

June 20, 1983

SUBJECT: INSURANCE

WITHDRAWN

CIRCULAR LETTER: 7 (1983)

TO: ALL INSURERS LICENSED TO WRITE AUTOMOBILE INSURANCE IN NEW YORK STATE

RE: TRAINING IN AUTOMOBILE REPAIR TECHNIQUES

Since the introduction of the new generation of automobiles known as "unibody" cars, the auto repair and insurance industries are realizing that repairing collision damage to these vehicles also requires new techniques and procedures. In addition to major changes in the structural designs of these vehicles, their construction material has also changed significantly, primarily in the use of new types of steel and the use of an ever-increasing variety of plastic.

These changes in automotive design will require an extensive retraining program for the people who repair the cars as well as those who appraise and adjust damage claims.

The Insurance Department is aware of a non-profit educational organization known as Inter-Industry Conference on Auto Collision Repair. (IICACR) This organization has brought together the auto manufacturers, collision repair industry, insurance industry, tool and equipment industry and the auto recyclers to develop a training program to train people in the repair field and insurance industry about new methods and techniques required to repair this new family of automobiles.

IICACR has developed a nine-part Unibody Repair training program that includes the latest technical information available. This program is currently being taught in 44 states and Canada. During 1982, over 14,000 people were trained.

IICACR is very active throughout New York State and the courses are usually taught at local vocational technical schools. To locate the facility nearest you, or for further information on the program, contact:

Downstate New York:
Joe Letta, IICACR State Chairman
Liberty Mutual Insurance Company
111 Livingston Street
Brooklyn, New York 11202
212/855-7300

Upstate New York:
Robert Palmatier
Auto Collision Appraisers
969 Kenmore Avenue
Buffalo, New York 14217
716/877-5255

IICACR National Headquarters:
2600 River Road
Des Plaines, Illinois 60018
312/297-7800

There is no question that auto physical damage adjusters, appraisers and people in the repair industry need to keep up with the rapidly changing auto technology. An excellent way to do this is by being involved in this training program, and the cost for individuals attending the courses is minimal. The Insurance Department expects insurers to make certain that its claims adjustments are performed by personnel who are trained in the latest repair techniques. This includes independent adjusters retained by insurers.

The New York Department of Motor Vehicles has endorsed the IICACR program and has required all of its body repair inspectors to take the IICACR courses. I encourage insurers to require the same of persons utilized by them in adjusting automobile property damage claims.

[SIGNATURE]

James P. Corcoran

Superintendent of Insurance