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|   | CIC CHAIRMAN'S NOTE |

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| CLASS A DEFINITION SURVEY REQUEST |

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| Dear CIC Body, CIC created a Class A body shop definition and Criteria more than 20 years ago.  Since its creation, the CIC definition of a Class A body shop has been used widely by insurers, repairers, regulatory bodies and by some consumers.  After taking over as CIC Chairman on 2015, it occurred to me that the existing CIC definition was woefully outdated and inadequate to describe the qualifications of a quality collision repair facility in 2015 and into the future.  I tasked the Definitions Committee to research and update this document to be meaningful and useful in today's world with today's vehicle construction.  During the Definitions Committee's presentation at our last CIC meeting in January in Palm Springs, they were unable to gain a consensus from the attendees regarding their work product. Today I solicit your feedback specific to questions regarding the [CIC Minimum Recommended Requirements for a Class A Collision Repair Facility](http://r20.rs6.net/tn.jsp?f=001ls-Ob_VQ9cwwJvyqn96Hc25rJmYggoAMCH9RhnILHfUdG-FmKVpoatG2Rvzq8vBgEKDQD3W3D0rQRz3H38iKSMUOIVOPYe_N4_2uqUuiz14cAdEVhbK8htP6iw6tM9mdj8OPd5LZfJ6iHie61PvYlvkjohTZU8zAR-7ItI1J3FFjob1dSu4jqWlXi7sSx8ctBTsc1SDGlIQTi69ITSNnpQidQlVC-5VpBMXBanbOCtcObSap07xz4kauRBCwiP4F&c=ZFWmut7qpx53v9kugoGr87c5owzR9Um-7XDcvIwYejoDVW3quqexlQ==&ch=tqWMFn4BFZbTL5amFEjkUymIYLxPd_YAB9j0j8AzOytDtROeuEEs4w==).  These questions, which can be accessed by the Hyperlink below were constructed from the feedback that we received at our CIC meeting in January.**SURVEY QUESTIONS** It is understood by this Committee, as well as the CIC body, that CIC has no authority relative to policing the compliance of these provisions. It is the adopter of these provisions that can choose to police them, organizations such as insurance carriers, fleet managers or entities such as governmental or regulatory bodies that may use them in an effort to limit redundancy using industry defined criteria. Class A has not, at least to our recollection, been formally marketed to the general public. Therefore, unless the body wishes to somehow explore that possibility, it will remain the informed consumer that researches Class A that can vet their repairer. Additionally, it will be left to the integrity of the repairer, who chooses to follow these provisions, to not attempt a repair procedure for which they are not trained, equipped and qualified.  Likewise, it will be left up to the integrity of the insurer, to not direct repairs to shops who lack the necessary training, equipment and qualifications to restore the vehicle to its pre loss condition.  The reality is we have always faced these situations, going all the way back to the original Class A document. The framework of Class A segmentation, in particular - the Non-structural/Cosmetic, may have a legitimate place in industry lexicon. These repairers may specialize in dent and/or scratch repair or even complete repainting.  Further, larger MSO or networks may segment repairs according to complexity in order to better utilize training and equipment resources. In any event the industry is evolving and segmentation may play a role whether CIC recognizes it, or not. Please take a few minutes to answer these questions so that we can gage the sentiment of the CIC body at large regarding this very important topic. **SURVEY QUESTIONS** Sincerely, Randy StablerPride Collision Centersrandys@prideautobody.com818 652-0443 cell |

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