



BODY SHOP B.S. From CPG

From: **Consolidated Parts Group** (dan@cpgpartsgroup.com)

Sent: Sat 4/19/08 11:00 AM

To: glsmisternac@hotmail.com

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Consolidated Parts Group

BODY SHOP B.S.

A Body Shop Business Support Publication of
Consolidated Parts Group, LLC

April, 2008 - Vol 12, Issue 4

In This Issue

CPG Owner has emergency surgery

10 Attitudes of Successful Workers

Letter to your Customer

Nitrogen-Thermal Welding is Coole

[Join Our Mailing List!](#)

Quick Links

[CPG Website](#)

[CPG Line Card](#)

[CPG Credit Application](#)

"Your Partners in Parts" since 1997

Consolidated Parts Group "Committed to Partnering with Parts Dealers and Industry Service Companies who desire to make a positive impact for the benefit of their collision repair shop customers and the industry as a whole. Our ultimate desire is to help shops build their bottom-line through education, information, shared ideas, created tools, and legislative involvement. We are "Your Partners in Parts."



CPG Owner has Emergency Surgery

Dan McAllister, owner of CPG, recently had an emergency surgery to correct a perforated colon. Experiencing severe abdominal pain on Wednesday, March 26, we was rushed to the hospital where tests were run to determine the cause of the pain. It was not until the next morning that it was determined

[CPG Shop Tools](#)

emergency suregey was necessary. They removed 7"-8" of my colon and put on a cylostomy,which will be reversed in July, 2008.

[CPG Bulletin Board](#)

[CPG Garage Sale Page](#)

We experienced many complications with surgery, including a blood clot in the lung, and pneuemonia. The stay in the hospital was 10 days. Once home, I then had another set back with my incision opening up.

[CPG Take-Off Sale](#)

Currently, I have been making slow but consistent progress and hope to be back out on the road by May 1st. Around July 1st, I will return for the reversal surgery, and am hopeful to be back in full swing by August 1.

If you believe in the power of prayer, please be a prayer warrior for me and my family. I look forward to seeing you again over the next several months.

Ten Attitudes of Successful Workers



Talent, ability, money, and powerful people who can take you there are common among answers to the question: "Why do some people make it and some not?" Although the aforementioned qualities can matter, the number one reason people succeed or do not, is ATTITUDE! Dr. Martin Seligman, an authority on optimism, discovered that attitude was a better predictor of success than I.Q., education and most other factors. He found that positive people stay healthier, have better relationships and go further in their careers. And he even found that positive people make more money.

Anyone can adopt the right attitude. No matter where you are from or how much innate talent you have, the right attitude can make a difference in your career. Try adopting these 10 attitudes of successful workers:

1. I am in charge of my destiny.

If you spend your entire career waiting for something exciting to come to you, you will be waiting a long time. Successful professionals go out and make good things happen. So commit yourself to thinking about your career in an entirely different way. .

2. Anything is possible.

Think that there is no way you will ever be at the "Next" level? Then you definitely won't. Remember: If you think you can't, you probably won't. Adopt the attitude of The Little Engine That Could -- "I think I can."

3. No task is too small to do well.

You never know when you are going to be noticed. That is one reason to take pride in your work -- all of it. One public relations executive in Chicago said that her first task in the PR department of a ballet company was reorganizing the supply closet. She tackled the project with gusto and was immediately noticed for her hard work and attention to detail. Remember this the next time

you feel like slacking because you are working on a menial task.

4. Everyone is a potential key contact.

While you do need to be aggressive in the workplace, you can also go far by being nice to those around you. Do you think it's unimportant to establish a good rapport with your boss's secretary? Well, just try getting your meeting squeezed onto the schedule when you really need it. Be courteous to those around you -- you never know when your past contacts will play a role in your future. Be a "Bridge Builder" not a "Bridge Burner."

5. I was made to do this job... and the one above me.

If you spend your days feeling like you are not cut out to do the work you are responsible for, your performance will suffer. Your job may not be the perfect fit, but successful workers act like they are in their dream job, no matter where they are.

6. It's not just what I know, but who I know.

Successful workers understand the importance of networking, both in and out of the office. You need to proactively establish professional contacts. Invite a colleague out to lunch. Go to the after-work happy hour. Join your professional association. Do your part to establish a networking path for your future.

