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Consolidated Parts Group

BODY SHOP B.S.

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"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."



EPA To Crack Down on Hazardous Air Pollutants

This is a continuation of last months article on the upcoming changes concerning Hazardous Air Pollutants set by the EPA. There is far too much information in the official EPA ruling, including the continuous repeating of the same information. We are trying to offer shops the most condensed and to the point information as possible. Here are some facts from the EPA website concerning this new ruling:

What are auto body shops?

Auto body shops repair, repaint, and customize cars, trucks, and other vehicles. Their activities include sanding, cleaning, and painting, all of which may release pollutants into the air and may contribute to health concerns in the shop and in the community.

Where can I find additional Help/Info

The Coordinating Committee for Automotive Repair and EPA have developed a [Virtual Auto Body Shop](#) for cost calculations, equipment, technology & training information, access to sources of funding, and other assistance.

When is the compliance deadline?

For existing shops, the compliance date is Jan. 8, 2011. For new shops that have opened after Jan. 8, 2008, they must be in compliance immediately.

Equipment Requirements Include

- Install/operate filter technology on all spray booths/stations/enclosures to achieve at least a 98% capture efficiency.
- HVLP Spray Guns - Spray applied coatings must be applied with a high volume, low pressure spray gun, electrostatic application, airless or air-assisted airless spray gun, or an equivalent technology.
- Spray booths/stations used to refinish complete motor vehicles or mobile equipment must be fully enclosed and ventilated at negative pressure or up to 0.05 inches water gauge positive pressure for booths that have seals on all doors and other openings and an automatic pressure balancing system.
- Spray booths/stations used to coat miscellaneous parts or products or vehicle subassemblies must have a full roof, at least three complete walls or side curtains, and ventilated so that air is drawn into the booth.

Training/Reporting/Record Keeping Requirements

- Train and Certify all painters on spray gun equipment selection, spray techniques, maintenance, and environmental compliance.
- Train and Certify all personnel who spray apply surface coatings by January 10, 2011 (for existing collision repair shops), or by July 7, 2008 (for new collision repair shops).
- Initial Notification to EPA - Existing shops must notify the EPA by January 11, 2010 when they will be compliant. New shops must do so by July 7, 2008 or 180 days after startup
- Notification of Compliance - Existing shops must notify the EPA by March 11, 2011 of their compliance.
- Annual notification of changes report - required each year any reportable changes occur.
- Must maintain records of all EPA Notifications submitted.
- Painter training certifications
- Spray booth filter efficiency documentation
- Spray gun transfer efficiency

- MeCl content information such as MSDS
- Annual useage of MeCl for paint stripping, and written MeCl minimization plan for annual useage > 1 ton per year.
- Deviation and corrective action documentation

Here are three resources we have found which we feel may be very helpful:

Michigan Auto Body Environmental Compliance

Workbook - This workbook can help your shop walk through a compliance checklist to be sure you are following the DEQ and EPA guidelines as of the development of this resource.

Although it is a rather lengthy workbook, CPG believes shops that use it to be sure they comply, record their progress in the wokrbook and keep that on file, would have a much stronger case of your ongoing attempts to be in compliance should you ever be inspected. Click on the link [HERE to get a copy](#).

EPA Summary Brochure - This two page brochure is a great summary of the EPA ruling and is very helpful in better understanding the new regulations. You can find it by clicking [HERE](#).

EPA National Emmissions Standards for Hazardous Air

Pollutants Final Ruling - This is a 163 page document that will seem overwhelming to read. However, you can gain a much better understanding of the impact of this new ruling on your shop by reading at least the introduction and key portions. Again, CPG has made this available to you by simply clicking on the link [HERE](#).

CPG recommends you contact our partners at Altra Products for precise guidance on these new strict requirements, how and what should be in your own shops action plans, and when to best plan for these changes.

