



# JARA NEWS

December 2016, No. 106

from  
Japan Automotive Recyclers Alliance  
[www.jara.co.jp](http://www.jara.co.jp)

Published by JARA Corporation  
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Reinforcement of customer (ELV provider) relationship leads to good results.



Body & paint (BP) repair

## Rising ELV acquisition at JARA to hit 25,000 units in 2016

JARA Corporation is enjoying good performance in end-of-life-vehicle acquisition by its member recyclers. From January through October 2016, JARA's ELV acquisition climbed 37.4 percent from a year earlier to 19,300 units, which well surpassed the previous whole year's 17,127 units. The company's tightened relationships with general insurers and leasing companies might help get good results. In the whole of 2016, ELV acquisition is expected to top 25,000 units.

In general, ELV generation is likely to decline in the mid-to-long-term due to sluggish new car sales and lengthening usage. To cope with this situation, JARA has been strengthening ties with ELV supply source, such as general insurers and used car dealers.

Last year it strengthened efforts to increase ELV acquisition by promoting the JARA brand. By unifying staff uniforms, equipment and customer services in

receiving ELVs, member recyclers raised the reputation of the JARA brand. In addition, JARA introduced surveys at ELV providers. By establishing a system in which ELV providers can evaluate the performance of JARA members, JARA hopes to improve customer satisfaction.

These efforts led to an increase in ELV acquisition, JARA will assist members in achieving efficient operations using IT, as part of its policy to strengthen support for members. (*Daily Automotive News, Nov. 10 issue*)

## JARA holds BP workshop for front desk staff

JARA Corporation recently held its Workshop for Intermediate Front Desk and Production Staff at Aioi Nissay Dowa Automobile Research Center., in Susono City, Shizuoka Prefecture. At the workshop, the company carried out practical training for body and paint (BP) repair for the first time. A total of 16 trainees (six front desk and 10 production staff members) received a lecture on the basic knowledge of BP and

then tried their hand at repairing bumpers. By creating an opportunity for front desk and production staff to experience BP work, JARA aims to nurture an atmosphere of trust toward BP operators, which are JARA customers and to support the making of proposals for products that meet customers' needs.

Trainees, instructed by Aioi Nissay Dowa Automobile Research Center's staff members, experienced bumper scratch repair in the first-ever holding of this kind of training. They took on the full series of BP processes: filling with putty and forming, conducting base treatment by spraying surfacer, selecting colors and coloring using color data, paint and clear paint.

Why does JARA conduct BP training? "It is to let our staff be aware that our parts, which they usually see and handle in daily work, are made through many processes," the company said. As a result, "they will be able to talk with customers using a common language." (*Daily Automotive News, Nov. 1 issue*)

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## JARA joins precision engineering working group to participate in joint research on remanufacturing of used goods

JARA Corporation is planning joint research on remanufacturing of used goods by joining a working group formed by the Japan Society for Precision Engineering (JSPE). In October, JARA President Sosho Kitajima made a presentation on recycled parts networking at the first meeting of the working group, the members of which come from a wide range of fields and include representatives from the Japan External Trade Organization and makers of household electric appliances. JARA's aim is to improve its services by actively exchanging opinions with parties outside the automotive recycling industry.

The working group was set up within the JSPE's Life Cycle Engineering sub-committee. It is steered by Mitsutaka Matsumoto, chief researcher at the National Institute of Advanced Industrial Science and Technology. Waseda University Professor Shozo Takata and University of Tokyo Professor Keijiro Masui serve as advisors. Members include JARA and Shin-Etsu Denso Co. from the automotive industry and Panasonic Corporation from the household electric appliances industry.

At the first meeting, JARA's president presented an outline of the current status of



the auto recycling industry and issues to be resolved. The company's big data of parts transactions attracted keen attention from other attendees.

Joining the working group, "allows us to come to know things that we could not by only staying inside the auto recycling industry," according to the company. JARA is going to extend its big data-based services. At the same time, it aims to help build a recycling-oriented society through joint development of remanufacturing with other industries. (*Daily Automotive News, Oct. 6 issue*)

## Insurers accelerate response to autonomous driving

Can existing auto insurance cover autonomous driving? As autonomous driving cars begin to appear, such as single-lane driving of highways, moves are active among the general insurers.

Tokio Marine & Nichido Fire Insurance Co. has developed a special provision attached to insurance contracts that outlines victim compensation in accidents involving autonomous driving. The special provision allows the commencement of efforts to compensate a victim immediately after an accident, even if locus of responsibility is unknown.

The company's conventional auto insurance offerings do not cover payment if the error of the driver (the person insured) is categorized as "unknown" or "none". In accidents involving vehicles equipped for autonomous driving, it is expected that much time will be needed to determine the cause of such accidents and the locus of responsibility, as well as to determine the ratio of responsibility. This is due to the fact that, in case of accidents involving autonomous driving, parties that could be held liable are numerous, ranging from the driver to carmaker and software developer, as well as parties related to road infrastructure.

The company thus developed the special

provision as "a safety net for quick support of victims", with an eye on new types of accidents associated with the future widespread use of autonomous driving technology. Still, the company says almost all accidents will be covered by its conventional auto insurance offerings without the special provision. The special provision will be automatically included in every auto insurance contract (new or renewal) with no additional premium from April 1, 2017.

Sompo Japan Nipponkoa Insurance Inc. "We can still provide coverage through our current insurance products without introducing a new one." It added, "If an error by the manufacturer, tele-communications company or other party other than the driver were to be found, we would pay the driver first, from the perspective of victim relief, and then ask the responsible parties to absorb the burden in line with the ratio of responsibility."

Mitsui Sumitomo Insurance Co. says, "Our premise is that, when an accident occurs, the driver is also responsible. Our current insurance offerings can cover most accidents." Aioi Nissay Dowa Insurance also commented that its existing system can be applied to such accidents. The General Insurance Association of Japan pointed out that it sees no problem with existing approaches being applied up to "level 3 autonomous driving".

Insurers' new product development toward autonomous driving technology is meant to secure the diffusion of safe and secure autonomous driving. For car dealers who sell autonomous driving cars, such insurance is expected to offer buyers peace of mind. (*Daily Automotive News, Nov. 28 issue*)

### CO<sub>2</sub> Reduction Effect (based on Super-Line System)

The use of Reuse Parts saved  
**3,345 tons of CO<sub>2</sub> emissions**  
in October 2016

The reference figure represents the difference of carbon dioxide (CO<sub>2</sub>) emissions at the vehicle repair using genuine (new) parts and recycled parts.\*

\*: Based on "Green Point System", which was jointly developed by the Japan Automotive Parts Recyclers Association and Waseda University Environmental Research Institute using a life cycle assessment (LCA) technique.

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