7. What else can I do?

Since you are in charge of your destiny, it's your job to look for ways to improve your professional self. Volunteer to take on an extra project. Learn a new skill that will make you more marketable. Stay late to help your co-workers. Successful workers don't just complete the job and sign out -- they look for additional ways to make their mark.

8. Failure will help pave the way to my success.

While it seems like some people never experience setbacks, the truth is everyone fails from time to time. The difference between successful and unsuccessful people is how they deal with failure. Those who find success are the ones who learn from mistakes and move on.

9. I am my own biggest fan.

Have you been waiting for someone in the office to recognize your talents and efforts? Maybe it's time you start tooting your own horn. Step up and talk about your accomplishments and what you have done for the company. Successful workers know how to point out their achievements without sounding boastful.

10. My opportunity monitor is never turned off.

Yes, there will be days when you will want to just be happy with the status quo. But remember that successful workers are always on the lookout for opportunities to improve. Keep your eyes, ears and your mind open to new opportunities -- you never know when you will discover the one that will change the course of your career!

The ability to move forward, to accomplish things we have dreamed of, rests in our own attitudes and willingness to chase them down. The "Get-Rich-Quick" attitude is not successful for virtually anyone. It takes desire, hard-work, an exceptional attitude, and persistence. Teamwork Works!

News Shorts and Critical LINKS



New Industry Survey Coming SOON - CPG will be sending out another industry survey in the next week or so, and ask they everyone PLEASE particiapte as we want as well represented results as possible. THANK YOU in advance for your support.

CPG Classified Ads - Consolidated Parts Group has added a "Classified Ads" section to their website, where shops can advertise equipment, tools, computers, printers, software, or other items specific to body shops and get exposure to hundreds of area body shops who likely want/need such items. We are currently looking into having online payment options directly from this page in order to make the process much easier for both the seller and purchaser. Please check out this NEW feature by clicking [HERE](#)

CPG Garage Sale Pages - Consolidated Parts Group is currently updating our Garage Sale Pages to include as many "Hot Sale Priced" parts as possible. On this unique page, you can click on the appropriate vehicle Logo (such as GM for any General Motors vehicle, etc.) and find out what items that dealer has listed to sell at incredible prices. This is a GREAT way for shops to save more money, while dealers are able to offer sellable parts that are non-returnable to the manufacturer. This also helps our dealers to keep discounts as high as possible, rather than have to absorb these possible losses. We highly recommend you check out the Garage Sale Pages by clicking [HERE](#).

CPG State Bills to Consider - CPG constantly researches Bills in Lansing that have been introduced in order to see which ones may have an interest and possible impact in the collision repair industry. Here are three Bills you may want to check out. Simply Click on the Bill(s) listed below and it will take you to our websites PDF file of that Bill.

HB-5652 - This Bill would increase the dollar amount that a shop is not required to provide a written estimate from \$20 or less to \$100 or less. Although this Bill has a bigger impact on Mechanical shops, we know many of you also perform mechanical repairs.

HB-4217 - This Bill would provide for insurance companies to have to abide by the Michigan Consumer Protection Act as virtually every other business has to.

HB-4778 - This Bill would prohibit an insurance company from owning or having ownership in any collision repair business. Although this has been introduced for many years, it has not gotten any strong support or consideration.

CONTACT YOUR STATE REPRESENTATIVE - Many of us are not sure how to contact the appropriate State Senator or Representative in order to voice our opinion on any given issue or Bill. CPG has made that easier than having an adjuster tell you "You're the only one who charges for that." Click on the link below titled "FIND YOUR REP" and it will take you to our links page of our CPG website. From there, simply choose one of two provided links: [Find your State Representative](#) will take you to the state website where you can easily find who your state rep is and how to contact him/her. [Find your State Senator](#) will do exactly the same thing for discovering your State Senator. Simply click below now to see how easy it is:

[FIND YOUR REP](#)

FOX Honda Continues Success

Bob McCann, parts manager of FOX Honda, has long been an advocate for exceptional service, attention to detail, and having the best "Team" he can find. That formula continues to keep FOX Honda at the front of the pack for Parts Sales throughout their region.



With combined Honda experience exceeding 50 years, experience and getting it Right the First Time is always at a premium. And, because of their volume of parts sales, they have the highest level of qualification in Honda's new Order Program that is based on Volume Purchases. This new program benefits the highest level purchasing Honda dealers and it directly effects a dealers ability to procure parts quickly and availability. Simply put, they buy the most, stock the most, and can obtain the most quicker than most.

