

You are receiving this email from Consolidated Parts Group because you subscribed on our website or have signed up with our representative. To ensure that you continue to receive emails from us, add [glsmisternac@hotmail.com](mailto:glsmisternac@hotmail.com) to your address book today. If you haven't done so already, click to [confirm](#) your interest in receiving email campaigns from us.

You may [unsubscribe](#) if you no longer wish to receive our emails.



# Consolidated Parts Group

## BODY SHOP B.S.

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

June, 2008 - Vol 12, Issue 6

### In This Issue

CPG Health Update

Industry Survey Results - Legal Issues

Industry Survey Results - DRP's & Steering

Nitrogen-Thermal Welding is Cool

[Join Our Mailing List!](#)

### Quick Links

[CPG Website](#)

[CPG Line Card](#)

[CPG Credit Application](#)

[CPG Shop Tools](#)

[CPG Bulletin Board](#)

[CPG Garage Sale Page](#)

### *"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 Offers FREE Accident Brochure to Shops

Consolidated Parts Group recently created an Accident Brochure designed for consumers to put in their glove compartments, which help to explain their rights and responsibilities after an accident, and specific information to gather and record. This full color, professional brochure includes two places that shops can stamp their shops names and utilize this as a marketing tool for their customers. And this is all offered FREE to any collision shop that wishes to use it.

One bit of information included is the following:

When you are involved in an accident that is covered by your auto insurance, you have certain responsibilities and so does

[CPG Take-Off Sale](#)

your insurer.

**You Must:**

1. Contact your insurance company or agent right away when you have a claim.
2. Take reasonable actions to minimize the loss or damage, such as covering a damaged window.
3. Give the company any reasonable information that it asks for as proof of your claim, and cooperate with the company as required by the policy.

**Insurance Companies Must:**

1. Tell you exactly what information it needs to process your claim. The company must tell you within 30 days after you have notified the company about your loss.
2. Tell you what coverage in your insurance policy applies to your claim.
3. Pay the part of your claim that is supported by proof, and pay the rest when appropriate evidence is sent to them. A company cannot hold back payment under one's coverage so that you will settle with them on another part of the coverage.
4. Pay you within 60 days after you have given the company all the information they have asked you for to support your claim. If the company does not pay you within that time, they may have to start paying you 12 % simple interest on the amount they owe you.
5. Give you an explanation if your claim is denied, partly denied, or if you are offered a compromise settlement.
6. Promptly answer any questions you have about your claim.

To check out this FREE Shop Tool, simply click [HERE](#)

**K&M Northfield Dodge NEWS****3rd Annual MOPAR Classic & Muscle Car Show 2008 Big Hit**

Many people attended this years warm, sunny, and successful MOPAR Classic and Muscle Car Show at K&M Northfield Dodge, and were treated to a very special FREE event. Aside from the beautiful weather, the quality of the vehicles on display were second to none, and the variety added to the enjoyment. With plenty of cool, high quality MOPAR apparel available, both the avid MOPAR fans and the curious were able to outfit themselves in some great MOPAR gear. The event T-Shirt was exceptionally popular.



### **"Match the Whole Estimate" Program going Strong**

K&M Northfield Dodge is actively participating in Chryslers latest program, "Match the Whole Estimate." This program offers shops the ability and opportunity to get the entire estimate of parts in OEM form at the estimate prices, even aftermarket. Shops can offer their Chrysler customers Original Factory Parts regardless of what the insurance company estimate calls for, and not have to negotiate that with the adjusters. What a GREAT marketing tool for shops who choose to take advantage of this unique program. Although the program is currently slated to last through the end of August, 2008, Chrysler has a history of maintaining programs that work as well as this one. K&M Northfield Dodge is lobbying on your behalf to retain this program beyond the current deadline. And with their status as a Mopar Parts Guild National Dealer, they do have a strong say.

