

EXECUTIVE DIRECTOR'S REPORT

April 15, 2004

ANNUAL MEETING

On April 8th, we held our SCRS Annual Meeting and election. I am pleased to announce your 2004 – 2005 SCRS Board of Directors:

Lou DiLisio – Chairman, Tom Moreland – Vice Chairman, Gary Wano – Treasurer, Barry Dorn – Secretary, Chad Sulkala - Director At Large, Joel Lofton – Immediate Past Chairman and the following are our National Directors - Bob Smith, Toby Chess, Tim Waldren, March Taylor, Stacy Bartnik, Dan Bailey and Farzam Afshar.

CORPORATE AWARDS LUNCHEON

Also on April 8th, we held our Corporate Awards Luncheon. The luncheon is an opportunity for SCRS to show a small token of our appreciation to our Corporate Members. Our Corporate Members not only directly support SCRS, but indirectly support the collision repair industry as their support allows us to continue the work we do.

During the luncheon, we also presented several special recognition awards. They are as follows:

Lifetime Achievement Award - People who have given generously to the aid of their industry nationwide.

Recipient: **Bill Wicklund**. A special thanks to Bill for helping make SCRS what it is today.

Affiliate Association Award – Intended to recognize one of our affiliates that exhibits exemplary actions on behalf of the collision repair professional.

Recipient: **Massachusetts Auto Body Association (MABA)**

Collision Industry Individual Service Award – Intended for anyone in the collision industry that exhibits actions that would be considered exemplary in maintaining and advancing the collision repair industry.

Recipients: **Toby Chess and March Taylor**

Humanitarian Award – Intended to recognize an individual or group in the collision industry whose efforts advance the collision repair industry through support of humanitarian activities in their community outside the industry.

Recipient: **Jason Schmidt**

BLEND WITHIN A PANEL

In recent months, we have received an influx of calls from members requesting assistance with the correct procedure as it relates to blending within a panel. It has been reported that insurers are asking repairers to spot refinish a panel. For example, there is a small dent in the front of a fender. Reportedly, insurers are suggesting that repairers spot in the basecoat and only clear a portion of the panel and accept a reduced amount of refinish time. This obviously conflicts with the paint manufacturers' recommendations that state the entire panel needs to be clearcoated. We have sent letters to the paint manufacturers, once again, requesting their recommendation on the appropriate refinish procedure in addition to what is covered under their warranty. Thus far, BASF, Akzo Nobel, Sherwin-Williams and DuPont have responded. If you would like a copy of their response, it is available to our members at no additional cost. Please contact the office for assistance at (877) 841-0660.

AFTERMARKET PARTS STUDY

Several months ago, we asked collision repairers across the country to complete a form when they ordered certified aftermarket parts. We still haven't received enough forms for the study to be statistically valid, but the preliminary results are noteworthy. We will be issuing a preliminary report as a precursor to the final results. The report will include information such as 49% of the parts ordered thus far had to be returned to their vendor because of poor quality, wrong part or it was damaged. Since the data isn't statistically valid, the SCRS Board of Directors overwhelmingly voted to continue collecting these forms until we have several hundred completed. To assist us in that endeavor, CSi Complete has offered to help gather the data by surveying their customers. Furthermore, CARSTAR has also volunteered to distribute the survey form to their franchisees and corporate stores. Their efforts are greatly appreciated. We strongly encourage your participation as well – contact Dan Risley at (708) 598-3384 or drisley7@comcast.net if you are interested in assisting.

NEW CORPORATE MEMBERS

Please welcome our newest Corporate Members: **The Hertz Corporation** and **CELETTE, Inc.** Thank You!

Respectfully submitted,

Dan Risley, SCRS Executive Director