

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

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

"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

"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

"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

"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

"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

"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

"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