### **K&M Remains a Top 10 National Parts Dealer**

K&M Northfield Dodge has been a Top 10 Chrysler Parts Dealer since 1991, and lends it's success primarily to the incredible wholesale staff, and delivery drivers. Parts Manager Mike Doyle has years of experience and is deeply gifted in inventory control, establishing ordering procedures, design and implementation of "programs", and offers his 30+ years of Chrysler experience along side the entire wholesale staff. Mike won the regional "Parts Manager of the Year" award for the second year in a row, a feat unchartered before.

Additionally, K&M is the only west Michigan Chrysler parts department in the prestigious Mopar Parts Guild, which is made up of the Top 50 Chrysler Parts dealers in the USA. This unique group has been very instrumental in creating some of Chrysler's Parts Programs which enable shops to maximize on profits, and OEM options, such as the Sheet metal program, Conquest OEM-vs-Aftermarket Program, and the recent "Match the entire estimate" program. This group meets with Chrysler officials on an ongoing basis and have certainly played a huge role in developing positive programs for collision repair shops across the USA.

Director of Operations Kevin Clements has been a very important contributor as well in daily operations, inventory warehousing, delivery routes and systems, and personnel management at K&M's award winning parts department. Part of a management team which has strong compliments to one another, K&M continues to operate on a simple, old-fashioned principle established by owner Hank Makarewicz, Find the best people, empower them to do their jobs, focus on service, and strive to be the best, not the biggest.

**K&M Northfield Dodge**

## 800-999-9470

### News Shorts and Critical LINKS



**Past CPG Survey Results Available** - Consolidated Parts Group has added a "Survey Results" section to their website, where shops can check out the results of past surveys we have done. There is a lot of helpful information in these surveys and we encourage you to check this awesome section out 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](#).

**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](#)

### Insurance Company Report Cards



In the summer of 2007, CPG conducted an industry survey within the West Michigan Collision Repair Industry to compile a "Report Card" of how shops graded insurer's. This interesting and helpful Report Card is now on our website for shops to see

and/or use. CPG is currently working on a 2008 version, so soon we expect to ask for your full participation in grading insurer's again. We will be able to see if some insurer's have improved or gotten worse according to the industry.

If you'd like to check out the 2007 Report Card, Click [HERE](#)

### **Consumers Guide to Auto Insurance - Things You Should Know**

The following are very helpful guidelines for consumers. We recommend you pass this along to your customers, they'll appreciate the help.

#### **Before you Purchase an Auto Insurance Policy**

Research insurers with the state's "Buyers' Guide to Auto Insurance in Michigan".  
Verify the insurer is licensed & covered by the state's guaranty fund.  
Compare Rates! Beware of insurers whose rates are a lot higher or lower from others.  
Compare Insurers' Reputations; don't rely solely on a TV or radio ad.  
Research the insurer's creditworthiness grade and rating online or at libraries.  
Standard & Poor's  
A.M. Best  
Moody's Investors Service.  
Be sure that "free" or "discounts" services are not hidden in the insurance bill.

#### **After you have Purchased an Auto Insurance Policy**

You should receive a written policy within 60 days after you paid your 1st premium.  
Verify that the coverage is correct; contact your agent is any questions or comments.  
Place your insurance identification cards in glove compartment.  
Protect your insurance identification numbers as you would a credit card number.

#### **When you have an Accident**

Contact the Police immediately  
Take Pictures at the scene (Carry a disposable camera in your glove compartment)  
Get the Driver and Passengers' Names and Telephone Numbers.  
Get Names and Phone Numbers of any Witnesses.

#### **After an Accident**

Never sign blank insurance claim forms.  
Don't give up your right to select your choice of Collision Repair Center.  
Sign all work orders referring to your claim.

#### **After Repairs have been completed**

Carefully check over your copy of the final bill. (Even when your Insurance Pays)  
Be sure all is accurate with the services or parts listed on the Final Detailed Bill.

