

**Testimony  
Tuesday, February 17<sup>th</sup>  
CT Legislative Hearing  
Hartford, CT**

6446

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Title: Member – CCRS (Connecticut Collision Repair Specialists)  
President and Owner of Turnpike Motors, Inc. Auto Body**

Bill #6446 Summary:

Mandates insurance companies to give discounts to consumers that have VIN numbers etched on their windshields and back glass.

Further limits insurance companies in discussing benefits of Direct Repair Programs

Good afternoon Chairman Fontanna and Chairman Crisco and members of the committee:

My name is Doug Fernandez and I am a citizen of West Hartford CT, I am the owner of Turnpike Motors Auto body in Newington, I am also a member of CT Collision Repair Specialist Association.

I am against the proposed changes in Bill #6446. I feel that the proposed changes in this bill would prevent consumers from knowing all of their options following an automobile accident. This language has been presented as an anti-steering bill but in reality it is an anti right to know bill. A policy holder or 3<sup>rd</sup> party claimant seeking repairs through an insurance policy has the right to know what their options are. I believe it is the industry's responsibility to share that information with them. By industry I mean those of us involved in the auto body industry and the insurance industry.

I am not in favor of any regulation that prevents policy holders or claimants from understanding their options and rights.

In addition, there is other language in this bill that refers to a mandated premium discount in exchange for glass etching on automobiles. I don't see any value in this concept and I am against it. Furthermore this appears to be a marketing ploy not something that belongs in a proposed bill.

I would like to share with you my thoughts on the current bill as it relates to our industry. The current proposed bill #6446 is not any different than bills of the recent past. They add little value to the consumer. Many of these bills are raised by the auto body industry or the insurance industry in an attempt to sway public thinking one way or the other for their own advantages. I think these problems should be settled outside of this forum. In my opinion many of these issues are industry issues masked as consumer protection concerns. Perhaps in the future our industry will find an alternative method to solving these industry issues. I urge you to vote against Bill #6446 Thank you for allowing me to address this committee today.

# MINIMUM RECOMMENDED REQUIREMENTS FOR A "CLASS A" COLLISION CENTER

The Collision Industry Conference Definitions Committee identified the following requirements for a collision repair center to be recognized as a "Class A" collision center in the industry:

- 1) Have an established business location that is in compliance with local zoning laws and acceptable retail standards.
- 2) Have all local, state, and federal licenses and permits and operate in accordance with regulations. Examples:
  - a. Sales Tax ID Number
  - b. Federal Tax ID Number
  - c. Fire, Electrical Code, and Waste Water Codes
  - d. Workers' Compensation Insurance
  - e. Meet or exceed all federal/state/local safety and environmental standards
  - f. EPA Number
- 3) Have proof of garage keeper's liability and workers' compensation insurance or equivalent.
- 4) Have the ability to produce computer generated estimates with digital imaging and electronic estimate transfer.
- 5) Management personnel will have evidence of current and ongoing training in relevant management subjects and have transcripts or certificate.
- 6) Belong to and participate in auto collision trade industry association(s) and subscribe to the Collision Industry Conference (CIC) "Best Practices." "Best Practices" can be viewed on the CIC website at [www.ciclink.com](http://www.ciclink.com).
- 7) Have evidence of current and ongoing employee technical training and certification programs with a certified refinish technician on staff.
- 8) Have a gas metal arc (GMA/MIG) welder and technicians qualified or certified in proper welding techniques.\*\*
- 9) Have the ability to hoist a vehicle for inspection.
- 10) Subscribe to a provider of structural specifications with periodic updates covering the vehicle structure for the make, model and year of the vehicle(s) being repaired and wheel alignment specifications for the make, model and year of the vehicle(s) being repaired.
- 11) Have a measuring device capable of measuring in three dimensions (symmetrical or asymmetrical unibody and full frame structures) for the type of vehicle repaired and provide structural documentation such as a computer printout, or have a fixture system. All operators must have evidence of current training available for viewing for the type of measuring device being used.
- 12) Have a four-point anchoring system capable of holding a vehicle in a stationary position during frame and/or unibody pulls which is suitable for the specific type of vehicle being repaired.
- 13) Have electrical or hydraulic equipment capable of making simultaneous multiple body or structural pulls. All operators must have evidence of current technical training on the type of equipment being used.\*\*
- 14) Have pressurized spray booth equipped with a fresh air-supplied respirator system that meets current federal, state and local requirements.
- 15) Have the ability to complete and verify four-wheel alignment through computer printout either from an in-house alignment system with at least one technician that is certified or qualified or utilize a qualified sublet provider.\*\*
- 16) Offer a written limited lifetime warranty against defects in workmanship.
- 17) Have the ability to remove and reinstall frame, suspension, engine and drive train components.
- 18) Have a forced drying and curing paint application system that will produce an original equipment manufacturer-type finish.
- 19) Demonstrate a concern for the environment by using high transfer efficiency spray equipment, gun cleaners and other emission reducing equipment.
- 20) Properly dispose spray booth filters and hazardous waste.
- 21) Provide proper safety equipment and work environment for all employees.
- 22) Have employees that are qualified to diagnose the condition of airbags and other occupant restraint systems and capable of completing OE-specified repairs using in-house equipment with certified technicians or use a qualified sublet provider with certified technicians.
- 23) Have the ability to evacuate, reclaim and recharge vehicles air conditioning system using EPA compliant in-house equipment and certified technicians or use a qualified sublet provider.\*\*
- 24) Have a documented on-going system for measuring, tracking and reporting customer satisfaction.

CT COLL REPAIR SPEC. 896  
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\*\*See appendix at [www.ciclink.com](http://www.ciclink.com) for a list of possible certification or qualification programs



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