



## Auto Body Association of Connecticut

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“Pulling together for a better future”

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### **CCC's TRUE Parts Network is bad for this industry.**

The Auto Body Association of Connecticut (ABAC) has recently been made aware of another auto parts software program resembling the trappings of PartsTrader. CCC's TRUE Parts Network has the potential to be a real problem for this industry: another wolf in sheep's clothing. The only two enterprises seemingly in place to benefit are insurers and CCC.

According to CCC's website, TRUE Parts Network is designed to make the parts purchasing process easier by connecting shops directly with suppliers, “building an interface between the system you use today – CCC ONE – and your parts suppliers' inventory management systems. From right within your CCC ONE repair order screen you can select from among available suppliers, search for parts, get real time quotes, purchase parts and receive electronic invoices. By automating the process and embedding it within your workflow, parts ordering is more efficient and accurate.”

From our vantage point, however, any potential efficiency created by the TRUE Parts Network is easily outweighed by the longer term costs on the industry. As we see it, the real purpose of the program is to reduce the cost of parts by pitting dealers and vendors against one another in an exchange similar to that proposed by State Farm's PartsTrader. A race to the bottom, however, will only serve to enrich insurers at our expense. What is more, this program is redundant in consideration of Collision Link, Auto Parts Bridge and Opstrax V2, all of which not only do the same thing, but need to be used with specific O.E.M. Auto manufacturers. Finally, the ABAC has genuine concerns about a company collecting this much data, all of which can, and likely will, be used against us down the road.

For these reasons, the ABAC has taken the formal position that the TRUE Parts Network is more likely harmful than helpful to the industry; and has the potential to be another tool in an insurer's belt from which to further suppress fair compensation.

If you wish to communicate any questions or concerns about CCC's TRUE Parts Network, please reach out to Heather Romaniello: [abacadmin.heather@gmail.com](mailto:abacadmin.heather@gmail.com).