

Recycled Parts for Collision Repair

Video Scripts



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***Module 1 -
Automotive
Recycling Industry***

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Video: The I-CAR Position On Recycled Parts

Welcome to the I-CAR Recycled Parts For Collision Repair course. As vehicle construction technologies evolve, decisions on which parts to use and how to use them become more complex. New high-strength steels and advanced vehicle electronics makes the collision repair process more challenging than ever. Being informed on recommended repair practices for these technologies is critical.

One of the repair practices is choosing parts to use for each individual repair. While there are several options available to you, please note that I CAR is not in the position to make specific recommendations about which parts should be used. Rather, I-CAR is dedicated to providing those in the industry with the necessary knowledge and skills relevant to their position to achieve a complete and safe repair. Whether or not to use recycled parts is a business decision that must be agreed upon by all parties involved in the repair process.

Thank you for attending the Recycled Parts For Collision Repair course and thank you for your commitment to ongoing training and professionalism in the collision repair industry.

Video: CAR And Gold Seal Programs

You first must become a CAR certified member in order to become Gold Seal. The CAR program is environmental standards, so you have to show or prove compliance through an auditing process, where an external auditor will come into your facility and go through and make sure that you're meeting all of the CAR standards – whether they're storm water permit-related or fluid handling issues, Freon issues, oil, and all the things we are dealing with as recyclers.

As well as safety standards, there are safety standards for torch use. There are a lot of recyclers who have eliminated torches from their facilities. You get that image in your head of the old recycler cutting out a motor with a torch, which just doesn't happen much any more. There are a lot of safety standards involved in that, and that's an annual audit process that happens.

The extension of that is the Gold Seal program. The Gold Seal program has business practice standards based on customer service, making sure your inventory is graded, and graded accurately, and there's an auditing process for that. Taking part in a CSI program requires submitting your customer list to a CSI company on a quarterly basis so that we can get those results. Certain level scores must be maintained to be in the program.

There are standard warranties that are involved in the Gold Seal program, and guarantees on parts and customer service levels. A lot of those things are standard minimums that

the vast majority of Gold Seal members far exceed. An example would be a corrosion warranty, where a Gold Seal says that you have to have a one-year corrosion warranty on the parts that you sell, where a lot of members are actually offering a lifetime warranty.

ARA University was developed in conjunction with the automotive recyclers association to provide a program or a curriculum for automotive recyclers to best manage their businesses. The curriculum covers everything from learning how to take storm water samples, so that they can comply with storm water permits, to learning how to grade their inventory and use ARA damage codes, and all the things that you guys are teaching in this class. So really, it's an outlet for automotive recyclers to get the training they need to manage their businesses.

Video: Determining To Use Recycled Parts

(HOST) Today we're looking at a damaged Saturn Aura. As you will see, it has damage to the front right door. At first glance, it looks like we at least need a door skin.

This is our technician, Eddie. Eddie, you've been working on the damage estimate for this car, can you tell us a little bit about the extent of damage that we have?

(TECHNICIAN) Well, I've done three-dimensional measuring of the B-pillar, the A-pillar, and the rocker. They all fall within specs. However, the damage to the door is severe enough that the inner reinforcement is bent and will require a new door shell.

(HOST) So the next step in the process is to order the parts so we can begin our repair.

(TECHNICIAN) That's right.

(HOST) Now when ordering parts, we have three options to choose from. This includes ordering aftermarket, recycled, or OEM parts. Have we made a decision on what we're going to be doing with our vehicle?

(TECHNICIAN) Yes we have. For this vehicle, we are going to go with recycled parts.

(HOST) And how do we determine whether or not our supplier has the parts in stock?

(TECHNICIAN) There are many ways to determine if a recycler has this part in their inventory. Many post their inventories online using searchable databases. Some belong to

subscription services where I can post the parts I need and receive multiple quotes from various recyclers. Some recyclers use instant messaging that allows the repair facilities to instant-message the sales person that they typically work with. However, even with these new technologies, the vast majority still use the phone.

