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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

The EPA has made a final ruling on Air Quality issues concerning several industries, including the collision repair industry. The new ruling will apply to ALL collision repair shops, and even extends to "hobbyists" who paint more than 2 personal vehicles per year, or are compensated for painting anyone elses.

The new ruling, although unclear exactly how well it can be monitored and enforced, may require many current shops to establish a "Map to Compliance" plan, including the purchase of an enclosed certified paint booth, use of specific paint guns, and various equipment.

CPG does not claim to know every element of this new ruling,

what each shop must do to comply, how the Michigan Department of Environmental Quality (DEQ) or the EPA on a National level will approach compliance and enforcement, or any other of the many questions still left unanswered for the collision repair industry.

CPG wants to keep shops informed about issues such as this, and give you as many insights and "tools" as we can to help you make your way through the maze, while doing what you can to be sure you comply and are not hit with some hefty fines.

Here are two 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 workbook 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 National Emissions 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 will be working with our Partner Altra Products, distributor of quality Garmat Paint Booths, who also services any paint booths, to continue to clarify the details of these Hazardous Air Pollutants (HAP) compliance issues as they become more clear. We will also keep you posted as we learn how and when the Michigan DEQ may be working to police and enforce these regulations. We do know that the ultimate compliance date for the requirement of a certified paint booth and the overall compliance date is January, 2010. Although that may seem along way off, procrastinators are likelt to struggle to meet that required date, while also take the risk of possibly facing higher costs based on basic "supply & demand" principles.

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.



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 separates us from any others. We appreciate your consideration of this when you choose your vendors.

News Shorts and Critical LINKS



Berger Chevrolet Recognized for "GM Outlet Mall Parts" - General Motors continues to add more and more current model parts to thier "Outlet Mall" parts list. These parts are for all current production vehicles and include **common crash parts such as hoods, fenders, tailgates, doors, deck lids, various lamp assemblies, air bags, bumpers, fascias, etc.** The parts typically may have been "in que" for installation when a production line was shut down, or may have been found to have a very minor flaw which removed it from the production line. However, unlike LKQ, these parts are brand new and are sold at a noticeably lower cost than new OEM, which is attractive to insurer's and shops alike. More and more insurance companies, such as State Farm and Liberty Mutual are including these parts on thier estimates as preferred options. CPG Partner Berger Chevrolet, the largest GM dealer in the entire state of Michigan, has already made a huge investment into stocking these Outlet Mall parts (growing to nearly \$200,000 already) and will continue to grow that inventory to better serve the collision repair industry in Michigan. Berger Parts Manager Gerry Rozeboom was recently invited to participate in a conference call phone meeting with GM personnel and an out-of-state dealer group concerning this program. Because of Berger's commitment and participation in the Outlet Mall program, they seem to have established another "benchmark" status in the industry. For more information or to see if your next current production model vehicle repair has parts available from the Outlet Mall Program, call Berger Chevrolet Today! **Toll-Free 1-800-878-2121**

CPG Adds Legislative Bills Page to Website - Consolidated Parts Group has added a Legislative Bills Page to their website where shops can now easily find Bills that are active this

session in Lansing. We have included a brief summary of the bill so you can identify what you may be looking for, then click on the link to read and/or print out the entire bill. Check this new page out by clicking [HERE](#)

Here are some of the Bills you may be interested in voicing your opinions to your representative (s). You can find an easy way to find contact information on the CPG website, as well as another article in this newsletter.

HB-4328 BRIEF SUMMARY: The bill would double the penalties for insurance companies found to have engaged in prohibited methods of competition and unfair or deceptive acts.

[Click HERE to Read More on HB-4328](#)

HB-4675 - 4676 - 4677 & 4678 BRIEF SUMMARY: The bills would require the Michigan Catastrophic Claims Association (MCCA) (1) to comply with the Open Meetings Act and the Freedom of Information Act. (2) to undergo an annual independent audit and (3) to expand its board of directors from five to nine by adding three members to represent the general public and one to represent insurance agents.

[Click HERE to Read More on HB-4675](#)

HB-4778 BRIEF SUMMARY: The bill would prohibit insurance companies from holding any interest in a collision repair facility.

[Click HERE to Read More on HB-4778](#)

HB-5421 BRIEF SUMMARY: The bill would require insurance companies to be under the same "Consumer Protection Act" regulations as virtually every other business in Michigan.