In addition to this important information, you can also find more information on Altra Products website which you go directly to by clicking on the links here:

For the Painter - [Garbat Accele-Cure Pages](#)

For the Frame/Body Tech - [Frame Specs/Info](#)

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Altra Products has built their business and reputation on exceptional service. Check them out for all your equipment needs and service!

Altra Products
Supply Inc.

800-684-3154

Survey Results, Report Cards, and other "Tools"

Consolidated Parts Group - We're looking out for YOU

Consolidated Parts Group has been working hard for over 11 years to help the collision repair industry fight for better profits, more control, and fair settlements. We just wanted to point out some of the many "Shop Tools" CPG has created for shops to use at their own discretion, as well as responsibility.

Customer Steering Brochures - CPG has designed two versions of this brochure which highlights what Michigan Law says about consumers right to choose, what the Facility repair Manual from the state of Michigan says about this subject, and what a State of Michigan brochure called "Consumers Guide to Collision Repair" says about the consumers rights. We have included many of the insurer's common statements which can deceive consumers concerning steering, and it also includes a "What you should do to insure a good repair" recommendation. This brochure is in full color, and is offered FREE for shops who wish to use it. You can see it by clicking [HERE](#):

Customer Accident Brochure - This CPG designed brochure is again offered to shops for FREE, is in full color, and is meant to be an active part of a shops marketing program. Simply give one to every customer that comes in your door, including any just coming in for an estimate that you may not get the job. This brochure is for customers to carry in their glovebox and gives specific details of things to do in case of an accident. You stamp your shops information on the brochures in several places, and this reminds customers of your shop at the time of an accident. This is the very moment you want someone to remember your shop. You can check this brochure out by clicking [HERE](#):

Post Repair Inspection Form - This is a sample form of a post repair inspection your shop should do in order to insure the customer that, in addition to the obvious repairs you performed, your shop has inspected key safety parts, such as brakes, steering, etc. and made sure the vehicle is now safe and in good mechanical condition in specific areas. This form also allows shops to increase profits through possible additional "customer Paid" repairs, such as brake replacement, radiator hose replacement, fan belt replacement, etc. Customers greatly appreciate a thorough repair and going the extra mile to inform them of the overall condition of their vehicle. This added value feature at your shop will set you apart from the "normal" shops. To see this sample form, click [HERE](#):

In addition to these CPG offered "Shop Tools", we also have many others, here is a list:

- Anti-Steering Letter**
- Accident Brochure**
- Authorization to Repair**
- Consumer Authorization to Select Repairer**
- Consumer Guide to Total Loss Claim**
- Consumers Guide to Collision Repair**
- 2007 Buyers Guide for Auto Insurance**
- Material Caps Letter**
- Parts Disclosure Form**
- Import Parts Order - Delivery Timetable**
- Customer Letter**
- Customer Questionnaire**
- Post Repair Inspection Form**
- Release of Liability - Salvage Part**

Repair Facility Manual**Towing Letter****Vehicle Release Agreement Form Shop Policy on Parts Restocking Fees Credit Application****Premium Excessiveness in Auto Insurance Steering Brochure Non-DRP Shops Steering****Brochure DRP Shops**

We recommend you take some time to check out all of our Shop Tools. CPG is always looking to "PARTner" with the collision repair industry and assist in increasing a shops profits and business control. And we challenge you to find any other businesses you may choose to buy parts and/or service from who are doing this kind of work on your behalf. It is our "Added Value" feature we believe seperates us from any others. We appreciate your consideration of this when you choose your vendors.

News Shorts and Critical LINKS**The Story of Another Mary**

Mary, a woman in her late thirties, was driving home one night with her two children. It was 10:30pm on a rainy, drizzly evening.

As Mary reached her neighborhood, she turned off the main highway and went through an underpass. Suddenly, on the side of the road she saw an old car jacked up, obviously in trouble. A man was working on it. Sitting on the curb in the drizzle was a woman with a baby in her arms and a small child beside her.

