



## Exciting News: Introducing Our New AI-Assisted Phone System!

We are thrilled to announce a significant upgrade to our phone system! Recently, our new AI-powered phone system, Sam, went live, bringing enhanced efficiency, convenience, and responsiveness to your experience.

### What This Means for You:

- **Faster Responses:** Our AI system is designed to direct your calls to the appropriate department or resource quickly, saving you time.
- **Personalized Interactions:** By recognizing frequent callers and understanding common queries, our AI will provide tailored support for your needs.
- **Seamless Connection to Human Agents:** When a more personalized touch is required, the system ensures you are promptly connected to the right person.

This upgrade reflects our commitment to leveraging cutting-edge technology to improve your experience. While the system is highly advanced, we've designed it to feel intuitive and user-friendly.

### We Value Your Feedback

This upgrade reflects our commitment to leveraging cutting-edge technology to improve your experience. While the system is highly advanced, we've designed it to feel intuitive and user-friendly.

## Meet Our New Team Members



**Mike Osilka**

Years in the Business: 18  
Dept: Field Marketing Rep  
Phone: 215-262-8511  
Email: mosilka@fredbeans.com



**Robert Newlin**

Years in the Business: 11  
Dept: Collision  
Phone Ext: 1165  
Email: rnewlin@fredbeans.com



**Erica Stewart**

Years in the Business: 1.5  
Department: Dealer Sales  
Phone Ext: 1114  
Email: estewart@fredbeans.com



**Eric Bradley**

Years in the Business: 37  
Department: Sales Manager  
Phone: 484-798-4824  
Email: ebradley@fredbeans.com



# Celebrating a Remarkable Year: Our 2024 Year-End Numbers

As we close out 2024, we're excited to share some highlights from what has been an incredible year of growth, achievement, and impact. Thanks to your support, we've reached new milestones that set the stage for an even brighter future in 2025.

## By the Numbers

- Total Invoice Lines – 2,118,640
- Total Parts – 3,627,656
- Total Invoices – 1,059,040
- Total Miles Driven – 2,312,053



## Looking Ahead

2025 promises to be even more dynamic as we continue to innovate, grow, and improve. With exciting new initiatives, products, and opportunities on the horizon, we're eager to hit the ground running and make the next year just as memorable.

## Thank You for Your Support

None of this would be possible without our incredible customers, partners, and team members. You inspire us to reach higher and do more every day. Thank you for being an integral part of our success story.

Here's to an amazing 2025!

# Introducing the Kia Genuine Direct Program Powered by RepairLink

## Why Choose Kia Genuine Parts?

Kia genuine parts are designed and tested to meet the highest standards of quality, reliability, and performance. By choosing genuine parts, you ensure seamless compatibility with Kia vehicles, offering your customers peace of mind and lasting value.

## Boost Your Business Today

Take advantage of the Kia Genuine Direct Program to enhance your shop's efficiency and profitability. The additional 10% discount ensures you're getting the best value while maintaining the highest level of quality for your repairs.

## Extensive Parts Categories

The Kia Genuine Direct Program covers a wide range of parts to support your repair and maintenance needs, including:

- Engine Parts
- Cooling Systems
- Suspension
- Fuel Systems
- Electrical Systems
- Ignition
- Exhaust
- Powertrain
- Air Conditioning
- Brakes and Steering
- Remanufactured Engines
- Select Collision Parts

And more!

## How to Access the Program

The Kia Genuine Direct Program is available exclusively through RepairLink. With its user-friendly interface, RepairLink makes it easier than ever to browse, order, and track your parts.

Don't miss out on this opportunity to elevate your business with genuine Kia parts. Start saving and delivering exceptional service today!

## Carquest Corral



MMM 26338 1.5" Tape  
\$11.25 each



Diamond Grips - Blue  
or Midnight Gloves - Black  
\$13 each (M, L, XL)



MMM 07447  
\$29 a box of 20

While supplies last. See dealer for details. Offers expire 03/31/2025.



