



Executive Director's Report August 31, 2004

Aftermarket Parts Study

As mentioned in the prior Executive Director's Report, we extended the deadline to submit aftermarket parts forms to August 1st. The data has been compiled and the results parallel our initial findings with a few exceptions. The results will be released at a later date. You can find the initial results on our website. Thanks again to everyone that participated, and a special thanks to CSi Complete and CARSTAR for their efforts.

SCRS Website

Please view our newly redesigned website at www.scrs.com. We believe the site is much easier to navigate in addition to providing a fresh look. The site work was donated to us by AutoWatch. We would like to express our thanks for a great job!

CARMAX Radio Advertisement

In recent months, the National Auto Body Council (NABC) has contacted CARMAX regarding a radio advertisement they are playing several times per day in major markets such as Chicago. The advertisement portrays collision repairers in a negative light in the hopes of building trust in the CARMAX name. CARMAX has not removed the ad from the airwaves per NABC's request. We sent a letter to the NABC asking that they continue to pursue this until such time it is removed. If this advertisement is playing in your market, you are encouraged to contact CARMAX and voice your displeasure. The ad states, "when a car has been in a major accident with frame damage, the repair shop will often stretch the frame back into position". This is the type of negative stereotype the industry has been slowly changing.

Article

We recently released an article titled, "What is a Partner?" This article draws many parallels to the relationship between collision repairers and insurers. It can be viewed on our website.

Prime, Block and Fill

At our Board meeting in August, the SCRS Board of Directors voted to begin addressing this long time industry issue. As most of you are already aware, the time to prime, block and fill the repaired portion of a panel is not a labor operation that is included in the refinish or repair time

as provided in the CCC, ADP or Mitchell estimating systems. It is a non-included item that is a judgment time to be estimated by the estimator. Unfortunately, the issue is not understanding whether or not it is included. The issue is receiving reimbursement for the labor performed and material used. If you have any suggestions or information you would like to share with us, please contact our Executive Director, Dan Risley, at (708) 598-3384 or drisley7@comcast.net.

Bureau of Automotive Repair (BAR)

Several months ago, SCRS embarked on a project to help collision repairers in California and those states where similar state agencies operated. The BAR charged collision repairers with fraud, when in fact, there were several instances that one could have argued that it was a poor repair or warranty issue. More importantly, many of those repairers were given little to no due process. Due to our involvement as well as others in the industry, we are pleased to report that our efforts were successful. The BAR's chief was replaced, and the Schwartzneger Administration is seeking reform to improve communication with repairers to ensure they are provided due process and define what constitutes fraud. Thanks to those members that provided the financial backing necessary for SCRS to participate.

New Corporate Member

Please welcome our newest corporate member, **United Recyclers Group LLC (URG)**. We appreciate your support.

Communication by e-mail

Many of you have access to the Internet, and with that, enjoy the mobility of using the Internet for various types of information. We will be working on providing much of our correspondence to you via e-mail and other electronic mediums. In the next few months, we will be sending you a survey to fill out thereby letting us know your preferred method of communication for things such as this report.

Next SCRS Board Meeting

Our next Board meeting will be held November 3rd from 3:00 – 5:30 p.m. at the Paris Hotel in Las Vegas, prior to NACE. All members are encouraged to attend and participate.