Mary stopped her car and got out to see whether she could help. Help, they said, was on the way - the man had phoned his brother. Nonetheless, Mary insisted that the woman, the baby, and the child join her and her two children in her car. She kept them warm, dry, and in good spirits for two hours - until the brother arrived. A week later there a was a knock on Mary's door. When she opened it, there was the woman, carrying a bouquet of paper flowers she had made especially for Mary.

A few weeks ago - fifteen years later- there was another knock on Mary's door. It was the same woman. "We were passing through the neighborhood," she said, "and wondered whether you still live here. There's something I've always wanted to tell you. We come from Puerto Rico, you see, and when people from Puerto Rico get together they often tell each other stories about how mean some Americans have been to them. Whenever I hear a story like that, I tell them about you. I thought you'd like to know."

ATTITUDE IS EVERYTHING

The single most important decision I can make on a day-to-day basis is my choice of attitude. It is more important than my past, my education, my bankroll, my successes or failures, fame or pain, what other people think of me or say about me, my circumstances, or my position. Attitude is that single string that keeps me going or cripples my progress. It alone fuels my fire or assaults my hopes. When my attitudes are right, there is no barrier too high, no valley too deep,

ne dream too extreme, no challenge too great for me.

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](#).

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](#)

An employee went to his boss to ask for a raise. "I'm planning on giving you a raise," said the boss. "Oh! Great!" said the employee. "When will it be effective?" "As soon as you are," was the boss's reply.

Keep away from people who try to belittle your ambitions. Small people always do that, but the really great make you feel that you, too, can become great.

The problem with self-made men is that they worship their creator.

Those who think they know it all are very annoying to those of us who do. If the power to do hard work is not talent, it is the best substitute for it. Ambition by itself never gets anywhere until it forms a partnership with work.

Faults are like headlights. Those of others seem more glaring than our own.

Managing Insurance Companies & Increasing Profits



So, let me ask you a question: If you have two cars come in at the same time from customers who want their vintage prized automobile restored to showroom condition. Each are paying for it out of their own pockets, and one has agreed to pay you \$50/hour on booked labor hours, while the other one has agreed to pay you \$48/hour, which one will you do first?

Sounds like a silly question, right? Well, my point is this... why would you not do the same for insurance companies?

Let's take a closer look at where this article is headed. First off let's paint some

hypothetical pictures: Let's say that your shop did work for 26 different insurance companies last year. You also know that the top 10 insurance companies as far as your own shops volume of business amounts to 75% of your total volume of business. In other words, those ten insurance companies provided 75% of your total volume. Wouldn't it be wise to know what the different profit margins were from each insurance company? OK so here is what it might look like:

Rank	Ins Co.	Total \$	GP %
#1	Awesome Nat	\$165,810	41%
#2	Say Yes Ins Co	\$226,558	38%
#3	Good Stuff Ins	\$305,985	36%
#4	Yer Mama's Ins	\$289,866	32%
#5	Average Ins	\$226,112	30%
#6	Ain't Bad Ins	\$290,903	29%
#7	Great Harm Ins	\$345,893	27%
#8	Top Dog Ins	\$281,895	25%
#9	Cheap Rate Ins	\$159,662	24%
#10	Import Ins Co	\$126,333	23%
TOTALS		\$2,419,017	
AVG Gross Profit %			30.6%

With these figures a shop can now better analyze who the best paying insurance companies are and work to improve overall profits by doing as much work as possible for the highest paying or profit generating insurance companies. As you can see in our example, the highest volume insurance company ranks #7 on the GP% list. If my shop could market better to "Awesome National" at a 41% GP% and increase the volume to the same as "Great Harm Insurance Co." of \$345,893 this significantly changes my shops overall GP dollars and percentages. In dollars my shops GP would go from \$67,982 with "Awesome Nationals" current volume to \$141,816 at the volume of "Great Harm Insurance Co." Just by shifting my volume from the high volume insurance company to the best, or shall we say, most fair paying insurance company, my shop makes over twice as much profit on that same volume. Imagine if you could do that with other examples in this sample report. Another great tool is that you can take this kind of factual report with you when you meet with insurance officials and work on bringing their payments up to your shops average or better yet, to the top of the list. Insurance companies need to know that you know what is going on. They also need to know that you want their business, but that as a smart business person, you must cater to the highest paying customer. They do that every stinkin' day, why shouldn't you?