# Employee Spotlight

## Lior Avidov



Customer  
Support

## Lior

**When did you start in the automotive business?** 2017  
**How long have you been with Fred Beans?** 8 years  
**During your time with the company, which was your favorite place to work?** Inventory Control  
**What hobbies do you have?** Playing guitar, cooking, and reading.  
**Tell me something about you that most people don't know.**  
I used to be a journalist.  
**Favorite meal:** Chicken wings and cowboy fries.  
**Favorite movie:** The Godfather  
**Favorite snack:** Mike & Ike  
**Favorite restaurant:** OOKA in Doylestown  
**Favorite TV series:** Star Trek: Deep Space Nine  
**What food do you dislike?** Pickles  
**Do you have any pets?** Two dogs  
**What sports do you watch or attend?** Basketball  
**What kind of cars do you have?** BMW X1  
**Who is/was your hero?** My father  
**Describe Fred Beans Parts in three words.** Successful, evergreen, advanced.  
**What advice can you offer to someone starting in this business?**  
Watch and listen, there is a world of experience at your disposal.

## Rayna Lind



Customer  
Support

## Rayna

**When did you start in the automotive business?** 2013  
**How long have you been with Fred Beans?** 3.5 years  
**During your time with the company, which was your favorite place to work?** Customer Service  
**What hobbies do you have?** Working out/gym and golfing  
**Tell me something about you that most people don't know.**  
I'm an only child.  
**Favorite lunch:** Peanut butter and jelly.  
**Favorite movie:** Twister  
**Favorite snack:** S'mores, Pop-Tarts  
**Favorite restaurant:** Longhorn Steakhouse  
**What food do you dislike?** Avocados  
**Do you have any pets?** Yes, one dog.  
**What sports do you watch or attend?** Football  
**What do you Google the most?** Shopping deals  
**Who is/was your hero?** My mom  
**Describe Fred Beans Parts in three words.** Fun, exciting, challenging.  
**What advice can you offer to someone starting in this business?**  
Everyday there is a new experience and everyday there is always something more to learn. Work hard to reach your goals and anything is possible.

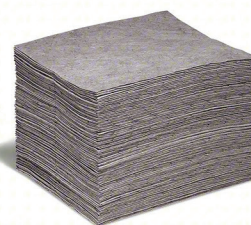
## Collision Corner



CRC 05084 Brakleen  
12 per case - \$2.89 each



Power Service 1026 or 8026  
12 per case - \$6.99 each



Spill tech GPH absorbent pads  
100ct - \$42.99

While supplies last. See dealer for details. Offers expire 03/31/2025.

# Happening Now in the Business

## 2025 AASP/NORTHEAST Trade Show

With a rich history of over 40 years, the AASP/NORTHEAST Trade Show has been a beacon of auto repair education, technology, equipment, and innovation. You can trust that this event is a cornerstone of the industry, providing you with the latest advancements and knowledge.

Fred Beans Parts is thrilled to announce our participation as an exhibitor at the upcoming AASP/Northeast Trade Show. This unique event, running from March 14th to March 16th at the Meadowlands Exposition Center in Secaucus, NJ, is tailored to meet the diverse needs of today's automotive repair professionals. It offers a wealth of products and information designed to foster success in the market, whether you're a seasoned professional or just starting out.

AASP/NORTHEAST Trade Show functions to complement whatever strides you are currently taking in your business. Whether you want to gain industry knowledge and information on the latest procedures or processes or browse through some of the hottest products, services, and equipment, AASP/NORTHEAST Trade Show provides you the best. Just minutes from New York City, the AASP/NORTHEAST Trade Show provides you with seminars, presentations, product demos, and a wide array of shopping and networking opportunities, all in an environment packed with activities and attractions!

At the AASP/NORTHEAST Trade Show, attendees can enjoy a diverse learning experience. For those eager to enhance their skills, the weekend offers automotive industry training from various providers, including I-CAR, MEA, AMI, and ASE. The show floor at the Meadowlands Exposition Center, spanning 60,000 square feet, provides a unique opportunity to meet hundreds of vendors face-to-face and explore the latest products and information.

