

BROTHERS REMAIN DEDICATED TO THE INDUSTRY AND THEIR PEOPLE

When Doug and Kevin Meadows opened the doors to 2Brothers Collision in April 2005, it was the beginning of fulfilling their dream of owning their own body shop. After the dealership body shop where they both worked closed unexpectedly, they decided to start their own business with just three employees. Doug's background was in paint, and Kevin's in metal and body work, so both contributed to the day to day operation of the business. Doug says they worked 7 days a week that first year, and six days a week the second year. "There were a lot of long days and nights, but the dedication and passion for service that went into those first years set the tone for what is now the foundation of our business."



Sixteen years later, 2Brothers Collision has grown to 50 employees and two state-of-the-art locations – the original location on Prosperity Hill in Beckley, West Virginia, and the other on Raleigh Hill. Doug's children have also joined the business and are continuing the brothers' legacy. Jordan is a painter, and Chelsey and Ryan each manage one of shops. Doug was quick to add that the business has been built on a lot of good people. He said, "My brother and I have the best people in the business working for us. We couldn't do it without them. They are ultimately what makes us successful!"

As with any successful business, there have been challenges. Doug and Kevin both agree the biggest has been body shop hourly labor rates which they feel are far less than they should be. Based on the quality of their work, they say their people deserve more than what they make. Unfortunately the insurance companies control how much they can charge for the services they provide to their customers. Doug says, "It's very frustrating. Labor rate increases are non-existent, and yet we are expected to keep our employees trained on the latest technology, and have the latest equipment on hand to provide vehicle repairs."

Generating a profit in a body shop takes work. When asked how they manage to do that with their two locations, Doug explained saying, "We've had to speed up the time it takes us to make repairs, and source our parts from out of state." He says a big part of where they make their money is in parts. Having the Modern Parts Center as a partner allows 2Brothers Collision to get their parts delivered next day, even from out of state, and at the lowest cost possible. The Modern Parts Center delivers parts daily to automotive and body shops in five states. "Parts availability, cost, and the speed and efficiency with which we get our parts makes all the difference," Doug said.

What does the future look like for 2Brothers Collision Centers? The brothers say they are continuing to grow as a company, and will likely add a third location down the road. Doug adds, "As vehicle repairs become more complicated, we continue to adapt to changes in automotive technology by keeping our equipment and tools current, and our employees up to speed."

Regardless, of the challenges they face, the goal remains to be the best at what they do, not just about the profit they make at the end of the day. Their dedication to their people and to the industry has remained number one all these years. Kevin says, "It's about doing what you love, whether that's digging ditches or repairing vehicles. At the end of the day this IS what we love to do."



This feature highlights the MPC employees who work behind the scenes to make sure our customers receive the correct parts as quickly as possible. Even though these employees don't have direct contact with our customers, they are an integral part of the Modern Parts Center's day to day operations. They scan and sort incoming inventory, stock and pull parts, generate invoices, handle returns, sort parts by route, and make sure a customer's parts ultimately end up on the right truck for delivery.



NEW DISPATCHER JOINS MODERN WAREHOUSE TEAM

In early October, **Tyler Hutchens** re-joined the Modern Parts Center as the newly appointed Dispatcher in the warehouse. Tyler previously worked for Modern at the dealership level, and in the warehouse as well. In his new role, he will now oversee the scheduling and coordinating of Modern's delivery drivers and the routes they deliver to. He is also responsible for maintaining

Modern's fleet of delivery trucks and vans. He says his goal is to make sure customers receive their parts in the timeliest manner possible. "If that means running a part to a customer myself, that's what I'll do," he said.

Tyler, his wife, and their two boys reside in Advance. When he's not working he most enjoys spending time with his family. He also enjoys fishing, golf, and he and his wife are youth pastors in their church. Please join us in welcoming him to our warehouse team!



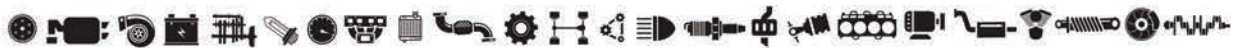
Look for this sticker appearing on the Modern Parts Center's core packaging. It serves as a reminder to **NOT DISCARD CORE PACKAGING.** Original packaging is required for all core returns.



