

For the

# Record...

Our yearly roundup of clever, insightful and sometimes aggravating statements people in and around the industry have made

**"YOU GET ALL KINDS OF THINGS IN HERE. I GUESS WE'RE A JACK OF ALL TRADES. BUT THIS WAS MY FIRST TURTLE."**

— MICHIGAN SHOP OWNER WALT MCANALLEN, ON REPAIRING A 6-POUND SNAPPING TURTLE'S SHELL AFTER SHE'D COLLIDED WITH A CAR

**"THEIR ... POLITICAL MUSCLE DROWNED OUT ALL EFFORTS TO EDUCATE LEGISLATORS ABOUT THE AUTO REPAIR INDUSTRY'S PERSISTENT PROBLEMS."**

— excerpt from Allstate lawsuit about how the repair industry — in an ironic twist — used *its* clout to convince Texas legislators to pass a bill outlawing insurer-owned shops

**"I DON'T CARE TO CATER TO SOME OTHER BODY SHOP'S VIEWS ON DIRECT-REPAIR WORK. I DO WHAT I GOTTA DO."**

— RICK ENGLISH, BODY SHOP DIRECTOR, GANLEY LINCOLN MERCURY, MIDDLEBURG, OHIO

**"The 17c formula is as MIND-BOGGLING as it is INACCURATE."**

— Ohio attorney Erica Eversman on the formula State Farm and other insurers have adopted to determine diminished value

**"This is insane."**

— Georgia shop office manager Layla Morris, on how Allstate seems to arbitrarily determine an area's prevailing rates

**"They're like geniuses."**

— comedian Jay Leno on the bodymen helping to restore his Lamborghini Miura and the skill required to be an auto technician

**"There were times**

**"Insurance companies have to take away the gun they have to our heads with regard to the discount structure they force upon us."**

— Roger DiOrazio, CEO, Collision Revision

**"I'M NOT A SCHMOOZER."**

— New Mexico shop owner Tommy Hufnagel on how he sucks at sucking up to insurers and car dealers

**"We have NO interest in operating conventional body shops."** — Sterling COO Michael Giarrizzo

**"If I had a guaranteed flow of work from Progressive, a well-equipped, but small production facility in some out-of-the-way industrial park that was staffed by six Koreans who could make fenders from stolen dinnerware, I'd do it."**

— contributing editor Charlie Barone on joining Progressive's Concierge program

**"It's not like the collision repair industry is considered a bastion of virtue."**

— P&C analyst Brian Sullivan on the irony of the repair industry trying to convince legislators that insurer-owned shops will rip off consumers

**"If you don't make money on the bid, it's your own fault."**

— Illinois shop owner Andy Batchelor, on direct-repair shops complaining they can't make a profit

**"The big shock**

*is that my mail is now addressed to 'The Honorable Richard Impallaria.'*"

— shop owner Richard Impallaria, on being elected to the Maryland House of Delegates

**"Let's see, food and shelter, or tools?"**

— Mentors At Work President and CEO Mark Claypool, on how tool costs are a deterrent to recruiting new people

**when I'd find an envelope of 'C' notes on my car's sun visor."** — former insurance adjuster and ICAN founder Dennis Howard, on being an honest adjuster in the bribe-happy '70s

**"YOU IMMEDIATELY FEEL THE KNIFE ROTATING IN YOUR GUT."**

— Connecticut shop manager John Shortell, on when customers tell him they have Allstate insurance

**"I'm going to have the most cost-effective collision repair machine going,**

**SO PISS ON THE INSURERS THAT DON'T SEE THE VALUE."**

— Ohio shop owner Bob Juniper

**"It's like having the MAFIA pay the salaries of the police department."**

— New Hampshire shop owner Mike Berounsky, on the "friendly" relationship between the insurance industry and the state's insurance commissioner and staff

**"DO WE WANT TO BREED ANOTHER GENERATION OF ANGRY YOUNG MEN AND WOMEN?"**

— State Farm senior claims instructor Bob Medved, on how repairers need to let go of their animosity toward insurers