With the FOX Coordinated Delivery Prgoram working within the 11 franchises, DAILY Delivery is offered in all market locations. This has also dramatically effected cycle time from order to delivery.

And with the highest competitive Wholesale Parts discounts offered to ALL shops, and a very simple, User-Friendly Parts Return Policy, FOX Honda can deliver your Honda Parts needs with Care, Consistency, and Price. Try them out for yourselves if you are not already using them. They are:



800-552-2339

K&M 3rd Annual Mopar Hot Rod and Classic Show



K&M Northfield Dodge, the #1 Chrysler Parts Department in Michigan, will again host their 3rd Annual MOPAR Muscle and Classic Car Show on June 14th, 2008. Quickly becoming a MOPAR favorite, this show last year featured over 70 MOPAR's from many of Chrysler's finest vehicles. If you are interested in either registering your MOPAR or would just like to enjoy the day, you can get full details by contacting K&M. CPG will be putting out another release of information in May to remind you again.

The K&M Northfield Dodge Parts crew recently grew with the addition of Rick TerMolen, who will be working the 2nd shift in parts. K&M Northfield Dodge's parts department is open from 7am-Midnight, Monday-Friday. Many of you would remember Rick from his many years at Toyota of Grand Rapids, another CPG partner dealership, where Rick began his parts career. In addition to the Rick, who will be a huge asset for the K&M Dodge Wholesale customers needing parts help in the evenings, the Wholesale Parts Team consists of:

Randy Bush - 32 Years MOPAR Experience
Larry Porzondek - 23 Years MOPAR Experience
J.T. Thurber - 20 Years MOPAR Experience

Combine this experience with the management team of Mike Doyle and Keven Clements, as well as the 11 daily delivery trucks out delivering parts, and one can see why K&M Dodge continues to be a National Top 10 Parts Dealer since 1991.

GARAGE SALE Parts Save MONEY



CPG has developed and offered our Parts "Garage Sale Page" to shops for the past two + years in hopes of helping shops make more money, while our dealers can move out those parts that

may not be returnable to the manufacturer. we are committed to making 2008, the year we offer MORE of these parts than ever before. Our Garage Sale Page is open 24/7/365 from our CPG website. These parts are new, OEM crash parts which may be:

Dented

- Dinged
- Scratched
- Painted
- Non-Returnable Trim Part
- Non-Returnable Air Bag
- Obsolete Parts
- **These parts help you save money, help our dealers sell parts they can NOT return to the manufacturer, and help keep discounts higher.**

The cost of returned parts, which are un-returnable to the manufacturer, has caused havoc across the US for auto dealers as manufacturers continue to pinch down with tighter return policies. This new CPG Garage Sale Page not only helps dealers move out these parts, it helps to ensure a continued "No-Hassle" return policy from our CPG partner dealerships.

Check this awesome Money Saving Web Page, just click the link below:[Garage Sale HERE](#)

If you look for Garage Sale parts on a particular vehicle, but find there is nothing "For Sale", please let the appropriate dealer know you'd really like to shop their Garage Sale. Or you can simply let us know, and we can pass it along.

FOX Kia, Hyundai, and Saab



FOX has several award-winning parts departments and personnel, and certainly FOX Motors, home of their **Kia, Hyundai, and Saab** vehicle lines is one of them. Now known as FOX Kia, FOX Hyundai, and FOX Saab, the FOX Motor Group has not changed, just the names. Parts Manager, Jeff Norton has seen the need for a designated Wholesale Parts Department and set that up long ago with Dan Conrad (15 years) as their dedicated wholesale specifier, with overflow help from Jeff and Jose.. And now with over \$1.1 million of inventory in their Parts Warehouse, FOX can service their Collision Repair customers much quicker. Combine that with the impressive and very efficient FOX Coordinated Delivery Program, and service is awesome.

FOX ranks at the top in Parts for every one of their three vehicle lines as follows:

- **Hyundai - #1 in their Region**
- **Saab - #1 in their Region**
- **Kia - #1 in West Michigan, #3 in their Region**

If you have not tried FOX Kia, Hyundai, or Saab, CPG invites you to try them now. You will not be disappointed.