For some shops, these figures are available through the management software you may already be using, such as ADP, CCC or Mitchell. However, if you are using QuickBooks for your accounting, you can also set up that software to enable you to create these reports. Any business that can look very closely and often at their profit margins individually will be able to build a better plan and increase profits accordingly. Even minor shifts in sales dollars to a higher profit insurer can make the difference between success and failure.

One last thought, another important "investment" a shop can make to improve their shops profits is to contract with a qualified accounting firm that understands the collision repair industry. They can help you identify key areas of your business that can improve profits, offer proven ways to improve in your weaker areas, and the good ones will make you far more than what they charge, which makes it a GREAT investment (rather than an expense).

Consolidated Parts Group is currently working with a professional accounting firm we will launch a campaign with in 2009 designed to uniquely benefit shops in the collision repair industry. Stay tuned!

Business Plan for the 21st Century



Some might contend that things have changed a lot over the past 25 or 50 years. And in many ways they have. In fact, in some ways things have changed at a revolutionary pace. Who could have imagined in 1951, that we would have computers on virtually every business desk in the US? Or that we could link a video camera through a phone line and see our friends or family in another country via the internet?

While many things have changed, some things remain forever the same. People still must eat and drink. And people still prefer to deal with businesses they can trust. Honesty is as big of a commodity to day as it was in 1951. However, with the business environment more tainted in a less-than-honest fashion today, people are even more hungry to deal with honest people they can trust.

Here are the "Ten Golden Rules for Better Business" from the Better Business Bureau's Fair Practice Code, circa 1970's:

Ten Golden Rules for Better Business

- 1) ***Serve the public with honest values.***
- 2) ***Tell the truth about what is offered.***
- 3) ***Tell the truth in a forthright manner so its significance may be understood by the trusting as well as the analytical.***
- 4) ***Tell customers what they want to know - what they have a right to know about what is offered so that they may buy wisely and obtain maximum satisfaction from purchases.***
- 5) ***Be prepared and willing to make good as promised and without quibble on any guarantee offered.***
- 6) ***Be sure that the normal use of merchandise or services offered will not be hazardous to public health or life.***
- 7) ***Reveal material facts, the deceptive concealment of which might cause consumers to be misled.***
- 8) ***Advertise and sell merchandise or service on its merits and refrain from attacking your competitors or reflecting unfairly upon their products, services, or methods of doing business.***
- 9) ***If testimonials are used, use only those of competent witnesses who are sincere and honest in what they say about what you sell.***
- 10) ***Avoid all tricky devices and schemes such as deceitful trade-in allowances, fictitious list prices, false and exaggerated comparative prices, bait advertising, misleading free offers, fake sales and similar practices which prey upon human ignorance and gullibility.***

Fair Practice Code - BETTER BUSINESS BUREAU

It would serve all of us great peace of mind if we were to analyze our business practices and compare them to this benchmark ruler. Do all successful businesses adhere to these ethics? Absolutely not! But business persons who want to win an honorable position and reputation within their communities can not afford to prostitute themselves by selling a service that fails to follow the very ethical path that not only their customers demand, but a path they would also demand of a business they patroned. Customers still want to do business with people they can trust. Don't you?

But how, in the business environment today, what with unbelievable pressures and influence from insurance companies, can a collision repair shop even begin to work "honestly" with their customers, you might ask? Regardless of how any person decides to operate in business, that decision is ultimately up to them. Not an easy one either. As you ponder on the "Ten Golden Rules for Better Business", please take one at a time and assess your own level of adherence to these values. Ask yourself how important these business virtues would be to you from your doctor, your accountant, or your attorney. And in every way you can, provide these values in how you do business.

