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## 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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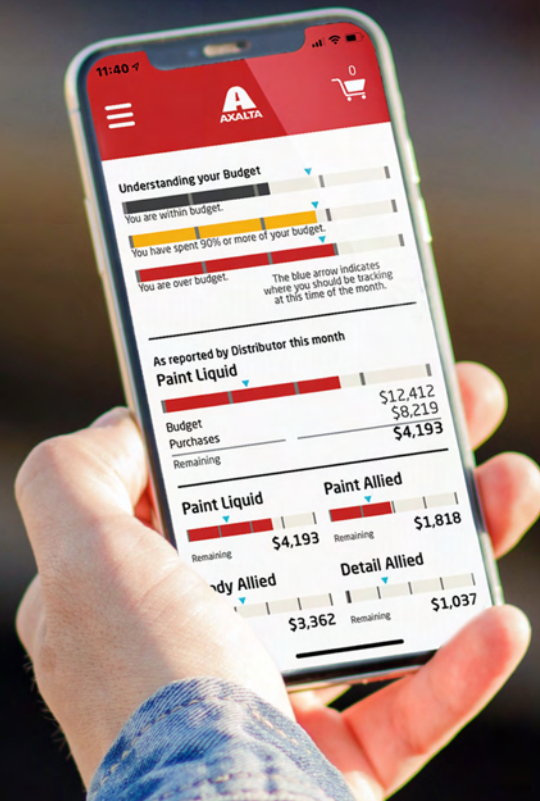
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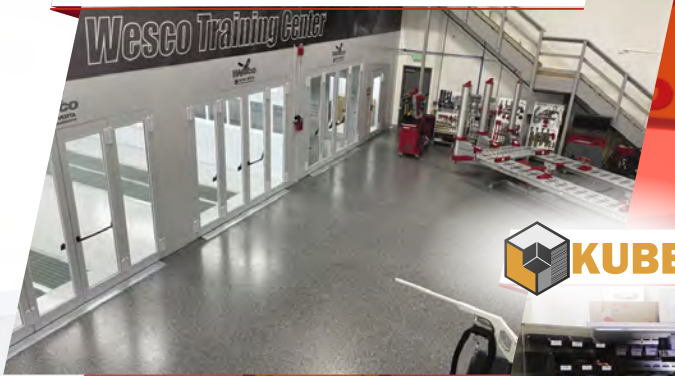
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# WEDNESDAY, JANUARY 17 (Pacific Daylight Time)

Hilton Palm Springs - Palm Springs, CA

- 8:00a**      **Opening Introduction**    [Frank Terlep]  
*CIC Kick Off!*
- 8:15a**      **Marketing Council**    [Jordan Hendler]  
**CIC Announcements** - *Attendee welcome, housekeeping and marketing insights kick off the day.*
- 8:25a**      **Technical Task Force**    [Toby Chess]  
**Technical Tips and Hands-on Highlights** - *Start off with your hands-on live demonstration of new technical tips that can help all collision repair shops reduce costs and increase productivity and efficiency.*
- 8:50a**      **Parts & Materials**    [Aaron Schulenburg]  
**More than just a pretty paint: How radar-compliance affects safety systems and repairs** - *The Committee will discuss how Advanced Driver Assistance Systems (ADAS), specifically radar-reliant systems, are becoming more prevalent and more impactful on repair and refinish decisions; specifically, coatings and preparative processes that could restrict the functionality of sensors. With the advent of modern technology, refinish coatings have become much more than just a visually appealing way to cover the repairs. Join a panel of auto and refinish manufacturers to discuss the evolving technology, training and procedures that are impactful on repair decisions from the repair planner to the refinish technician.*
- 9:50a**      **Q&A and Open Mic** - *Reserve promotional announcements for afternoon Open Mic.*
- 10:05a**      **MORNING BREAK** - *Thank Our Sponsors!*
- 10:30a**      **Estimating & Repair Planning**    [Danny Gredinberg, Erin Solis]  
**Extra! Extra! Read all about it! Estimating Systems' P-Page Updates** - *Let's recap the recent changes in all three Information providers procedure pages, including blend formulas in CCC and Solera Qapter, rivet bonding, OEM training and service procedures, and refinishing inner panels. In addition will be a live demonstration showing steps within rivet bonding procedures.*
- 11:15a**      **Industry Relations (Insurer-Repairer)**    [Jim Keller, Brandon Cruz]  
**Your Opinions Matter** - *The Insurer/Repairer Committee will request audience feedback on topics the Committee should focus on for 2024.*