800-942-0880

Letter to your Customer

Below is an adaptation of a letter a dentist wrote and sent or gave to each of his patients. We have adapted it to collision repair customer terms. You may want to utilize this in some of your communications with your customers.

Through the years, insurance companies have slowly crept between you and me. They sometimes suggest that we do certain procedures or to not do certain procedures in order to save them costs on repairs. They also sometimes ask us to use inferior replacement parts (non-OEM, imitation parts) that may affect your vehicles warranty, be sub-standard in quality, require more un-compensated installation time, and/or be less safe than OEM parts. All of this is done in order to save them money.

Although we too believe consumers want lower premiums, we also believe that consumers want and expect their vehicles to be repaired to pre-loss condition and in accordance to the original vehicle manufacturers specifications and according to industry repair standards. Safety and maintaining their vehicles value is important to both us and our valued customers.

We try very hard to help our customers to be well informed concerning the entire repair process, including the processing of their insurance claims.

We hold our relationship to you, our customer as being the utmost in importance and critical to performing excellent repairs. We do not diagnose, complete repairs, or establish repair costs according to any insurance table or reference of allowances. These costs are based on the professional judgment, skill, and training of our staff. If it is possible to complete the repairs without compromising the safety and quality of your vehicle, we will always do so in order to maximize your insurance benefits.

By Michigan law, we do not have a contract with your insurance company, but rather they have a contract with you. They are required to pay YOU for any and all necessary repairs on your collision damaged vehicle. Because of this, we have adapted our billing policy to maximize your benefits, and to also maximize our ability to provide professional, complete, and appropriate repairs to your vehicle.

We are now having your insurance company reimburse you directly for the repairs of your vehicle. We will ask you to pay for the repairs at the time you pick-up your vehicle. We will still submit your claim for you as always, however they will reimburse you directly for the repairs. We can also often arrange for your insurance company to pay you BEFORE you pick-up your vehicle from our shop if necessary.

We have found that most customers are paid within 1-2 weeks as Michigan law only gives insurance companies 30 days to reimburse you for repairs. However, it is not uncommon for them to pay our claims to our office in over 45 days. Even sometimes as long as several months. Remember, you do not have to fill any claims forms out. We take care of that for you! This change has made our relationship with you private and secure.

Insurance companies base their allowances on "Prevailing Rates" or sometimes referred to as "Reasonable and Customary" fees. These are based on averages and even those averages are suspect. However, we do not want to provide our customers with "Average" repairs. We refuse to deliver a repair that is anything less than the best our professional staff can provide. We strive to be the best, not just average. We're repairing your families safety and most likely the second highest investment you have. We take quality very seriously. The insurance companies "average fee" is based on the best of the worse and the worst of the best. They may tell you that our fees are too high, but in reality their coverages are too low.

Ultimately, we care exclusively about your friendship, trust, and our future relationship. Our goal is to provide the kind of quality repairs you would feel comfortable putting your loved ones behind the wheel of. Your insurance company exists only to offer you the lowest possible benefits they can find. They are simply not looking out for your best interests. Our goal is to help you maximize your insurance benefits and we will assist you in any way we can. We offer the use of Visa, MasterCard and Discover. We also have financial plans available. Remember, Michigan law requires your insurance company to pay you for your repairs within 30 days. If you have any questions or concerns, please do not hesitate to ask. Thank you and we look forward to providing you with the quality repairs you're seeking.

Sincerely,

My Body Shop

Some shops may want to provide a financial security agreement form that states a customer will assume full financial responsibility for the full payment of your completed repair order beginning 30 days after delivery. This could be in the form of a payment schedule including interest (something you won't get from an insurance company), or it could include a balloon payment due by, say 30 days after delivery.

This kind of letter puts the customer directly into the payment loop where most insurance companies do not want them. If the customer has a problem with an agreed price, there are laws that will give them protection when that same law does NOT apply if agreed repair prices and payment are made to your shop directly.

Parts Ordering Tips

Ordering parts can be a pretty simple task. But it can be one that brings on headaches as well. Here are some tips that we believe will help you get what you want, when you want it:

Order as soon as possible:

When you get approval for a repair from the insurance company, we recommend that you order the parts right away. It gives the dealer a better opportunity to acquire the necessary parts you need by your due date. Use our CPG "Import Delivery Turnaround Schedule" to better schedule import vehicles based on typical order "cycle" times. This form is available 24/7/365 from our website at www.cpgpartsgroup.com under Shop Tools.

