

# Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

June/July 2018

## From the President

By Eben Shantz

### The Meatloaf Pan

For those who know this story, skip to next paragraph.

A mom and daughter are cooking a meatloaf when the daughter asks, "Mom, why do you cut off each end of the meatloaf before cooking?" Puzzled, she replies, "Well I do it because that's the way your grandma made it. We should ask her." So the mom and the daughter call Grandma and ask, "Grandma, why do you cut the ends off when cooking meatloaf?" Grandma answered "Well that's the why my mom did it." So together they all call Great Grandma in the nursing home; "Great Grandma, why do we cut the ends off of our meatloaf before we cook it?" And Great Grandma laughs and answers, "Well I am not sure why you do it, but I did it because I didn't have a pan big enough to cook it."

I can't tell you how many meatloaf ends we are all still cutting off to make it fit that old non-existent pan, but it's a bunch. Just recently we were on our usual schedule of replacing a sump pump used to drain water between dismantling pads and the yard manager asked me, "Why are we buying 1-1/2in outlet pumps and then plugging them into a 3/8in adapters?" Well, the answer, I mean OBVIOUSLY was that all we had laying around the first time was a 3/8" hose! This is...of course...is quite embarrassing, considering I can't tell you how many more pumps we have bought since that first one that probably had shorter life-spans because of this. Fortunately, I'm sure I am in good company here, but it doesn't take back the sting that something around you isn't been done correctly anymore simply because, "Well that's the way it's always been done". Processes need to change and flow as the circumstances do.

From the President  
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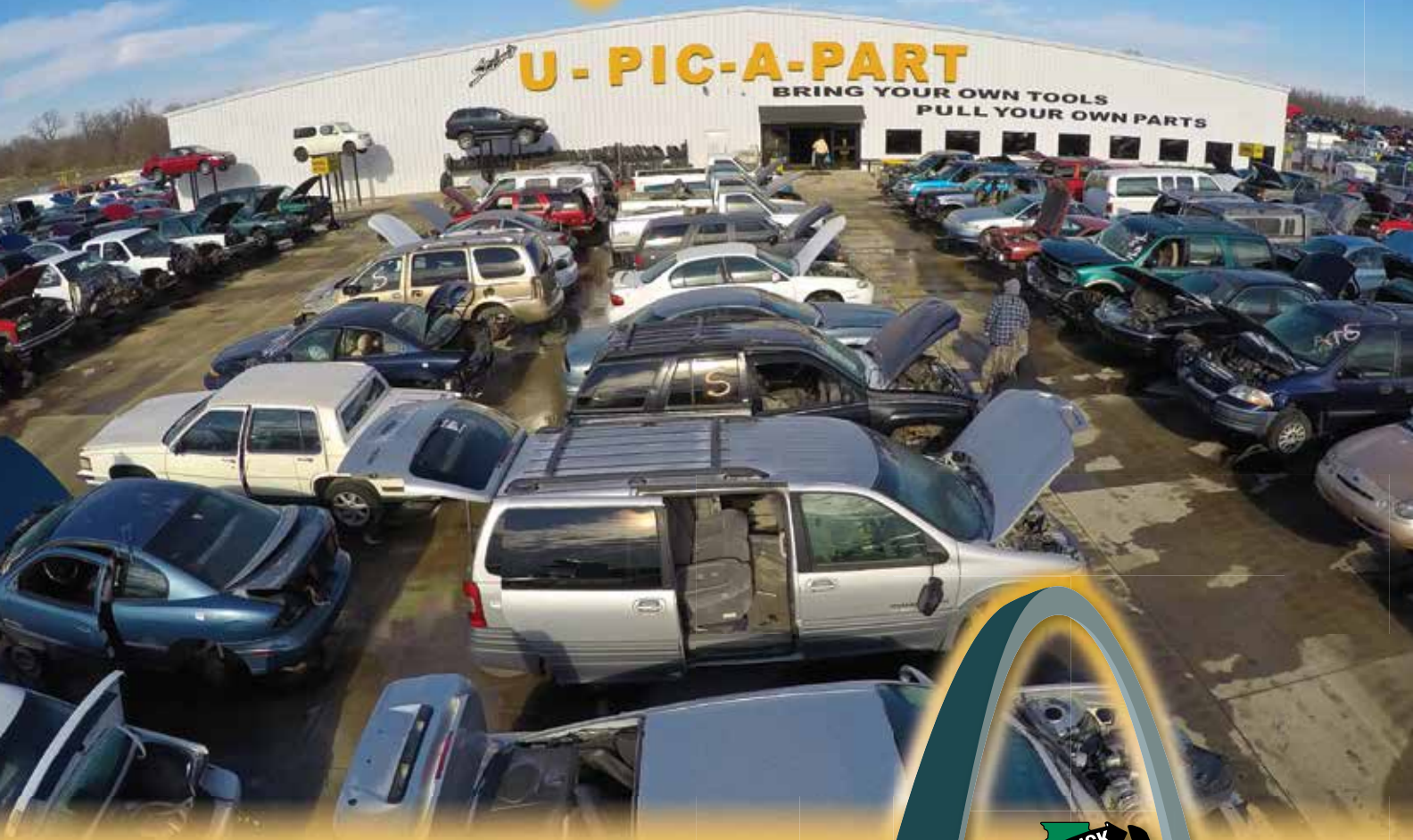
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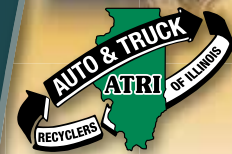
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# Save the Date