GARAGE SALE Parts Save MONEY



Save BIG Money when you shop our dealers

"Garage Sale Pages"



East Nissan Recently added several GREAT bargains to their Garage Sale Page. Check it out by clicking [HERE](#):



K&M Northfield Dodge has the largest, most up-to-date Garage Sale Page on our website. Check their stuff out by clicking [HERE](#):

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.

Negotiating - How to win the race & improve profits



Negotiating happens throughout our day. At home, at work, at the store, at our kids sporting events.... Everywhere. Negotiation occurs when someone has something we want and we are prepared to bargain for it.

Negotiating is not War. Negotiating is not science. Negotiating is the commerce of information for ultimate gain. Knowledge is Power!

PROBE

Probing is the first step of the early negotiation process with the other party. It is the process whereby you are trying to establish the other sides position. You need to know things like:

What do they want?

What seems most important?

What seems least important?

Rule #1 - You must use an Anatomy Application - Two Ears, One Mouth! Listen more than you talk.

Steps

Ask Questions and LISTEN. Probe for information. Ask questions such as "Why do you feel that way"? "Why is that important?" "How do you see that working in this case?" "Who requires that it be done that way?" You can get further details by asking "Could you give me that again please?" In this stage if you do not listen with complete focus and attention, you will not gain the knowledge you need to proceed effectively.

Answer their questions with questions.

Play Hypothetical Games. You can say things like.... "Let's pretend....Just suppose.....What if?" These examples usually do not create any absolute conditions or obligations from either side. It can be used to bring in the third party element, too.

Don'ts in Probing

Don't Assume - You know what that does... makes an ASS out of U and ME. You may think you know what they're thinking, but you could be wrong!

Don't Attack - An aggressor will be answered with aggression almost every time, just ask Usama Bin Laden. The little guy can not win that war.

Don't Get Off Track - Stay focused on your objectives.

PROPOSE

Before you Propose, Take Inventory. You started with what you expected their position and interests to be. By probing you have gathered more information. Add it up and see where you are. Now as for a proposal, here are some key points:

LET THEM GO FIRST - If you let them go first, you might just attain your GOAL (highest Goal you had hoped to achieve) immediately. Maybe you can even get more! Have you ever noticed who typically goes first at your shop? I told you they have spent millions!

NEVER ACCEPT THE FIRST OFFER - At least not right away. There must be a way to get more of what you want. Ever buy a new car?

TAKE YOUR TIME - Sometimes it is who can outlast the other. Somebody wants to move on and be done with the negotiating, make it be them, you'll get more.

STAY FOCUSED ON YOUR "GOAL" - The fear of rejection is what trained negotiators count on to beat you. Focus High, Ask High, Receive High.

HORSE TRADE YOUR INTERESTS - They want to save on a labor operation. Trade them that amount for a higher profit element. Or trade that giveaway for something that wasn't a previous charge like storage, towing, administration fee's, restocking charge, etc. this is where you trade something you value less for something you value more.

WHEN THE GOING GETS TOUGH

*Don't Take it Personally

*Don't Get Personal

*Don't be Insulted - Don't accept their ploy to make you think they are insulted. Your offer is no less reasonable than what they are proposing. Find out how to sell your side.

*Anger on Either side will stifle progress.

*Guilt. This can be a powerful tool when used skillfully. "You should feel bad for asking me to cut my technicians pay like this." "Just because you have the upper hand, why, you've put us in a difficult corner. How can you do this to us?"

The best way to get what you want, is to help them get what they want.

JUST SAY "NO"

Saying "No" is one of the most powerful tools you can use. Your opponent is likely trained to continue to ask for more. The only way to stop that may be to say "No." Here are some ways to say no and some responses to their No's.

Buying Time "NO" - Not necessarily a "No" as you say "...let me get back to you on that." If this is used on you, respond by asking, "When will you get back to me on this?"

Delayed "NO" - "After careful consideration on your request, the answer is no." If applied to you, ask; "What elements of this proposal are causing you to take this position?"

