COLLISION INDUSTRY CONFERENCE

MEETING AGENDA

Tues., November 3 | SEMA - Westgate, Las Vegas

Time (PT)	Topic	Committee Chairs	Committee	Description
Tues., Nov 3	**Location: Westgate - Pavilion 1**			
8:00 - 8:15a	Opening Introduction	Dan Risley	Chairman	CIC Kick Off, from the CIC Chairman, including introductory highlights regarding the meeting theme: Consumer Impacts
8:15 - 8:25a	CIC Looking Forward to 2027, and Beyond!	Trent Tinsley	Incoming Chairman	Trent Tinsley, the incoming chair of CIC, will present his thoughts and goals for 2027 that build upon the accomplishments and efforts of Dan Risley and the past CIC chairs.
8:25 - 8:35a	CIC Announcements	Jordan Hendler	Marketing Council	Attendee welcome, housekeeping and marketing insights to start the day. Insights as to CIC community, and engaging throughout the year.
8:35 - 9:15a	The Invisible Decision-Maker: AI Disclosure in the Repair and Claims Process	Justin Lewis, Jill Tuggle	Governmental	This discussion looks at how AI is being used in collision claims and repair decisions, especially when it is unclear who actually made the final call. We'll talk about documenting AI's role, identifying who changed or approved an estimate, and making sure a qualified person can review decisions that affect payment or vehicle safety.
9:15 - 10:00a	The Art to Submitting Technical Inquiries	Danny Gredinberg, Erin Solis	Estimating & Repair Planning	Don't let gray areas in repair manuals stall production. This presentation breaks down how to craft and submit clear, complete technical inquiries to OEMs and estimating databases. Learn what information to include, how to frame questions for quick resolution, and best practices to ensure your repairs remain safe, documented, and fully supported.
10:00 - 10:10a	Q&A and Open Mic			
10:10 - 10:40a	MORNING BREAK			***Thank our Sponsors!***
10:40 - 11:40a	The Industry Exchange, Featuring Kristin Dziczek	Aaron Schulenburg, Dan Friedman	The Industry Exchange	This November, we're joined by Kristin Dziczek, Senior Policy Advisor at the Federal Reserve Bank of Chicago and one of the nation's leading voices on the economic forces shaping the automotive industry. Her research focuses on transportation, informed by decades of experience studying automotive manufacturing, labor, supply chains, policy and technology. In this conversation, Kristin will help us take stock of the forces that shaped the automotive economy in 2026 and what they may signal for 2027. We'll explore vehicle affordability, emerging technologies, global competition, trade and regulatory policy. Most importantly, we'll examine what these broader economic trends mean for the businesses and consumers operating downstream, and what the Federal Reserve is learning by watching the automotive and insurance industries evolve.

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11:40a - 12:25p	Beyond the Repair: How the Economic and Technological Changes of the Vehicle Are Redefining the Collision Repair Customer	Liz Stein, Tracy Dombrowski	OEM Industry Relations	Since COVID-19, inflation, supply chain disruptions, and shifting vehicle ownership patterns are reshaping the collision repair ecosystem. Meanwhile, OEM innovations electric powertrains, ADAS, new materials are driving repair complexity and cost. This session examines how these economic and technological shifts are affecting aftermarket repair quality, warranty implications, and customer satisfaction. Industry leaders will discuss strategies for OEMs to support repair readiness, manage repair costs, and maintain brand loyalty in an increasingly complex market.
12:25 - 1:25p	LUNCH BREAK			*Box Lunch provided*
1:25 - 2:10p	How Vehicle Specific Consumables are Redefining Repairs	Jeff Wildman, Andrew Batenhorst	Parts & Materials	Vehicle-specific consumables are no longer interchangeable products—they are critical components of the OEM repair process. This presentation explores how manufacturer repair instructions, panel fastening technology and mapping, seam sealer specifications, and product shelf and usable life directly influence repair quality, safety, and compliance. We'll challenge conventional habits and examine why "we've always done it this way" is no longer an acceptable substitute for manufacturer-defined procedures.
2:10 - 2:55p	Survey Says…Retirement and Exit Planning Doesn't Have to be a Family Feud	Amber Alley, Jeff Burton	Business Operations and Management	A Family Feud–style showdown on succession, MBO, ESOP, or sale — and how to choose the right path for your shop. Every collision repair shop owner will eventually retire or exit — but the big question is how. In this lively, game-show–themed panel, we'll pit the most common exit strategies against each other: succession planning, management buyouts (MBO), employee stock ownership plans (ESOP), and outright sale. Just like on Family Feud, we'll reveal the "top answers on the board" from industry experts and real-world shop owners and their families. You'll walk away with a clearer understanding of your options, the pros and cons of each, and the steps you can take now to secure your financial future and protect your legacy — all while having a little fun along the way.
2:55 - 3:05p	Q&A and Open Mic			
3:05 - 3:35p	AFTERNOON BREAK			***Thank our Sponsors!***
3:35 - 4:30p	What's in the Buff: The Real Cost of Restoring the Original Finish	Kye Yeung, Barry Dorn	Repair Process and Procedures	This panelist-lead discussion will showcase the details of what today's modern collision repair facilities face replicating modern, technical OEM finishes. Panelists will discuss leading edge paint correction, final Quality Control expectations, environmental concerns and new paint booth requirements.

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4:30p - 4:45p	SEMA Show's New Products Showcase, Insider Insights	Kye Yeung, Barry Dorn	SEMA Special Presentation	Get the inside scoop on the legendary 2026 SEMA Show New Products Showcase entries and winners, including personal favorites from CIC leaders. Many previous Showcase products have changed the landscape of the industry! *To visit all entries during show hours, the Showcase is located in the east end of Lower South Hall inside the SEMA Show.*
4:45p	Closing Comments, Adjourn	Dan Risley	Chairman	
6:00p	CIC Reception			- Westgate Pavilion 8
7:30p	Collision Industry Red Carpet Awards			- Westgate Pavilion 1

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