- 11:25a**      **Special Presentation** [Wayne Weikel]  
**A Governmental Affairs Special Report** - *This special presentation from Wayne Weikel of the Alliance for Automotive Innovation, will give an overview of what is happening at both the state and federal levels relative to Data Access and REPAIR Act happenings - with commentary for all sides. It will also include other notable government affairs items for the everyday repair professional.*
- 11:55a**      **Q&A and Open Mic**
- 12:10p**      **LUNCH BREAK**    *Lunch on your own; local options provided!*
- 1:45p**      **Emerging Technologies - Digital** [Chuck Olsen, Bob Augustine]  
**“AI” Collision Curiosity** - *This will start with high level overview of AI in General and overall perceptions across multiple industries, then moving into AI applications that are being developed specific to collision repair and electronic diagnostics.*
- 2:30p**      **Industry Relations - OEM-Repairer** [Liz Stein, Ron Reichen]  
**The cost of Mis-Repairing the Vehicle** - *The Committee will be reviewing the results of their Survey on Post Repair Inspections to highlight the waste that improperly repaired vehicles have caused our industry. A panel will be discussing these results and the negative impact it has to the consumer, the OEM, and the cost to the collision repair center.*
- 3:15p**      **AFTERNOON BREAK** - *Thank Our Sponsors!*
- 3:45p**      **HR Task Force** [Cory King]  
**Employment Law Update 2024** - *Update on new labor and employment laws affecting employers; what you need to know to steer clear of the courtroom.*
- 4:30p**      **Q&A and Open Mic** - *Promotional announcements here!*
- 4:40p**      **Closing Comments, Adjourn** [Frank Terlep]
- 6:30p**      **CIC Reception**



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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]

<https://ciclink.com/committees>



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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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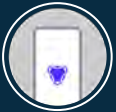
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**Instant Estimate** provides rapid and accurate repair quotes to your customers, increasing your conversion rates while reducing estimate work required of your staff.




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The AI gets to work




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Enable your customers to get an estimate anywhere at anytime – without having to drive into a collision center.
-  **Secure a stronger market position**  
Attract independent repair work and reduce dependency on leads from insurer DRP work.
-  **Increase staff productivity**  
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-  **Better categorize and prioritize jobs**  
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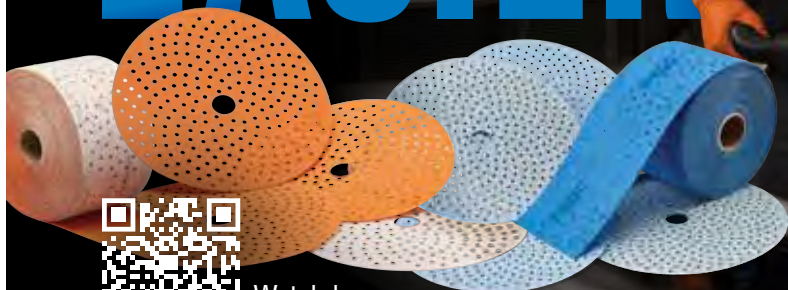


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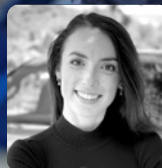
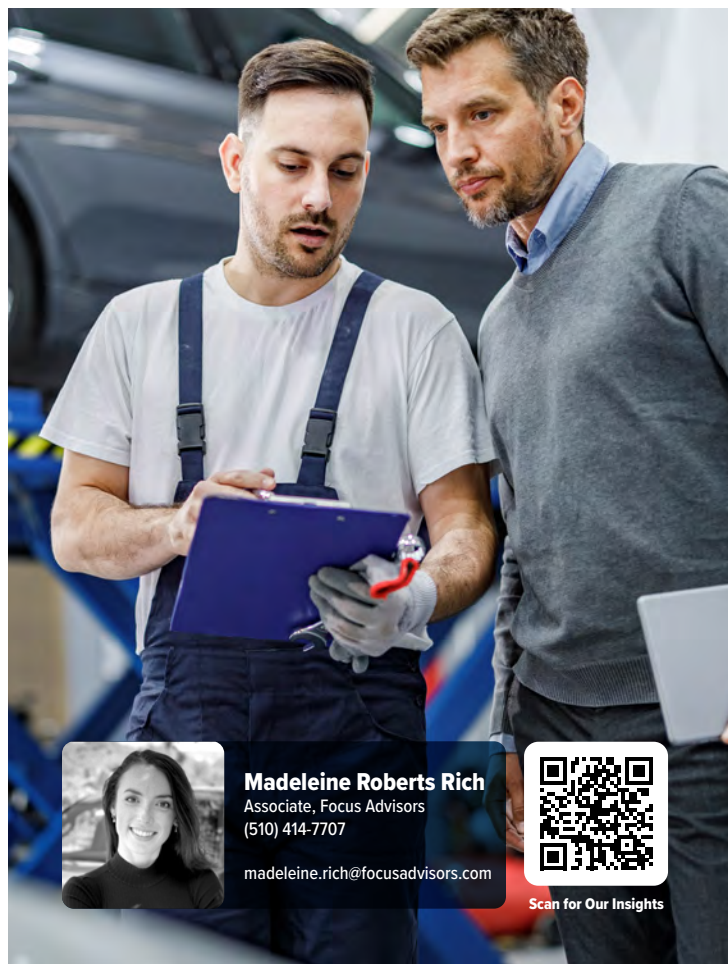
6 locations,  
Van Nuys, CA