### **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.

#### Diminished Value Claims - Alive and Well?



Diminished Value claims have been on the rise over the past several years, and it seems that consumers are still getting paid for this "other loss" from a collision damaged vehicle if and when they pursue it. Most diminished value (DV) claims do not attack repairers for improper repairs, but rather, go after the loss in value for the inherent parts of a previously damaged vehicle. According to one DV website, *"A recent study found that 43% of the people surveyed would not buy a car that was in an accident. 42% said they would buy a car that was in an accident, but only at a large discount. What does that mean? Your car suffers diminished value after an accident!"*

Because insurer's are not going to voluntarily offer this information to consumers who have suffered an accident requiring vehicle repair, does a shop have any obligation to notify the consumer of their right to DV reimbursement? There does not seem to be any legal obligation, however, some believe that shops in the know should share their knowledge with their customers concerning DV and possible reimbursement. There are several DV websites that offer an online service that creates a DV report, provides directions and sample letters requesting payment from thier insurer's, and claim a high rate of payment and success stories.

One such success story on [www.diminishedvalue.com](http://www.diminishedvalue.com) goes as follows:

*"Thank you for assisting me in receiving a full settlement of \$2,297 for the loss of market value on my 1997 Volvo It entailed 5 letters, a few phone conversations with the insurance company and your expert guidance. A few days ago their local office said 4 dealerships estimated the loss between \$500 and \$1000. I asked the claim specialist to put it in writing, as I was conversing with the Department of Insurance. Two days later I had a check!"*

*Thanks again,  
Nancy*

Another success story:

*"I would like to take a moment to thank your company for all that it has done for me. I could not imagine what this process would be like had your company not been there for me. I would like to say that your knowledge is amazing. The simple fact that you know your job and to state that you are a professional is an understatement in my opinion. I never felt as though I would not get my settlement.*

*I received a check for \$4,002.50. I will always use your company in the future and will not hesitate to send friends and others your way. It is about time that we the consumer had someone like you to stand up for us. If there is any way that I can help you in the future, I would be more than happy to be a reference for what I believe to be the BEST APPRAISAL COMPANY. Thank you so very much for all that you and your company have done for me."*

*Sincerely,  
Kraig*

Shops can refer consumers to these DV services as an "Added Value" service to customers. You do not have to do any work for them to help settle a DV claim, nor do you have to get involved with either the insurer or the DV claims company. However, shops have a unique opportunity to be sure consumers know they have the option of settling this portion of a claim in order to more fully recover their total loss in value following an accident. Although many consumers may not wish to pursue a DV claim, for those that do, you will gain their respect and positive "word-of-mouth" advertising for sharing your knowledge of this payment.

In the past, shops were skeptical of the DV services and believed they were out to find any possible flaws in repairs, which may have a negative effect on a shop with insurers. DV services typically focus only on the elements of a damaged vehicle that effect the resale value, and were any shop is unable to completely return a vehicle to pre-accident condition. Especially for shops without any contractual ties to any insurers, sharing this information with consumers gives those shops a tangible advantage in claiming "we work only for the vehicle owner." Yet even DRP shops can benefit from such a shop policy of consumer awareness.

## **Consumer Guide to Collision Repair**

Although the State of Michigan does have some valuable information for consumers concerning both Auto Insurance and how to shop for it, as well as helpful information to guide them through the collision repair process, CPG found a very helpful consumers guide on the Ohio State website. Here is a link directly to their ["Consumers Guide to Collision Repair."](#)

One of the most helpful statements from this website is the following concerning supplements:

### **What If Repair Costs Exceed the Original Estimate?**

*Often times in the collision repair process, especially after and during disassembly, additional damages are found resulting in more labor and parts needed to restore the vehicle to pre-accident condition. Parts sometimes come in at a higher price than quoted. These additional charges are called a supplement.*

Insurer's often manipulate consumers into thinking they will have to pay for any amount beyond

the original estimate from their shop, if they choose to use their own shop. Everyone in the industry knows that most repairs do have a supplement, however, unsuspecting consumers are taken advantage of by such dectieful tactics. Shops can use this statement to help consumers understand the process better, and therfore, make a more educated decision on choosing a shop.