(HOST) Well, it sounds like we have a lot of options to choose from.

(TECHNICIAN) Yes there are.

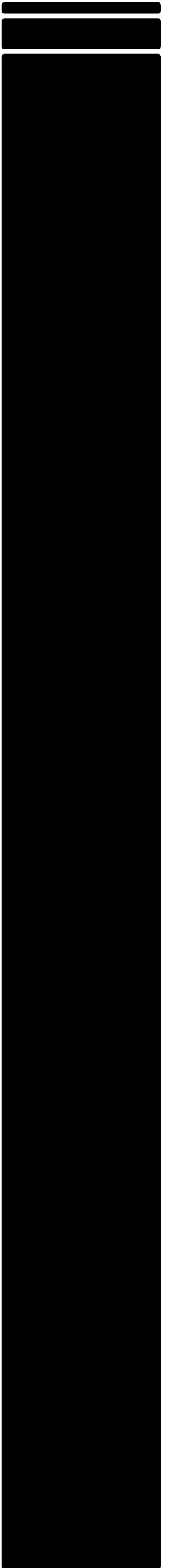
(HOST) When we order the door from the recycler, how does it get shipped?

(TECHNICIAN) Typically, it varies by supplier. But door shell assemblies usually come with a handle, wiring harness, window regulator, and do not include a door mirror.

(HOST) Alright, we're going to go over to our recycled parts facility and see how they process our order, and when we get back, we'll have a door to hang on our vehicle.

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*Module 2 -
Processing Recycled
Parts*



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Video: Automotive Recycling Facility Tour

(HOST) This is Shawn Collins, I-CAR instructor and Collision Industry Specialist for Triple A Auto Salvage. We're here today to find out how they dismantle and sell automotive parts for the recycling industry. Shawn, could you give us a little overview about Triple A Auto Salvage?

(SHAWN COLLINS) Sure, we're a family run business that has been here operating in Minnesota since 1983. We actually have two locations, one in the North Metro in East Bethel, Minnesota, and another one here in the South Metro in Rosemount, Minnesota. Between the two facilities we have approximately 50 employees and about 1500 cars in which to choose used parts from.

(HOST) Sounds great. Would you be able to give us a tour to see your facility in operation?

(SHAWN COLLINS) I'd love to. Let's take a look.

(HOST) Sounds great.

(SHAWN COLLINS) The first step in the vehicle recycling process is acquiring the vehicles. Eric, what can you tell us about the vehicle acquisition process?

(ERIC SCHULTZ) Most full-service recyclers acquire their vehicles from salvage pools. The insurance company will total a vehicle and it goes to the salvage pool and then we go through a bidding process to figure out which vehicles we're going to bid on and how much we should bid on each vehicle based on the parts that are good on that vehicle. Once we place our bid via an online auction, usually a live auction via the Internet, we are able to get those vehicles acquired and bring them here to our facility.

(SHAWN COLLINS) Jamie, this is our inventory processing department. In this department, what happens is our inventory specialist will examine the car, he'll enter in all the pertinent information, year, make, model, and VIN, and some of the option codes. Once that's entered into the computer, he'll look at the parts, and determine which parts are damaged beyond usability. So, for example, this hood would be deleted from the system. He'd go through and delete all the parts that are not usable, and what remains on the vehicle that we inventory will generate a parts tag. Those parts tags will be sent over to the dismantling area behind us, and the dismantling technician will then remove those

parts, tag them, and they'll either go with the car to an outside location, or onto a shelf in our inside location.

(HOST) So is this where you do the damage codes as well? Is this the station for that?

(SHAWN COLLINS) Yes, this is the first area where we actually examine each part individually, and if there is some minor damage, as in this part here, we'll identify that damage, we'll assign that a damage code, and now that it's got a code, every step it goes through within our internal process here, it can be checked against that damage code. So the dismantler can look and make sure the damage code is correct, all the way through the delivery process where the actual delivery driver can see and make sure that the code is accurate.