[Click HERE to Read More on HB-5421](#)

HB-6439 BRIEF SUMMARY: The bill would prohibit insurer's from delaying repair based on where a consumers chooses to have their vehicle repaired.

[Click HERE to Read More on HB-6439](#)

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 alot of helpful information in these survey's 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](#)**Berger Chevrolet Offers Limited Edition 427 Performance Engine**

To celebrate the 50th anniversary of the Chevrolet big block, GM Performance Parts has brought back a modern version of the ZL1 for your chance to relive muscle car history. The Anniversary Edition 427 starts with a retooled version of the ZL1 aluminum block using the exact same tooling that helped create this legend in 1969. The advantage of the aluminum block is that it offers the completed engine the weight of a small block with a whole lot more power.

With a full list of features, this modern ZL1 is one of the most exclusive big block crate engines ever offered by GM Performance Parts. Fittingly, only 427 will ever be produced, and then the ZL1 tooling will be retired forever. The 427 lucky owners of this commemorative monster can expect an estimated 480 horsepower and 490 lb-ft of torque.

The 427 copies of the Anniversary 427 go on sale in the first quarter of 2008 through GM dealers and authorized GM Performance Parts retailers. Each copy also comes with a complementing Anniversary Owners Kit that includes a certificate of authenticity, an engine plate with specifications, and other items.



Available now for \$29,999.00

from

BERGER GM PERFORMANCE PARTS CENTER

www.bergerchevy.com

Berger
Dedicated to 
Automotive Excellence Since 1925

800-878-2121

OEM Tire Programs - Where the Rubber Hits the Road

General Motors, Ford, and Chrysler are likely the largest volume customers for tire companies anywhere. With combined sales in the USA of over 16 million vehicles, that accounts for at least 80 million tires purchased to equip those 16 million vehicles, including a spare tire for each. Consequently, every domestic vehicle manufacturer, and some import manufacturers, have gone to their tire sources and asked for deep discounts in order to be able to sell OEM tires to their customers within their own dealership service departments, as well as to independent repair shops through their parts departments.

What does this mean to you? In most cases, a shop can purchase OEM tire replacements for their customers at or below what they might pay from the local tire store. Specifically GM, Ford, and Chrysler, who have all developed a very strong OEM Tire Program for participating dealers. Here are just a few scenarios shops can benefit or utilize these OEM Tire Programs:

1. **Collision Damaged Tires** - For any tires damaged in a vehicle collision, this allows shops to replace those tires with OEM tires, for the same price or often less than the local tire shop they customarily have used.
2. **Up-Sell of Worn Tires** - In the past, CPG has shared one of their "Shop Tools" and business growth ideas of using a "Multi-Point Safety Inspection" form that shops would go through a check list of mostly safety related items such as tires, fan belts, brakes, etc. that may be worn, but not related to the accident, and offer to replace/repair those items to better insure the safety of their vehicle when they pick it up from your shop. In this case, you can offer to replace any of those tires which may be worn but not related to the accident with OEM replacement tires.
3. **One Stop Shopping** - GM, Ford, Chrysler, and now more and more of the import manufacturers are realizing they have let many sectors of the parts replacement market slip through their hands to aftermarket and independent distributors. This is true for tires, as we are highlighting in this article, as well as many other parts such as body panels, lights, bumpers, brakes, and even glass. These OEM Tire Programs are just one example of shops being able to make one call, one fax, or one OE Connect electronic order to obtain ALL their parts for a specific job.
4. **National Vehicle Manufacturer Warranty** - Tires purchased from a participating OEM Tire Program dealership (Which all our CPG dealers participate in where offered), include the manufacturer's warranty on a national basis.
5. **Profit Center** - As previously noted, because these vehicle manufacturers have incredible bargaining power with Tire makers, they are able to negotiate prices at or below tire shops for you. This allows shops a better potential for increased profits on tires, as well as time savings on illuminating multiple phone calls.

In addition to the OEM Tire Programs, most dealers report that OEM Auto Glass Programs are often another way to gain similar benefits by buying directly from our OEM parts dealers.

MAKING IT EASY! - CPG recommends shops simply allow our OEM dealers a chance to match or beat any parts you need for every job. Whether you call in an order, fax it in, or send electronically via e-mail or OE Connect (Collision Link), if you leave everything on the original estimate, ask the dealer to match or beat all "optional" parts, such as aftermarket, tires, auto glass, etc., and call with results.