New Addition TO THE MODERN PARTS PHONE CENTER



Clayton Bonds recently joined the Modern Parts Phone Center, transitioning from working in the Modern Nissan Dealership Parts Department where he was employed for three years. He brings with him a wealth of knowledge and experience with both the Nissan and Infiniti brands. In his spare time he enjoys working on cars and motorcycles, and deer hunting. When he has time away from work you'll likely find him headed to the beach and pier fishing, or riding his motorcycle. He has a three-year-old son, Sean, who he loves to take to the park, and his favorite food is Stromboli. Clayton is excited about bringing his parts knowledge to the phone center, and helping the Modern Parts Center customers with their parts needs!



MEET YOUR



DRIVERS

Jack Cline has been a Modern Parts Center Driver for 19 years, taking on this role after he retired from R.J. Reynolds where he worked as a cigarette machine mechanic for 34 years. Jack delivers parts on Route 23 which covers customers in the Aberdeen, Larinburg, Rockingham, Seven Lakes, and Southern Pines areas.

He says he really likes driving and being out on the road, and that the customers he delivers to are all really good people. He enjoys talking to them and helping to make sure they get their parts every day. When he's not working at the Modern Parts Center, Jack likes going to church and watching his 18 year old grandson play baseball. He has been married to his wife, Janet for 17 years and together they have eight children, 12 grandchildren, and 3 great grandchildren.





BACK ORDERED & OUT OF STOCK PARTS CAUSE FRUSTRATION

There doesn't seem to be a body shop or mechanical shop around these days that is not dealing with back ordered or out of stock parts. Shops and customers alike are frustrated with the supply chain delays, which in some cases are holding vehicle repairs up for months. It is creating definite challenges and many are wondering how to best deal with the situation.

Sergio Vivero, Parts Specialist in the Modern Phone Center feels the frustration too. He says, "Even if we are given an ETA on parts, it's often not accurate." He explained that out of stock or back ordered parts that would normally take 3-5 working days to obtain can now take up to 10-15 working days.

The reasons for the delays and parts shortages vary, from carrier restraints and network processes, to even the manufacturing of certain parts. Eddie Hiatt, Modern Automotive Parts Inventory Manager says there are a number of issues that currently can't be controlled. These include a shortage of drivers, people required to load and unload trailers and shipping containers, and even a shortage of components. He said, "The system is backed up, but here at Modern we are doing everything we can to insure our customers get their parts as quickly as possible."

Additional steps being taken by the Modern Parts Center include sourcing parts from other dealers and working through the GM Special Parts Assistance Center to place priority on much needed parts. In addition, the Modern Parts Center maintains a larger inventory than most dealerships. "Our larger inventory increases the likelihood Modern will have parts on the shelf that many dealers won't," Eddie says.

Repair facilities will likely continue to be challenged with supply chain delays for a while. It is important to assess and account for parts hold ups as early in the repair process as possible, and to communicate potential delays to customers. Sergio says, "If a part is backordered or out of stock, we will outsource it from other dealers, or we can even purchase a part from a sister store. The bottom line is that when customers call us at the phone center, we're going to go to extra lengths to find the parts they need."

Did you know...

The Modern Parts Center sells Mobil Super Synthetic oil in **THREE** different weights for only \$4.70/quart? Comes six quarts to a case, and is in stock and ready for pick up or FREE delivery to your shop! Call **1-800-334-0165** and order yours today!



Thank You to ALL Our Modern Parts Center Customers!



As we take time to reflect on the past year, and look ahead to the promise of a new year, all of us at the Modern Parts Center want to take a moment to say THANK YOU to all of our valued customers. Having the opportunity to supply so many of you with GM, Genesis, Infiniti, Nissan, and Toyota parts makes us feel very fortunate. We appreciate your ongoing commitment to making us your preferred parts supplier, and we value the partnerships we have formed with so many of you!

**WE WANT TO WISH EVERYONE A HAPPY, HEALTHY HOLIDAY SEASON,
AND A SUCCESSFUL NEW YEAR!**