**October 19 & 20, 2018**  
**Illinois & Missouri**  
**Come Together**  
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2018 Convention & Trade Show held at St. Louis U-Pic-A-Part

# Missouri Auto & Truck Recyclers News

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Missouri Automobile and Truck Recyclers Association

### Missouri Auto & Truck Recyclers News

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## Let's Talk Recalls . . . Recalls are Not Cores

By *Katie Stark & Paul D'Adamo*

### Facts:

- It is Illegal to sell Recalled Auto Parts
- Recalled Parts have \$0 parts value
- Recalled Part prices are fixed and not negotiable
- Vehicles with Recalls should be flagged as they arrive at your facility
- Recalled Parts should not be listed in your inventory
- Recalled Airbags require adherence to proper HazMat handling and paperwork

This article is meant to keep you, the law-abiding Auto Recycler, out of harm's way. Our industry must participate and do the right thing to ensure public and consumer safety. Defective Takata Airbags are ticking time bombs and have the potential to injure and cause death. Have you checked with your family members to determine whether their vehicles are under recall?

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The shortage of replacement airbag supply is causing additional pressures on the automotive industry.

Licensed Auto Recyclers have a Legal Responsibility to ensure that recalled parts are extracted and handled in a professional manner. Accountability and documentation is part of the safety recall process. RAS is the exclusive buyback partner of defective Takata airbags for 7 Automakers, and we are continually expanding.

Why Rebuilders Automotive Supply? RAS has the contacts and logistics within the Recycler Community. RAS has also developed a sophisticated HazMat shipping platform and intake validation process to ensure the required documentation is provided back to the Automakers and ultimately other regulatory agencies, namely NHTSA.

### Recalls are Not Going Away

There are essentially three parts to the automotive chain: Vehicles are first manufactured and sold as new, vehicles are then driven by the general public and commercial enterprises, and lastly, vehicles become end of life. Auto Recyclers own the last-mile of this journey.

Over the last twenty-five years we have witnessed various part and vehicle failures that resulted in widespread recalls due to malfunctioning tires, seatbelts, cruise control, parking brake mechanisms, diesel emissions, and now airbags. Recalls are not going away.

Our National Association, ARA, has worked tirelessly at the Federal and State level to lead the way for Recyclers. Along with our demand for correct recall data, is the demand for our industry to step up and recover



recalled airbags. Ignoring this issue will not improve the perception of our industry.

## Call to Action

1. Meet with sales, vehicle purchasing, inventory, production, and shipping to make recalled airbags a high priority
2. Establish a “quarantine” zone where any “pulled” recall parts can be temporarily stored in your facility
3. Run the VIN through the RAS portal to determine recall status
  - a. If there are recalled airbags for RAS, put up a work order to have them pulled or mark the car to have the airbags pulled when it comes in for dismantling.