For those who would like to know what's happening around the country in the world of automotive repair, the annual AASP/NJ and SCRS-sponsored East Coast Resolution Forum provides an open-air discussion between industry representatives. For those who prefer to bring family and friends to the event, the Meadowlands offers an array of options for those who want to experience more than the show itself, from outlet shopping opportunities to restaurants and movie theaters to the Meadowlands Racetrack and sporting complexes, to the Big Apple itself. As these industries continue to change and grow, so must our ideas and perceptions of what needs to be done to remain successful and remain at the class's head. AASP/NORTHEAST Trade Show is the only regional show designed to provide YOU with an opportunity to attain higher professionalism and success.

If you're looking to expand your business and unlock your full potential, the AASP/NORTHEAST Trade Show is the perfect platform. With its comprehensive range of products, information, and learning opportunities, this event is designed to help you succeed in the ever-evolving automotive repair industry.

## Return Tips

1. ALL cores must be returned in the original box/packaging.
2. ALL new returns must be in the "as received", original package with manufacturer's label attached.

## 3M, Axalta Announce Collaboration on New Training for Collision Industry

3M and Axalta have teamed up to create a series of free training modules to improve collision repair processes, specifically in automotive refinishing. The initiative focuses on best practices related to productivity, efficiency, quality, safety, and sustainability. The collaboration emerged from shared goals to support body shops facing labor shortages and the need for process optimization rather than a focus on specific products.

The training content, developed by experienced application engineers from both companies, is designed to be brand agnostic, allowing any shop to benefit regardless of the products they use. The five planned modules, available through the 3M Academy and Axalta Academy, cover various topics to enhance understanding of repair processes and improve operational outcomes. The first three modules will launch in late 2024, with the remaining two in early 2025. The educational content is free to all industry stakeholders, emphasizing the importance of skills development and the long-term viability of the collision repair industry.

### Stacey Phillips Ronak Autobody News

#### Annual Revenue

Under \$250,000 - 9%  
\$250,000-499,999 - 9%  
\$500,000-749,999 - 8%  
\$750,000-999,999 - 11%  
\$1,000,000-2,499,999 - 39%  
Over \$2,500,000 - 19%  
Unknown - 5%

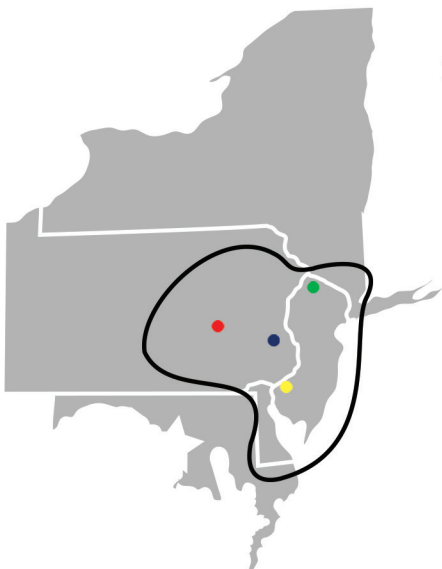
#### Overall Gross Profit Margin

Less than 30% - 8%  
30-39% - 12%  
40-49% - 14%  
50-59% - 34%  
60% or more - 22%  
Does not track - 10%

#### Overall Net Profit Margin

I don't generate a net profit - 4%  
1-4% - 4%  
5-9% - 9%  
10-14% - 20%  
15-19% - 19%  
20% or more - 22%  
Does not track - 22%

Source: ratchetandwrench.com



## Fred Beans PARTS

### Delivery Area

- Fred Beans PDC
- West PA Cross Dock
- North NJ Cross Dock
- South NJ Cross Dock

ACURA BUICK CADILLAC CHEVROLET CHRYSLER DODGE Ford GENESIS GMC HONDA  
HYUNDAI ISUZU Jeep KIA LINCOLN MAZDA NISSAN RAM SUBARU TOYOTA Volkswagen

**Fred Beans | Parts**

877-942-3267 | fbparts.com  
131 Doyle Street, Doylestown, PA 18901