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# SEMA 2023

*Westgate Las Vegas Resort & Casino - 3000 Paradise Rd., Las Vegas, NV*  
Hotel Reservations: Visit [www.semashow.com](http://www.semashow.com)

## **MONDAY, OCTOBER 30**

3pm - 5pm IDEAS Collide (Repairer Driven Education)

## **TUESDAY, OCTOBER 31**

7am Collision Industry Prayer Meeting

8am - 5pm **collision industry conference**  
Westgate Ballroom AB

9am - 5pm SEMA Show  
9:30am - 4pm Repairer Driven Education

6pm **collision industry conference reception**  
Westgate Ballroom C

7:30pm **Red Carpet Awards**  
Westgate Ballroom AB  
*Featuring the CIC 40th Anniversary Celebration!*

## **WEDNESDAY, NOVEMBER 1**

9am - 5pm SEMA Show  
9:30am - 4pm Repairer Driven Education

## **THURSDAY, NOVEMBER 2**

9am - 5pm SEMA Show  
9:30am - 5pm Repairer Driven Education  
9am - 2:30pm OEM Summit (Repairer Driven Education)  
9pm SCRS After Party

## **FRIDAY, NOVEMBER 3**

9am - 4pm SEMA Show

Visit **[www.ciclink.com](http://www.ciclink.com)**  
to see full schedule  
\*schedule subject to change

# Upcoming EVENTS SCHEDULE

## JANUARY 2024

Hilton Palm Springs - Palm Springs, CA

### MONDAY, JANUARY 15

12pm **NABC Board of Directors Meeting**  
(offsite, Westin Rancho Mirage)

2pm - 6pm **CIF Board of Directors Meeting**

### TUESDAY, JANUARY 16

Morning **NABC Recycled Rides Presentation**  
10:30am **NABC Fundraiser Golf Outing Shotgun**  
(offsite, Westin Rancho Mirage)

2pm - 5pm **SCRS Board of Directors Open Meeting**

6pm - 9pm **CIF cocktails for a Cause Annual Gala Fundraiser**  
(offsite, Agua Caliente Casino)

### WEDNESDAY, JANUARY 17

7am **Collision Industry Prayer Meeting**

8am - 5pm **Collision Industry Conference**

6:30pm **CIC Reception**

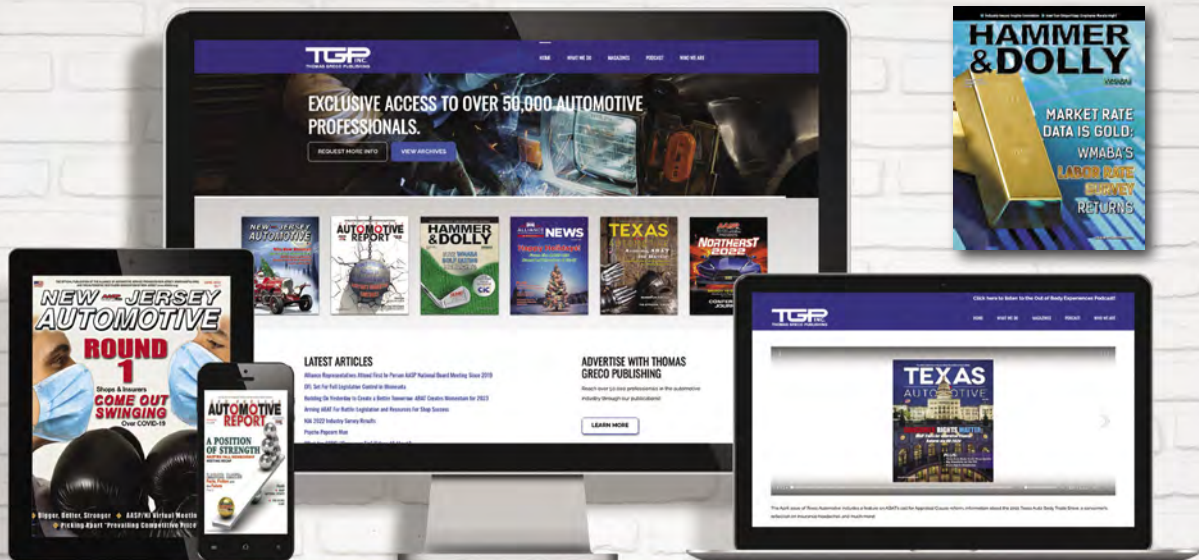
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RELATED MEETINGS DISCLAIMER: The Collision Industry Conference has no control over the above related meetings, their content, conduct or protocols. Should you have any concern over content or protocols, please contact the organization directly.