Uncomfortable "NO" - "I really do not feel right about doing this." You might counter such a statement with, "I can appreciate how you feel. How can we make it comfortable?"

Apologetic "NO" - This is a gentle No response. "I'm really sorry, but I really couldn't do that. Is

there another way?" If poised to you, respond with; "I'm sorry, too. How do you propose that we can both meet our obligations?"

Knowledgeable "NO" - Tap into your knowledge, experience, and training versus theirs. "In the past 10 years alone, we've probably performed this procedure several hundreds of times. I know what we can do and what we can not do. Is there something you know about this repair that we don't?"

Prove-it "NO" - If they contend that no one else charges for that, ask who he's referring to. Be ready to call that shop in his presence and ask if it is true.

Flat-out "NO" - Although you should use this sparingly, it requires no explanation. Simply NO. If this is applied to you, you can respond with "I'm confused." Or ask for an explanation.

Approved "NO" - Bring in your top technician and let him decide if he can and will do it for the offered amount. If so, it's a YES. If not, it's a NO.

Conditional "NO" - This appears as a "Yes", but.... "I will agree to that if you will...and you will, and you will..." Conditions that regain what you agree to give them.

Negotiating is a very important skill and one that insurer's, the one you will do the most negotiating with, spends millions of dollars training their staff personnel to negotiate to thier benefit. Shop owners and managers simply must be able to out negotiate them. It is a matter of improved profits and control. Take some time to put these principles into practice and see for yourself how you can improve in your negotiating skills.

Toyota/Scion of Grand Rapids

Toyota/Scion of Grand Rapids has been the #1 Parts Seller in West Michigan for decades. Their commitment to exceptional service, right the first time specifying, and quick, FREE delivery continues as their benchmark model of how to service the collision repair industry. Parts and Service Director Bob Bacon has put a premium on staffing his wholesale department with the best, and that is evident with Wholesale Parts Manager Bill Sharp pictured below.



Bill has an incredible 26 years of Toyota Parts experience and has an honest, simple, old-fashioned approach to customer service that is increasingly difficult to find. Here are some of the

other standards and facts about Toyota of Grand Rapids that sets them apart:

- **Largest Toyota/Scion Inventory in West/Central Michigan**
- **Daily FREE Delivery** (NO delivery fee's or fuel charges ANYWHERE)
- **Daily Orders by 1pm arrive the next day** (for out of stock parts)
- **#1 in West/Central Michigan, #2 in Michigan**
- **2 Full Time Delivery Drivers**
- **VERY Competitive Discounts**
- **Hassle Free Return Policy**

Toyota/Scion of Grand Rapids wants to be in the wholesale parts business and understands what shops need to be as efficient and successful as possible with cycle time, profits, and an attitude of "PARTnership". If you have not tried them before, we invite you try them for yourselves. You won't be disappointed!

Toyota/Scion of Grand Rapids

800-354-7037

FOX Ford adds Mazda to Wholesale Parts Department

There always seems to be "News" with our Fox partners. FOX Ford now features Mazda as a wholesale parts partner. What does this mean? If you have a Mazda in your shop, you simply call the award winning FOX Ford Wholesale Parts Department, the experienced, friendly wholesale parts staff will take care of it from there.



Kim Guiles - Parts Manager

The FOX Ford wholesale staff consists of some of the most experienced parts persons in West Michigan, beginning with Parts Manager Kim Guiles. Additionally, there is Ken, Denny, and Randy who man the phones daily in the wholesale parts department. And with 7 delivery trucks on the road, you can count on FAST, FREE delivery.



FOX Ford/Mazda

800-632-8655

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 added Survey's to our website so shops can cast their Vote on different important issues faced within the industry. We continue to add "Shop Tools" that shops can use for various issues confronting shops in the ever-changing, ever-challenging world of collision repair. CPG is committed to the Collision Repair Industry beyond providing options for Parts and Services.

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

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