(HOST) I'm going to go out on a limb here, it looks like we're approaching the dismantling area.

(SHAWN COLLINS) That's correct. In this area, the vehicle would be put up on a rack. The first thing that we would try to do is to get the engine running so that we can test all the mechanical components. Any time that we have the opportunity to run the engine, it's always better. So we'll get the vehicle running, do all our engine tests. Then we'll drop the engine, transmission, suspension, and some of the mechanical parts will come off. At our particular yard, the way we do it, is we remove the front and rear suspension, which is put inside the vehicle, in the trunk or in the back area on a truck, so that we know where it is, and then it's easier for our dismantlers to access that part once it's off. Then we'll leave the sheet metal on the vehicle, because we find that the sheet metal stays in better condition if it's left on the vehicle rather than pushed around on shelves or moved from shelf to shelf. It's important to note that all the fluids will be drained from the vehicle. We'll remove the catalytic converter, and everything on this vehicle is going to be recycled, including the tires, the anti-freeze, the battery, the catalytic converter as I mentioned, and any other fluids in the vehicle. No fluids are sent out into the yard where they can be drained into the soil.

(HOST) Do you leave the interior trim parts attached on the inside of the vehicle or do you take those off and inventory them inside?

(SHAWN COLLINS) It depends on the vehicle and the type of car, but generally the interior is left intact in the vehicle. It's possible that we may get some leather seats that need to be well protected that may come inside our building.

(HOST) Wow Shawn, the number of parts you have here is amazing. How do you keep track of it all?

(SHAWN COLLINS) Well, this is our warehouse or indoor storage area. The way we keep track of these parts is by bar coding and tagging. This particular tag here has a bar code and this bar code enables us to track these parts. It also contains a lot of other information. One, it will tell us how long this particular part has been here, it will tell us how many requests or quotes we had for that part, and how many of that part we have. There is other information on this tag, especially location information which allows our quality control team to come in here when a part has been requested and find it. We do have a unique racking system here where it's a vertical system instead of mezzanine style. This system allows us to pack more parts into a smaller area. When we need parts from the top shelf, our technicians will come in here and use lift equipment to access the top shelves. This also enables us to put the faster moving or higher demand parts on the bottom where they're easier to access.

(HOST) Looks like we're working on some engines here. Can you tell us a little bit about what they're doing at this station?

(SHAWN COLLINS) Sure, this is our engine department. Here our engine technicians will partially dismantle the engine, take off any wiring or any components that aren't necessary, they'll plug all the ports, and they'll run some tests on them. It's already been carbon-tested over in our dismantling department. Over here they'll do an oil pressure check and a compression test. Once it's plugged, it will be loaded into this parts cleaner we see over our shoulder where it will be degreased and cleaned.

Most recyclers have not only a retail counter where customers can come in and get parts directly off the street, but we also have a wholesale sales staff, where we take orders via phone, fax, email, directly off our website, or possibly instant message. Once the order is taken by this sales staff, a work order is generated and it's sent back to the parts processing department.

Once the work order is generated, it comes into this area where if it's an inside part, it will go to our quality control team who will pull the part from one of the shelf locations inside the building. If it's an outside part, one of our outside dismantlers will grab this out of a bin, take it out into the yard, and this sheet will tell them where the part is located and what vehicle the part is coming from.

(HOST) So is our part inside or outside right now?

(SHAWN COLLINS) Our particular part is outside, so our outside dismantler will grab this work order, check it over, make sure everything is OK on the order, go outside, and dismantle the part.

Jamie, once this part is brought in from outside, it's going to need to be inspected and cleaned. So it will go over to our quality control department where they'll clean it off, make a close inspection, and make sure the damage that was listed on the original inventory slip matches with the current condition of the part.

(HOST) I notice they didn't cut the wiring harness. Is this a standard procedure when working with doors?