## Convention Hotel and Entertainment Event Announced

The combined convention for Auto & Truck Recyclers of Illinois and Missouri, *Gateway to the Future*, will be held October Friday Oct 19, Saturday Oct 20, 2018 at the St. Louis U-Pic-A-Part in Washington Park, IL.



The night before, the event kicks off Thursday evening, with a “Meet & Greet” at the Gateway Kartplex

where participants can race go-karts for a prize, or just mingle with others and enjoy the fun surroundings. The Gateway Kartplex is a purpose built karting facility inside the oval track at the Gateway Motorsports Park. Inside turns one and two, the Kartplex is completely independent from the surrounding racing facilities and can be run on while the oval and road course are in use.



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# Real Time Part Verification (RTP) and YOUR Business

*By Theresa Colbert*

Let's talk about one of our favorite auto recycling subjects, shall we? The one group that recyclers have a love/hate relationship with, the customers that we can't live with and can't live without, the two words that strike fear in a recycler's heart: **BODY SHOPS**

Yes, someone has to say it, and most of you know that I am not shy when it comes to bringing up delicate subjects. Let's take a look at what I hear from my recyclers when I am on the road:

*"Body shops look for the highest priced parts on insurance jobs so that they get more money on the parts markup."*

*"Insurance adjusters look for the lowest priced parts to put on estimate and don't look to see what grade the part is or if it's damaged."*

*"Body shops order my parts, then return them and buy new from OEM."*

Now, let me play devil's advocate here, and let you know what we hear from the adjusters:

*"The body shop said the part was no good when they got it, and they had to buy new OEM."*

*"The recycler said the part was no good, so the shop had to buy it from another recycler at a higher price."*

and my personal favorite:

*"The body shop called the recycler, but they were out of stock."*

Let's think about this for a moment. If a reputable recycler takes the time to do inventory, take pictures, and grade their parts to put them onto a site like Car-Part Pro with warranties and delivery times, are they really putting "bad" or "out of stock" parts on there? Well, yes, it can happen. But honestly, does it happen as often as the body shops says it does? I am thinking NO! It does not!

This is a true story that happened to a couple of months ago. My manager at Car-Part called to ask me for help with an insurance adjuster who was having an issue with a couple of my recyclers in a certain area. He knew that I was friends with the

## Marty Satz



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recyclers and asked me to make a phone call. Here is what happened. The adjuster called my manager and said, "Our insurance company told the body shop to use Car-Part Pro to look up parts, but when the shop called them, BOTH of these recyclers are OUT of stock, AGAIN! Now, my estimate is off and they are going to new OEM for parts!" According to my manager, this adjuster was very angry. We needed to get to the bottom of this. I told him that I knew one of these recyclers well, and they use quotes for every phone call. So, I called my friend up and told him what was going on with this door. He looks it up and says, "We have 2 quotes on this door. One is to a local customer, one is to a shop out of state, and we have 2 of them in stock." Neither of these quotes were to the shop the insurance adjuster was calling about, and the quote number that the shop gave the adjuster did not match my friend's quote numbers. (My friend also offered to email me his list of quotes on this part number for the last several months, which we sent to the adjuster.) In the meantime, my manager called the other recycler and was informed that no one had called for his door either and yes, he still had it.

Why is this shop telling the adjuster that these recyclers "didn't have the door"? I am thinking that it was because he did not want to follow the insurance adjuster's quote and buy a used one. How many adjusters out there follow up with the recy-

cler or with Car-Part to see if the part is really there? Or, do they just write the supplement to the body shop and move on?

This is where Car-Part's Real Time Part Verification (RTP) service can help your business! RTP is a feature on Car-Part Pro that gives buyers (like shops) the ability to verify the status of a part instantaneously, using a "Confirm Availability" button. When they click this button, the buyer is immediately informed whether the part is still in the recycler's inventory management system, or if it has been changed in some way (like price or description changed, or the part sold) since your last upload to Car-Part.com. On the recycler side, your iCPM's "Verify" tab lets you or your salespeople know who has been checking your parts. They can now be proactive and call the shop to see if the part is still needed.