Creating the Win-Win-Win situation. Shops win with these kinds of programs, OEM parts dealers benefit by selling more parts in a increasingly shrinking market, and customers win by receiving OEM parts at no additional cost to them. Give it a try TODAY!

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.

You Can Not DODGE The Facts

K&M Northfield Dodge has built their business and reputation on one simple principle owner Hank Makarewicz set out when he became partner/owner of K&M Northfield Dodge ; "Strive to be the best, not the biggest." Although that concept has helped them to become the largest Chrysler parts department in Michigan, as well as a National top 10 parts dealer since 1991, it is still not what they focus on. Parts manager Mike Doyle continues to work on the premise that shops want the very best in service, inventory, price, speed of delivery, and accuracy of orders. Here are some K&M bullet points that indicate this:

- **Over \$3 million in inventory**
- **10+ delivery vehicles on the road EVERY day**
- **Nearly 150 years combined wholesale parts specifying experience**
- **Parts Open Mon-Fri from 7am - Midnight**
- **National Top 10 Parts Dealer since 1991**
- **Conquest A/M Matching Program Participant since it's inception**



The massive experience of the K&M Dodge Wholesale Team (Shown above) simply means, a much deeper knowledge of Chrysler parts and the most consistent level of "Right the First Time" on orders. Open Monday-Friday from 7am-Midnight allows shops working past 5pm or 6pm to still get technical help, order needed parts for the next day delivery, etc. all the way up until midnight. And with a \$3 million dollar inventory, you can be assured they have the best chance of having it in stock for immediate or next day delivery. With over 10 delivery vehicles on the road every day, K&M Dodge "Delivers" like no other Chrysler dealer in Michigan.

The Chrysler Conquest Program was designed to allow shops and Chrysler owners a much better chance of having OEM parts put back on their Chrysler vehicles whenever they were involved in a vehicle collision. Any time you have aftermarket parts specified by an insurer, check with K&M Northfield Dodge FIRST as they can match that A/M price on virtually every A/M part specified with an OEM part. In addition to the Conquest Program, which historically included many common crash parts but not all of them, Chrysler earlier this year offered dealers a "Match the Whole Estimate" program, which allowed participating Chrysler dealers the opportunity to offer their collision repair shop customers the option of OEM replacement parts for ANY A/M or reconditioned parts specified on an estimate, regardless of the part. K&M Northfield Dodge has participated in every aspect of the Conquest Program and the new "Match the Whole Estimate" program since they were introduced. Also, Chrysler has extended the "Match the Whole Estimate" program at least through the end of 2008.

Director of Daily Operations, Kevin Clements, would also like to remind shops of their K&M Suzuki store whenever shops need Suzuki parts. All Wholesale Suzuki parts orders are handled by the K&M Dodge wholesale staff, including daily delivery and they have the same commitment and standard of service as with Chrysler. "We continue to strive to be the best Chrysler Parts Department anywhere in the USA. We believe in loyalty, trust, service, and relationships with our customers, and will always do our part to strive to protect those things."



Delta FORCE - Fighting for YOUR Cycle Time

Delta Imports, which is home to Audi, Porsche, and Subaru for the FOX group of dealers, continues to grow and build a reputation in the wholesale parts arena throughout West Michigan. Parts manager Pat Dillon, who has been a CPG charter partner even through ownership changes within the FOX group of imports, continues to build a very strong wholesale presence in the collision repair industry through a commitment to excellence and service. His staff, which has a plethora of experience includes:



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 specifying 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.

If you're looking for experience, inventory, service, and delivery for your Audi, Porsche and Subaru parts needs, you've just found them.

Delta Imports

888-443-3582

East Nissan Setting the Standard

East Nissan Parts Manager John Boomgard has a long history in the wholesale parts business, and he understands what shops need from their parts vendors. Quality specifying from experience staff, a large crash parts inventory, daily delivery, competitive discounts, and a commitment to service. How does East Nissan stack up in these categories?

- **Over 35 combined Years of Parts Experience**
- **The largest Nissan Parts Inventory in West/Central Michigan**
- **FOX Coordinated "Daily" Delivery Program**
- **The most competitive discounts guaranteed**



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.



East Nissan
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 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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