(SHAWN COLLINS) Yes, unless it's impossible to get the door off without cutting the wiring harness, we are going to disconnect it at the proper connections just to make it easier for the shop to reinstall the part.

(HOST) OK, so now the door has been pressure-washed and cleaned, what's next in the inspection process?

(SHAWN COLLINS) Well, from here, our quality control technician is going to look this part over, and make sure it is the correct part, left and right, etc. He's also going to make sure that the damage code that was originally described in the original inventory process matches what he has on the work order and matches what is on the actual part. What we noticed on this part as we looked it over is that there is a small dent in the center of the door. Because it is in the middle of the door, that would be a five location. It's smaller than the size of a credit card, and it is a dent. So that would match the description code for 5D1.

(HOST) OK Shawn, it feels like we're almost done with the process, so what's next?

(SHAWN COLLINS) Well, now that the part has been confirmed as correct, and in the stated condition, it's set in our delivery staging area. The delivery staging area has several carts that represent different areas of town. All that needs to be done now is load it onto the truck and send it to a particular shop.

Video: Grading A Recycled Part

(HOST) Communication is key between the recycling industry and the collision repair technician. One of the tools used to enhance this communication is the use of something called a damage code. The damage code is essentially used to show where a part is damaged and the extent of damage. Here to explain a little bit further is Shawn Collins from Triple A Auto Salvage. Shawn?

(SHAWN COLLINS) These codes were developed to enhance communication between the body shop and the recycling facility. It's also used internally by the recycling facility so everyone at the facility is aware of the amount and type of damage on that particular part. This is a three-character code designed to identify where the damage is, how much damage there is, and what type of damage there is. The sales people who are communicating with the bodyshop, in many cases, do not see the part. They rely on this description from other departments like the inventory department at the salvage facility.

The ARA damage code is a three-character code. The first character of the code is the location of the damage on the part. As we see on this sample hood, I've numbered the different designations for zones that would be identified in the ARA publication. The second character identifies the type of damage. For example, "P" would stand for parking lot ding, "D" would mean dents, "H" would be hail, etc. There are more damage codes listed in the ARA publication. The third designation would be the amount of damage. The amount of damage is expressed in units because hours may be too subjective. The unit can be described as the amount of damage that can be covered with a credit card. So looking at our example part here, because the damage is in the center of the hood, the zone would be five. The type of damage is a small dent so the letter designation would be "D," and the amount of damage is smaller than what can be covered by a credit card. So the complete code would be 5D1.

These damage codes can be found on the ARA website, as well as many individual recyclers' websites. It's an important tool to be used by the collision repair facility to avoid receiving parts with unexpected damage that could delay the repair process.

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***Module 3 - Recycled
Parts And Installation
Considerations***

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Video: Inspecting, Repairing, And Installing A Recycled Part

(HOST) Well, Eddie, it looks like we just received our door from our parts supplier. What's the next step in the process?

(TECHNICIAN) The next step is to look the part over and make sure the part matches the vehicle. If you could, please help me lift the door onto the stand. We're also going to check to make sure the part matches the recycler's description.

(HOST) So what do you think?

(TECHNICIAN) The door definitely matches the existing door. You can tell by the door shape and the contour. Also by looking at the trim, you can see that they all match. The damage code indicates that there is a minor dent in the center of the door, and here it is. Other than a few minor scratches, this door is in pretty good shape.

(HOST) So it looks like our door is going to fit on our vehicle, and the next step is to repair the damage in the door skin. Now when working with a recycled part versus an OEM part, there are some minor differences I'm sure. Can you go through and explain how you're going to repair this particular part?

(TECHNICIAN) Absolutely, our first step for this door is to remove all the interior and exterior trim. We're going to follow that up by repairing any damage to the door skin. Then we're going to jamb the door, and then install the door onto the vehicle. Next, we're going to refinish the door making sure the color matches the adjacent panels. After the paint is applied, we're going to transfer the trim from the old door to the new door including handles, mirrors, and all accessories.

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