Tell your parts vendor when you want them:

If you order them right away as suggested above, you simply also tell us when you want the parts delivered. This way, you get the parts when you want them or need them and not before. You won't have unneeded parts laying around your shop, getting in the way, or damaged. It also gives us the chance to track and/or locate backordered or obsolete parts as needed. The more time we have to solve those types of problems, the better we can serve you with "on-time" delivery.

Fax in orders to save time:

By faxing your orders in, which you can often do by simply faxing your estimate, it can save you a lot of time. Most estimates will include vital information such as VIN#, model, etc. that will answer 99% of the parts specifiers questions. You won't be stuck on hold or tied up submitting a large order yourself when using the fax machine. Also, you can jot down any notes on the estimate you fax in such as "deliver on Monday, August 23." Or "Moldings are Metallic Charcoal." Etc.

Ask us 1st:

Many times we can be very competitive selling you an OEM part where the insurance company is specifying the use of an imitation part. If you get in the habit of ordering all the parts on the estimate from the OEM vendor first and asking them to compare their best price to the imitation price, you can often save time and money and use OEM instead. The price may not always be the same as imitation, but often close enough you may wish to use the better OEM version anyway.

OEM Glass is sometimes less:

Glass prices on OEM glass such as door glass, ¼ glass, back glass, and other glass can often be less, sometimes far less than glass from a glass source. Recently I visited a shop that had replaced a door or ¼ glass and purchased the glass through a glass source only to be denied about \$300 from the insurance company. The insurance company cited the crash book offering an OEM replacement glass for about \$300 less than the glass shops NAGS price. He had to eat the loss, this time!

New Nitrogen Thermo-Welding Process at Bumper Poole is "Cool"



Bumper Poole has recently began repairing bumpers utilizing an exclusive new Nitrogen Thermo-Welding process. This new process, not used by any other bumper repairer in this competitive market, offer many repair benefits, such as:

- Produces the strongest possible weld with nitrogen gas.
- Produces repairs much more quickly than airless welding.
- When used with our R13 and R14 polypropylene strips, the Dual Fuzer makes strong and quick repairs on PP/TPO bumpers.
- Quickly welds any type or thickness of thermoplastic.
- Alarm system to warn operator of low air flow to help prevent overheating.
- Repairs have outstanding strength compared to other repair methods, like adhesives or mechanical fasteners.

Some shops have now seen the samples of this welding technique and are beyond impressed. This NEW process is simply in a class by itself. If you'd like to see a sample of this work, try to destroy the weld by virtually any means possible, or have other questions, please CALL Bumper Poole, TODAY!

Rick Poole and his crew are VERY excited about this new process and how well it works. This is the most innovative method Rick has seen in his 20 years in the bumper repair business, and it has regenerated his staff as they now are working this new process. If you have questions about the process, the results, and how this should enhance even more the products they deliver, call Rick today.

If you have been disappointed in your supplier of reconditioned bumpers and aftermarket parts, CPG highly recommends you try the vast knowledge, experience, and attention to customer satisfaction that Bumper Poole has been offering its customers since 2000. Owner Rick Poole and his crew are committed to becoming the benchmark for quality, service, and value.

Bumper Poole

800-289-9414

(616) 902-5035 - Rick's Cell

Consolidated Parts Group and it's partners are VERY seriously committed in partnering with the Collision Repair Industry and working towards more control for shop owners. Our industry e-newsletter BODY SHOP B.S.is just one example of our continued work since 1997.

In 2007, we have already added a Current Survey to our website so shops can cast their Vote on different important issues faced within the industry. We will update and change the survey from time-to-time, but it is imperative that Shops be Active in participating in these Surveys. This new Survey System is currently being fully revamped with ongoing changes in technology, and CPG will be actively be using these new changes to serve this sector better.

Lastly, please consider the support and efforts put forth by your CPG Partners as you decide on who you will spend your money with for parts and services. CPG Partners believe in the mission and goals of CPG, and likewise, support those efforts through their participation as a CPG Partner. Please "Support those who support you."

Thank You

Your CPG Partners

Daniel McAllister
Consolidated Parts Group

Forward email

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This email was sent to glsmisternac@hotmail.com, by dan@cpgpartsgroup.com
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