



Press Release

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FOR IMMEDIATE RELEASE

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SCRS' 2004 Aftermarket Parts Study Results Complete

Prosser, WA, February 8, 2005 — The Society of Collision Repair Specialists (SCRS) announces the completion of their aftermarket parts study. SCRS' study asked collision repairers (members and non-members alike) to complete a form when they ordered certified aftermarket parts. The form served as a tool to collect data about aftermarket parts and their usage, return rate and availability, among other things. A total of 343 forms encompassing 922 certified aftermarket parts were submitted to SCRS from repairers all across the country.

The study was conducted based on the desire to identify any issues around the use of aftermarket parts. "We realized that in addition to fit and finish, there were a number of other factors that stemmed from ordering, delivery, use, return and credit. The purpose of this study was to help identify any possible issues, and then to work with the appropriate parties to help rectify them," stated Lou DiLisio, SCRS Chairman. DiLisio further stated, "Often times, the role the insurer, distributor, certifier and repairer play is overshadowed by the manufacturer's and part quality." SCRS believes each of the aforementioned segments of the industry take part in the success and failure of certified aftermarket parts, and those segments will be the only ones that will be able to improve upon the service and quality of the parts we receive.

SCRS Executive Director Dan Risley said, "The results overall were very close to our initial findings that were released in a May 13, 2004 press release." To obtain a copy of that press release, you can go to www.scrs.com and click "In The News". Risley continues, "Although the statistical data is important, we do not believe it should serve as the back drop for contentious claims of invalid data or challenge the process in which it was gathered. The fact remains that there are problems throughout the entire supply chain. Instead of disputing the percentage of aftermarket parts returned to the vendor, we are hoping we can all accept the fact that there are problems and work through how we are going to fix them now that we have helped to identify and substantiate them."

DiLisio was happy to report, "We have received the commitment from the Taiwan Auto Body Parts Association (TABPA) and the manufacturers to work together in addressing the needs of their customer, the shop." DiLisio furthered, "The SCRS Board will now use this data to strategize on how best to move forward with the other industry segments. As an association, we have in the past and continue to believe that we are far better off playing a role in the solution rather than accepting what is given as "Working Together Is The Most Important Work We Do."

The entire Board and members of SCRS want to recognize and offer our thanks to CSi Complete for their dedication and assistance in completing the surveys. In addition, we would like to thank all those repairers that participated in this important data gathering event.

Through its direct members and 30 affiliate associations, SCRS is comprised of 5,000 collision repair businesses and 58,500 specialized professionals who work with consumers and insurance companies to repair collision-damaged vehicles. Additional information about SCRS including news releases is available at the SCRS web site: www.scrs.com. You can e-mail SCRS at the following address: scrs1@aol.com.

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