4 locations,  
Evansville, IN



1 Location  
Allentown, PA



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# January & 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**

6:30pm - 9:30pm **CIF cocktails for a cause Annual Charity Fundraiser**  
(offsite, Agua Caliente Casino)

### WEDNESDAY, JANUARY 17

7am **Collision Industry Prayer Meeting**

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

6:30pm **CIC Reception**

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

## APRIL 2024

DoubleTree Hotel Sea-Tac Airport - Seattle, WA

### TUESDAY, APRIL 16

**SCRS Open Board Meeting & Elections**

**CIECA Open Board Meeting**

**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.

### WEDNESDAY, APRIL 17

7am **Collision Industry Prayer Meeting**

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

6:30pm **CIC Reception**





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

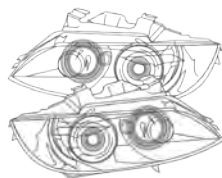
Sourcing quality recycled OEM parts from a reputable, professional automotive recycler—like an ARA member—that can get the part there on time and in the condition that it was promised, can decrease cycle time, speed up delivery to the customer, increase profits for the shop and keep that vehicle on the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

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

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2016–2018 Apps	\$672	\$472	-30%
2013–2015 Apps	\$541	\$334	-38%
2012+ Apps	\$376	\$216	-43%



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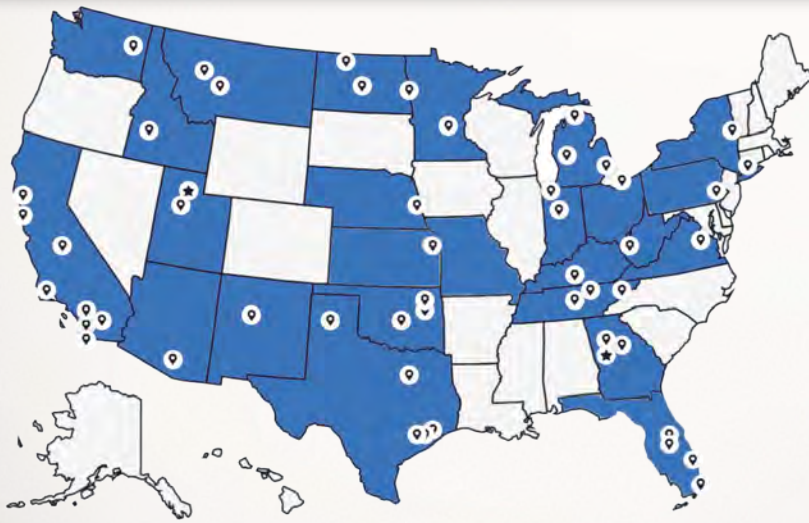




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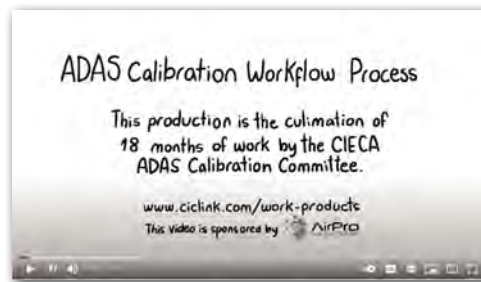
<https://www.ciclink.com/wp-content/uploads/2021/01/2020-11-Golden-Rules-of-Data-Protection-Sharing.pdf>

### **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 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:**

Jordan Hendler

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**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: 309-825-7357

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ph: 818-652-0443

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