CPG offers two helpful guides designed by our state government for consumers in our "Shop Tools" section of our website. Those two guides are:

[Consumers Guide to Collision Repair](#) - a brochure that clearly states consumers rights in choosing a facility for repairs, use of non-OEM parts, and other helpful consumer information.

[Consumers Guide to Auto Insurance 2007](#) - this 26 page guide provides great information on no-fault insurance, as well as a side-by-side comparisson of all insurer's in Michigan and the difference in cost of insurance in four different examples. This allows consumers, as well as shops, to compare what insurer's would charge in premiums for the exact same coverage and driver/vehicle perameters in a given geographical market. This is a VERY useful guide.

Consumers want to know what their rights are. Shops can help them better understand their rights and options when it comes to a typically unfamiliar subject such as insurance paid collision repair. CPG recommends you have as many "Tools" printed out and in a quick reference binder in order to quickly educate your customers. This again is one of those oppourtunities for "Added Value" service to your customers. Not every shop will do it, but how about you?

#### **FOX On the Delta**

Delta Imports has been renamed as FOX Audi, FOX Porsche, and FOX Subaru. Although nothing has changed in ownership, management, or staff, the new name is meant to better reflect their connection to the FOX Auto Group as a whole. Long time Parts Manager Pat Dillon, and his crew of 4 still run one of the most experienced and seamless parts operations in west Michigan. Here is a photo of the Parts staff:



Ron DeJong, Pat Dillon, Joe Conklin, and Stan Fisk. Missing from this photo is the newest addition to the parts team, Matt Sherman. Combined throughout this team of 5 is over 100 years of parts experience. With an increased inventory of crash parts, massive experience, and their FOX Coordinated "Daily" Delivery Program, cycle time has been dramatically improved from

years past. Another helpful tool for shops as they schedule any import vehicle, including Audi, Porsche, or Subaru is the CPG [Import Order/Delivery Schedule](#) from the CPG website.

**Delta Imports**  
**is now**  
**FOX Audi, FOX Porsche, and FOX Subaru**  
**888-443-3582**

**New Nitrogen Thermo-Welding Process AND Aftermarket Parts**

Bumper Poole is now 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!

***Bumper Poole offers competitively priced Aftermarket Parts as well as the best reconditioned bumpers in west Michigan.*** 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.



**800-289-9414**

(616) 902-5035 - Rick's Cell

### FOX Nissan Delivers

FOX Nissan, formerly East Nissan has the largest crash parts inventory of all Nissan dealers in west and central Michigan. They have over 35 combined years of experience in Parts Manager John Boomgard and Dave Anderson, both pictured below, and offer very competitive discounts, have daily delivery through their FOX Coordinated Delivery Program, and have Daily Stock Orders with Nissan, which enables them to improve cycle time even on un-stocked parts.



Parts Manager John Boomgard



Dave Anderson

Parts Manager John Boomgard has achieved high levels of success at FOX Nissan through his very aggressive wholesale pursuit, and a focus on customer service. John's vast parts experience is the catalyst for FOX Nissan's strong presence in the Collision Repair industry as the Nissan dealer of choice. If you have not used FOX Nissan for your Nissan parts needs, CPG recommends you try them on your next order and let them show you why they are a clear #1 Nissan Parts Dealer.



**800-678-1302**

*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](#)**

✉ **SafeUnsubscribe®**

This email was sent to glsmisternac@hotmail.com by [dan@cpgpartsgroup.com](mailto:dan@cpgpartsgroup.com).  
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



Consolidated Parts Group | 14976 Arborwood Dr | Grand Haven | MI | 49417