When the customer clicks the "Confirm Availability" button on Car-Part Pro, our servers will "ping" your computer to see if this part is still available, and if any changes have been made since your last inventory upload. At the same time, you'll get a notification in iCPM's "Verify" tab. I know this brings up the question of where is your data going and who is using it. Car-Part has always left the recyclers in control of their own data, and from day one Car-Part has had an internal policy that they always get a recycler's permission before forwarding data to a third party. Because Car-Part knows that recyclers may want to confirm where and how their data is being used, they offer a portal for each recycler so you can see where your parts are being forwarded, and which basic and optional services your part data is displayed in. This portal is available to each Car-Part



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This newsletter is mailed to all the automotive recyclers in Missouri.

It carries the news from Missouri Auto & Truck Recyclers free of charge as a service to the association. It is a membership building tool and a resource for MATR as the newsletter gets the word out on MATR activities and information.

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customer 24 hours a day. If you aren't sure how to access that portal, contact your Car-Part support rep or salesperson. Car-Part has always had the policy to not forward data unless a recycler specifically grants permission first.

Have a great month! As always, if you have any questions for me, please email me at TheresaC@Car-Part.com or call/text my cell at 859-802-2382.

*Theresa Colbert is an on-the-ground representative for Car-Part.com. She goes into the dismantling yards and helps the customers decide which of the products in the Car-Part suite best fits their needs. With her background in aftermarket and from working "on the recyclers side of the counter" Theresa is a firm believer in our industry and the value that recycled parts have. With over 23 years of industry experience, she has seen the auto recycling world from almost every point of view. Theresa speaks at industry trade shows, give classes to recyclers and writes a monthly articles for trade publications.*

*President... continued from cover*

Like most of us, I am typically running from one fire to the next, continuing to cut off the meatloaf end to fit the pan because there simply is not enough time to think creatively and change things. How do you break that cycle? I would recommend letting a fresh set of eyes, as simple as a friend or fellow yard owner, watch the process and provide recommendations. I'm not dogging you on your processes, USUALLY there's a darn good reason why you are doing it the way you are. However, every process at your facility is continually in flux in some way, regardless if you know it or not. Like I've harped on in the previous messages; trust your people, they are your most valuable and expensive asset. Listen. Analyze. Act.

We'll all be well into the swing of summer by the time you read this, so keep those parts racks full and it'll keep those phones ringing. In the meantime, keep looking for those larger meatloaf pans and I will too!

## MATR Dates of Interest

**2018**

October 19/20 MATR Annual Meeting,  
w/Auto & Truck Recyclers of Illinois  
St. Louis U-Pic-A-Part  
Washington Park, IL

November 1-3 ARA Convention  
Orlando, FL



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- The MATR maintains a web site at [www.matronline.com](http://www.matronline.com) featuring information about the industry for consumers, a membership and associate member on-line roster with direct links to their web sites.
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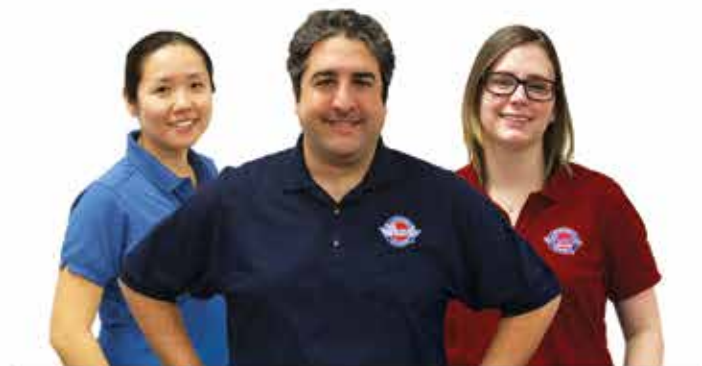
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- ▶ TOP 10 insurers in the US and Canada are asking their shops to source parts through Integrated Car Part Pro. Shops and Insurers see more than twice as many recycled parts on Car Part Pro which includes your brokered parts AND their delivery times. Integrated Car Part Pro helps your buyers reduce costs by choosing recycled assemblies over equivalent components.  
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