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## TUESDAY, OCTOBER 31

7:30p | Westgate Las Vegas, Ballroom A&B



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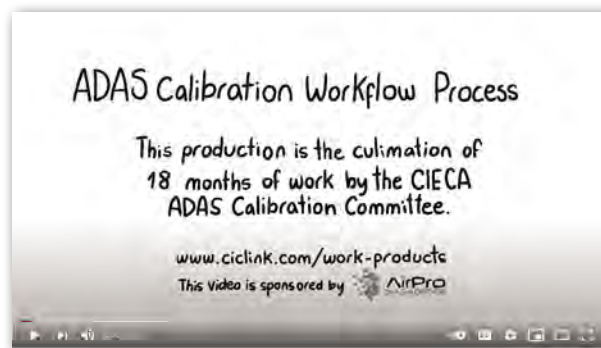
<https://www.ciclink.com/wp-content/uploads/2021/01/2020-11-Golden-Rules-of-Data-Protection-Sharing.pdf>

### **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=YN2mf4I5FqM>



### **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>

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The advertisement features a dark background with a red and white circular logo at the top left. The text "PEOPLE FIRST. ALWAYS." is prominently displayed in white and red. At the bottom left, the "CRASH CHAMPIONS COLLISION REPAIR TEAM" logo is shown. On the right side, a smiling man in a dark blue polo shirt with a Crash Champions patch is visible. A red banner at the bottom right contains the website "CRASHCHAMPIONS.COM".

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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:

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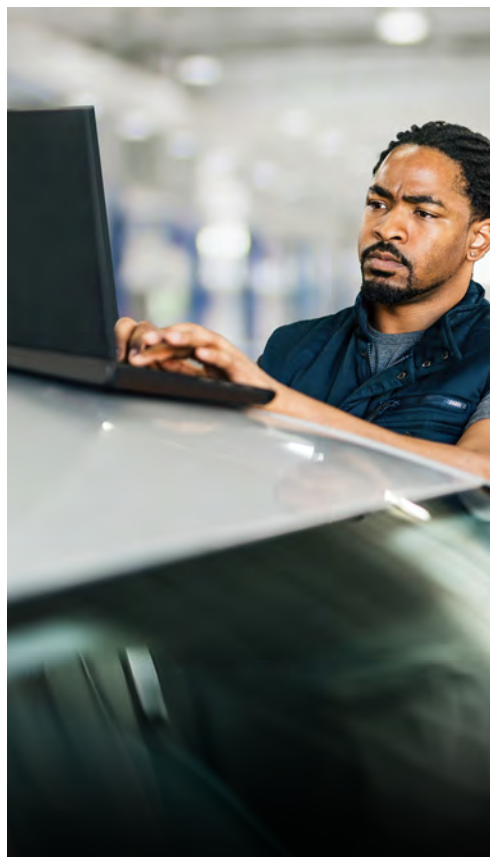
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ph: 562-714-2639

**Jack Caldwell (1986)**

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**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 Bickell (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

**Slacy 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)**

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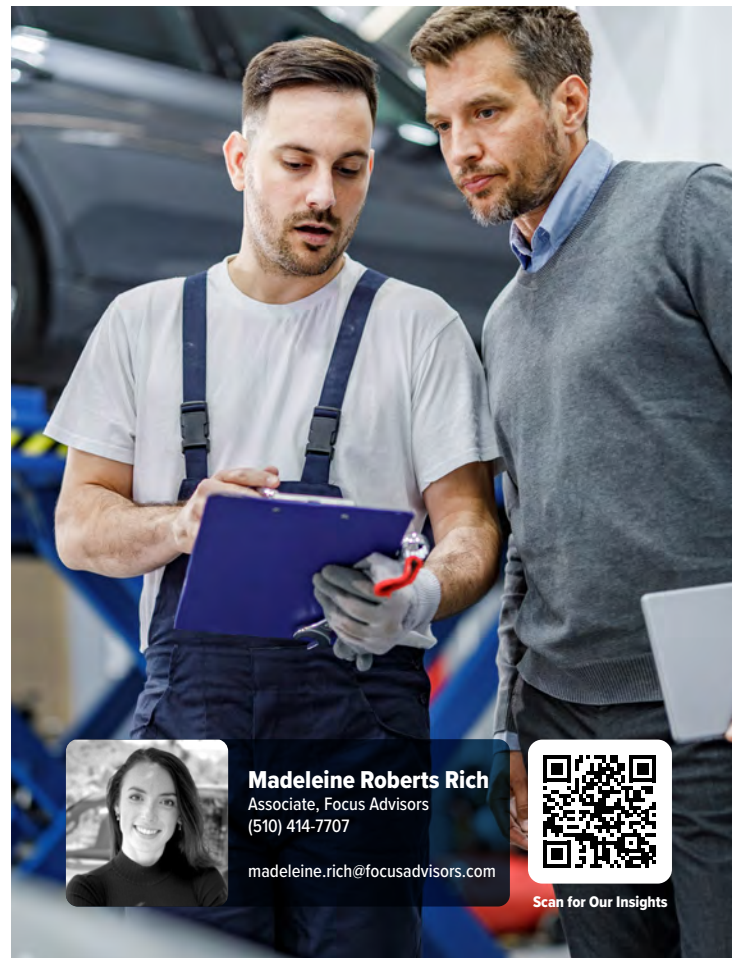
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